

2.7 OVERDUE MATERIALS NOTIFICATION, LOST AND DAMAGED MATERIALS

- 2.7.1 Customers are notified when borrowed material is not returned before the due date is reached. Notices are a courtesy service. It is the responsibility of the members to be aware of loan periods and due dates, and to return borrowed material on or before the due date.
- 2.7.2 Notification may be sent via text message, email, automated telephone call, or paper notice, per the customer's established preference.
- 2.7.3 Notices for children under the age of 12 are sent to the child in care of the parent or guardian who is registered in the customer database. Notices for all other customers (12 years and up) go directly to the customer as registered.
- 2.7.4 Materials are deemed lost after 28 days overdue and the applicable charges will be registered against the account.
- 2.7.5 If an account has charges that reach a set dollar value, a notice is sent advising the customer to pay the amount owed or return the material within a specified time period, after which the account may be sent to a collection agency (see section 2.8). Accounts exceeding set dollar values are suspended pending payment of the monies owed.
- 2.7.6 Fees charged for lost and damaged materials are per Appendix B – Schedule of Customer Fees.