

IN THE ADIRONDACKS

Lake Placid Public Library
2471 MAIN STREET
LAKE PLACID, NEW YORK 12946

Overdue Books Policy and Procedures

1. Horizon will generate overdue reports for 4 checkout periods (two weeks each). For the first, second, and third notices, we will call or send overdue reminders to our patrons who have our books. If our patron has a book from another library we will remind them in the same manner, but let them know that the other library may be charging them daily fines. They may return the book here, but they will still be responsible to the loaning library for the fine incurred.
 - a. If we have loaned our book to another library through ILL and the book becomes overdue, it is up to the *other* library to contact the patron. If the book ages to lost, we will then bill the other *library*.
 - b. If a patron from another library comes here and borrows books, the other library is still responsible when the books are overdue. That library will notify the patron regarding the overdue items.
 - c. **Our relationship is only with the other library, not with their patron.

**CEF has reminded us that we *all* signed a contract when we became members of the system. We agreed that all patrons with a library card in this system would have privileges at *every* system library. The home library is responsible for the patron's borrowed items, but we must welcome all patrons to our libraries, and extend all privileges we extend to our own patrons, including hospitality. If a patron is a delinquent borrower (a code assigned only by the home library) then we do not have to loan to that patron.

2. The fourth period is the final one, after which the book ages to "lost" within Horizon. At this point, make the patron a "delinquent borrower" in Horizon. We will send the patron a letter (form letter attached) notifying him/her that the book has been overdue for a period of 8 weeks and that the letter will serve as a final notice. The book will soon be considered by the system "lost" at which point the patron will be billed. The letter also notifies the patron that they are now considered a delinquent borrower within Horizon, and that they will not be able to check any books out in any CEF library until they clear up their account. Do not withdraw any item at this point. The system has generated a block on the patron in the overdue period, and then a fee block with the cost of the book when it becomes "lost." All library staff members should be able to see each title associated with each patron.

I will keep a list of these letters on file so we can tell which accounts remain unsatisfied.

3. If the patron returns the book, the system releases the block. If the patron pays for the book, release the block by recording the payment, and then we can withdraw the book. *Please let Director know so she/he can replace the book.

4. If there is no chance of getting the book back after 6 months, we should waive the fee to get rid of the block and withdraw the item (I think we should do this periodically through the “item group editor”). Be sure to place a manual fee block on that patron: list the item, the cost, and your initials. Also, the patron will remain “delinquent.”

5. When we bill another library for an item, we cannot withdraw the item until that library marks the item paid.

6. Please see: “Step by Step – Billing Patrons and Libraries for Lost Books in Horizon” and “Step by Step – Cleaning up Missing and Trace Items.” CEF has provided these handouts so all system libraries can be on the same page on this issue. At the meeting, they suggested we run the “item group editor” every couple of months for trace and missing, and then withdraw. Every three months, the entire system database is uploaded to ICICLL, including the lost and missing items, which makes the database inaccurate. They asked that we try to clean up the lost and missing periodically to keep the database accurate. CEF deletes the system “withdrawals” once a week, on Fridays, so if you make a mistake, we can let them know right away and they can add it back to our list.

Oct. 29, 2021

Patron Name

Patron Address

Dear Patron,

It has come to our attention that # or title of books are checked out to you and have been overdue since *due date*. This will be your final overdue notice. In two weeks, the materials will be considered “lost” and you will receive a bill for the items in the amount of _____. At this point, you are listed as a delinquent borrower in the system. You will be unable to borrow materials from any library in the CEF system until you settle your account.

Please call us regarding this matter. If the books are returned or paid for, your borrowing privileges will be reinstated.

Thank you.

Lake Placid Public Library

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