

Belgrade Overdue Item Process

Currently

1 day prior to due date	<ul style="list-style-type: none">• patrons with email address on file receive email reminder.
1 day after due date	<ul style="list-style-type: none">• fines begin accruing at \$0.10 per day
7 days after due date	<ul style="list-style-type: none">• patrons are sent reminder through email or postal mail.
28 days after due date	<ul style="list-style-type: none">• patrons receive letter or email notifying them that book is assumed lost and they are responsible for replacement charges.• system assesses replacement cost and \$5.00 fee.• system bars patron from further checkout.• system changes item status to Assumed-Lost.
90 days after due date	<ul style="list-style-type: none">• system transfers replacement cost and processing fee to miscellaneous charges to allow item purge.• system puts item barcode, title, original due date in patron record.• system changes item status to Lost

Unique Management Process

60 days after due date	<ul style="list-style-type: none">• Unique starts patron contact. <p>Small Balance Account \$10:00-\$24.99 (this account will charge a referral fee of \$5.00)</p> <p>Materials Recovery Account \$25.00 or more (this account will charge a patron a referral fee of \$10.00)</p>
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