

Topic: Collection Development and Management – Circulation

3.10 Overdue Materials

Board Motion Number:	24.112
Date of Original Board Motion Number:	November 19, 2007
Date of Current Issue:	October 22, 2024
Date of Next Review:	2028
Attachments:	

Signature of Board Chairperson (and Date):

Policies

The North Kawartha Public Library will set the terms for handling overdue material.

Procedures

1. Before contacting patrons for overdue materials, staff will check regular shelves, reserve shelf, and repair shelf, in case items were returned and incorrectly shelved.
2. If patrons have four or more items overdue, they will be blocked from borrowing anymore materials. Overdrive/Libby is also blocked.
3. Overdue and/or lost items, are recorded in the patron information file in the Library Software so that no further material will be issued to these patrons.
4. Monthly overdue lists are printed and patrons are contacted by phone or email. After eight weeks an overdue letter will be sent.
5. If the overdue items are not returned after three months, a final notice (accompanied by an invoice for the replacement cost) will be sent. The final notice will state that until the overdue items are returned, no further loans will be made to the patron.

6. If overdue items are not returned but the patron pays a replacement cost as indicated on the invoice, the amount is recorded on the daily cash sheet or an Interac receipt is issued. A receipt should be issued to the patron and their account is cleared. If the patron subsequently finds the item(s) and returns them a refund will only be given if it's less than three months since the payment. This is because the item(s) have been out of circulation and other patrons have been unable to borrow them.
7. Fines for Interlibrary Loan material will be set by the lending Library.