

## What should I do?

- Keep the library informed of your current phone number, mailing address and/or email address so that you will receive overdue notices promptly.
- Promptly respond to library notices to return overdue materials.
- Pay bills for lost materials or return the materials within 42 days of the original due date.

## Privacy and responsibility

- UMS, the collection agency, receives only the patron identification information and amount owed. They do not get information about which titles the patron has checked out.
- Parents will be contacted by UMS for material not returned by their children who are under age 18.
- Library users are responsible for all use made of their card until it has been reported as lost or stolen to the Oshkosh Public Library Circulation Department.



106 Washington Ave., Oshkosh, WI 54901  
(920) 236 -5203  
oshkoshpubliclibrary.org

# It's All About Sharing

## Oshkosh Public Library

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## Oshkosh Public Library

## It's All About Sharing!

Materials that are kept out for long periods of time are not available to other library users. Despite our best attempts, a small number of library users (fewer than 1%) do not return library materials or pay for their replacement. The Oshkosh Public Library uses Unique Management Services (UMS), a specialty library collection agency, to collect charges for unreturned library materials.

**Please note that overdue notices are sent as a courtesy.**

**Users are responsible for their library materials and any associated fees, regardless of whether they received an overdue notice.**

### When will I receive notices?

#### For users with email:

- 3 days BEFORE item is due – an e-mail is sent to the user; or 1 day before an item with short loan period is due (i.e. DVDs).
- 3 days overdue – An e-mail is sent to the user.
- 15 days overdue – An e-mail is sent to the user.
- 30 days overdue – An e-mail is sent to the user for the cost of replacing the item(s). Service is denied when fines or bills reach \$5.00
- 37 days overdue - A paper bill is mailed for the cost of replacing the item(s).
- **45 days overdue – All users owing \$25 or more for unreturned materials are referred to UMS.**
- 46 days overdue – A letter is sent by UMS asking the user to contact the library to return the item and pay the fines and fee.
- 67 days overdue – A second letter is sent to the user by UMS.
- 81 days overdue – The user is called by UMS.
- 109 days overdue – A final letter is sent by UMS.

#### For users without email:

- 3 days overdue – A phone call is made to the user. If the call can't be completed, a paper notice is mailed to the user.
- 30 days overdue – A paper bill is sent to the user for the cost of replacing the item(s).
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**Late fines are not assessed on items checked out at the Oshkosh Public Library.**

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