



PUEBLO CITY-COUNTY

# Library District

www.pueblolibrary.org

## Use of Materials

### 03.02.06 Collection Agency

PCCLD provides fair and equal access to library materials to all customers and expects that all items checked out to customers will be returned undamaged in a timely manner. PCCLD utilizes the services of a collection agency to recover unreturned materials or outstanding fees.

Every effort will be made to provide the customer sufficient notice prior to their account being submitted to the collection agency. The contact information in the customer's account will be used to provide such notification. ~~If the efforts of the collection agency do not result in the return of materials or payment of outstanding fees, the collection agency is authorized by PCCLD to refer the delinquent account to a credit reporting bureau.~~

The Executive Director or designee serves as the final arbitrator of disputes that may arise from this process, makes every effort to address the individual circumstances of the customer, and strives to protect and preserve the availability of materials and assets of PCCLD.

**See Also:**

03.02.01	<i>Library Accounts</i>
03.02.02	<i>Confidentiality of Library Customer Records</i>
03.02.05	<i>Library Fees</i>

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