

Policy 2.16: Collection Agency

Approved and Adopted by Board of Trustees December 11, 2025

Library accounts with a balance **of \$25.00 or more** that remain unpaid **for 56 days or longer** may be referred to a third-party collection agency. Patrons will be notified of the outstanding balance prior to referral. The patron will be responsible for all actual costs of collection and an \$11.00 processing fee or any additional fees and costs that the court may order. Once an account is in collections, the patron may be subject to additional fees and limitations on library privileges, including borrowing, renewing, or using library resources.

Patrons are encouraged to contact the library as soon as possible to resolve any outstanding balances or to discuss payment plan options.