

**Butte County Library**  
**KEEP YOUR ACCOUNT CURRENT!**  
**\*\*PLEASE READ\*\***

As of March 1, 2010, Butte County Library began contracting with Unique Management Services, Inc., an agency that specializes in library material recovery and collection on past due accounts.

Library customers **who owe more than \$25 in fines or who have items more than 45 days past due** will automatically have their accounts referred to Unique Management for processing. Customers who do not respond to collection attempts within 120 days will have their accounts referred to a credit reporting agency.

Under this new material recovery system, customers will be given opportunities to return overdue materials and/or pay past due fees as follows:

- 1) **3 days** prior to an item being due—a courtesy notice is sent via email.
- 2) **1 day** overdue—second notice is sent via email.
- 3) **7 days** overdue—third notice is sent via email or phone.
- 4) **45 days** overdue—the account is turned over to Unique Management who sends the customer a written notice requesting payment. At this time, an additional **\$19 nonrefundable** collection referral fee is added to the customer's library account.
- 5) At **21 days**, Unique sends a second letter.
- 6) At **35 days**, Unique telephones the customer to encourage payment
- 7) At **65 days**, Unique telephones the customer to warn they may be credit reported.
- 8) **120 days** from the initial referral, unresolved accounts are credit reported.

**\*\*Keep your account current!\*\* It's easy**

Keeping your library account current is simple:

- 1) Verify that the library has your current phone number and/or email address (we no longer send paper notices)
- 2) Return items BEFORE they are overdue, or
- 3) Renew items BEFORE they are overdue by
  - A) logging into your account at our website [www.buttecounty.net/library](http://www.buttecounty.net/library), or
  - B) *calling* or *visiting* any of the six library branches **during open hours**
    - Biggs - 868-5724
    - Chico - 894-2726
    - Durham - 879-3835
    - Gridley - 846-3323
    - Oroville - 538-7355
    - Paradise - 872-6320