



Library Notices and Billing Information

Updated 9/2012

Q: How do I know when an item is due?

A: We still stamp the due date on most of our items, unless you request a receipt instead. Also, if you have signed up for email notices, a courtesy notice will be emailed to you 3 days *before* an item is due. Please remember, however, that even if you do not receive a notice for some reason, you are still responsible for returning the items you have out.

Q: If I do not have email, when will I be notified that a book is overdue?

A: At 21 days overdue, a notice is generated and mailed to you, after we have checked our shelves to make sure it hasn't been returned. If you do not have email, you can always call us at 616-669-1255 or view your account online using your library barcode number (13 digits) and a PIN number that you can set.

Q: Can I renew items?

A: Most books can be renewed once, unless another patron has a hold for that title. Most audio-visual items cannot be renewed. You can renew by calling us, or by logging onto your library account. If you have any questions about renewal, please ask our staff and they will work with you.

Q: What happens if I cannot find a book, or have lost or damaged it?

A: Come in and tell us right away, before any more fines accrue. Fines can accrue up to a maximum of \$4.95 for a book, and \$10 for some audiovisual or reference items. We can sometimes renew an item to give you time to look for it. If you have lost or damaged a book, come in and let us know and we will evaluate the situation. If you do nothing, a bill will be generated at 35 days. We check our shelves again and mail or email the bill to you, depending on your contact preference.

Q: What happens if I cannot pay my bill?

A: We generally do not allow patrons to checkout when they owe over \$2.00 in fines or bills. If there are extenuating circumstances, however, please let us know. If the fines or bills are not paid within 3 months, and they equal \$40 or more, the account is turned over to a secondary billing or collection agency called Unique Management. They will send you an initial letter asking you to contact the library for payment or more information. If nothing is done in three

Gary Byker Memorial Library



weeks, they will send another letter. Two weeks later they will make two phone calls between 6-9 pm. If there is no action within 30 days, your credit will be reported and can stay on your record for 7 years. Juveniles can be sent to the billing/collection agency, but their credit and their parents' credit is not reported.

Q? What if my child has a bill – can I still check out?

A: No. As co-signer of your child's library card – you are responsible for paying any fines or fees on that card. Your child, however, is not penalized if a parent has a fine. We will still allow them to check out. Please be aware, however, that if you have a card of your own, you must use that card. You cannot avoid fines or bills by using another family member's card.

Q: What if I lost my card and someone else used it?

A: Unfortunately, you are still responsible for the materials. If your card is ever lost or stolen, please notify us at once. We will replace the card at no charge and delete the old card.