

Proposed board resolution authorizing the use of a collection agency in OWLSnet

Background

OWLSnet libraries are exploring the possibility of using a collection agency to retrieve materials and fines when patrons owe more than \$50.

The collection agency software provided by our Integrated Library System vendor, Innovative Interfaces, only allows a library to submit to collection a patron account *registered with their library*, regardless of which library owns the billed materials or where the billed materials were checked out.

Because patrons and materials move freely from one OWLSnet library to another, this collection model requires cooperation among OWLSnet libraries to be effective.

Proposed Resolution for the MAIN STREET library board

Part 1. Approving other OWLSnet libraries to refer their patrons to collection for items owned by or checked out at the MAIN STREET library.

Resolved: In order to allow OWLSnet consortium libraries to be good stewards of public funds and to facilitate the smooth functioning of the consortium,

The MAIN STREET LIBRARY authorizes OWLSnet libraries to refer patron accounts to collection when there are overdue materials either:

- a) Owned by the MAIN STREET LIBRARY or
- b) Checked out at the MAIN STREET LIBRARY

Part 2. Approving the MAIN STREET library to participate in referring patrons to collection.

Furthermore, the MAIN STREET LIBRARY Board authorizes the MAIN STREET LIBRARY to refer to a collection agency patrons registered with the MAIN STREET LIBRARY who have a billed item and owe more than \$50.

Additional Information

For discussion purposes, the following examples may be useful:

Library A actively sends accounts to collection. Library B and Library C do not.

- Bob is registered with Library A and checks out item owned by Library B at Library C. Even though Library A isn't involved at all in this transaction, Bob's account is sent to collection by Library A once the requirements are reached.
- Jane is registered with Library B and checks out item owned by Library A at Library A. Even though Library A owns the item and checked it out, Jane's account won't be sent to collection because Library B doesn't send accounts to collection.