

Changes to Set-off program.

The Osawatomie Public Library uses the state “set-off” program, in conjunction with the City of Osawatomie, to collect debts from patrons who have accrued debt through lost or non-returned items.

After staff recently attended a training session, changes were made to our collection policy in accordance with state and federal collection policies and to better align the library with city collection practices.

In addition to set time lines prior to items being sent to “set-off”, due diligence practices were implemented and a standardized letter was created.

Collection Policy:

Past Due Report run every Monday

After 14 days – Phone Call

After 28 days – Letter Sent

After 40 days –Marked Lost – (This step was implemented after an automated process was created in KOHA which marks past due items Lost after 45 days. This way we can keep track of items marked lost)

After 60 Days – Set-off Letter Sent. Patron has 60 days to respond before collection begins.

After 120 days – turned over to Set-off. At this point we will add a \$20.00 service fee to the account and will consider due diligence complete. We will no longer credit items that are returned after the 120 days.

See attached notification letter.