

## LAKE COUNTY LIBRARY SYSTEM MATERIALS RECOVERY PROGRAM

The Lake County Library System is continuing the Materials Recovery Program to encourage library customers to return books and other items on time. This program was developed with fairness to all library patrons in mind. Materials not returned are not available for others to use or borrow.

### What happens when your items are.....

#### 10 days past due



The library notifies you of the overdue materials by mail or email.

#### 21 days past due



The library sends you a final overdue notice by mail or email.

#### 35 days past due



Items are declared lost and you are charged for the replacement cost plus a \$5 processing fee.

#### 45 days past due



The library forwards your account to Unique Management Services, a library materials recovery agency. A \$10 service charge is added to your account.

### What happens when your balance due is \$10 or more.....

Beginning June 1, 2009, patrons who owe \$10.00 or more will be blocked from viewing their account online, placing holds online, or renewing their items online. If you have questions, or to make arrangements for payments, please contact your local library.

#### E-mail Services available to patrons

- ⇒ A courtesy reminder 3 days before your items are due
- ⇒ A note when your hold items are ready for pick up
- ⇒ A reminder when your items are overdue
- ⇒ A quarterly online newsletter

*The provision of an email address will enable your library to send notices electronically. For many reasons including postage, printing and paper this low cost solution will benefit our libraries and our planet. The library will not share or sell your email to anyone. It will not be used for any purpose other than the purpose stated. Contact your library to sign up.*

<http://www.lakeline.lib.fl.us/libraries/>