



CIRCULATION POLICY

OVERDUE MATERIALS

- Overdue notices are mailed or emailed directly to the Library Card Holder. The Berwyn Public Library assumes no responsibility for receipt of notice by patrons, or if patron is a minor, by parent or guardian.
 - A 1st notice is mailed 2 weeks after the due date.
 - A 2nd notice is mailed 4 weeks after the due date, with the exception of videos.
 - A Billing Notice is mailed 6 weeks after the due date.
- At 8 weeks, the library receives a replacement notice. At this time, a determination by qualified staff is made to send or not to send a patron to the collection agency and the patron (or the parent/guardian who signed responsibility for the card, if the patron is a minor) is then responsible for the current market value of the item(s) and collection agency fee. The following criteria is used:
 - Patron has been sent 3 overdue notices.
 - Material has a current market replacement value of \$25.00 or more.
 - Exceptions to the 8 week collection agency billing will be determined by qualified staff based on item demand or value e.g. *Hooked on Phonics*, Best-Sellers and videos.
- After an item is overdue 1 year, the item is considered lost, and the patron is responsible for the total cost of the item.
- The Claims Returned option will be limited to 3 Claims Returned per patron per lifetime (regardless of number of prior library cards). No item is eligible for a Claims Returned until a Billing Notice has been received. At this point, the patron can pay for the item, replace the item, or, after agreed upon with qualified staff, claim the item returned. Once an item is claimed returned, the claim is permanently on the patron's record, even if the item is returned at a later date. Videos and DVD's are not subject to the Claims Returned option.