## What should I do?

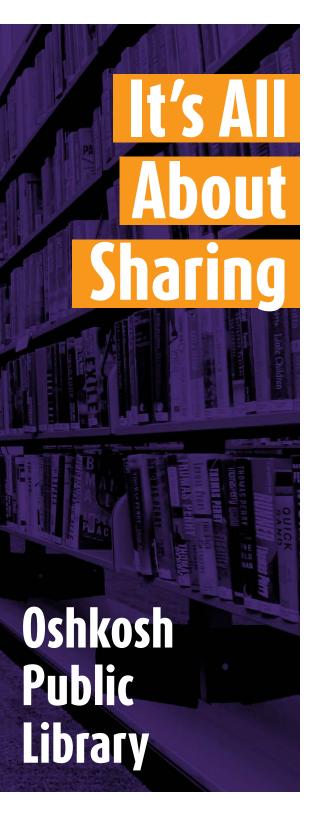
- Keep the library informed of your current phone number, mailing address and/or email address so that you will receive overdue notices promptly.
- Promptly respond to library notices to return overdue materials.
- Pay bills for lost materials or return the materials within 42 days of the original due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



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### 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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