



City of Virginia Beach

VBgov.com

DEPARTMENT OF PUBLIC LIBRARIES
757-385-4321
757-385-4220 FAX

LIBRARY ADMINISTRATION
BUILDING 19, ROOM 210
MUNICIPAL CENTER
VIRGINIA BEACH, VA 23456-9115

Collection Agency Policy

Revised 12/2014

The Virginia Beach Public Library uses a collection agency, Unique Management Services, to recover long overdue materials and fines of \$45.00 or more.

All customers receive a minimum of one overdue notice via US mail or via email, if their library account contains their email address, prior to receiving a bill from the Virginia Beach Public Library. After material is 45 days overdue and/or fines and fees are over \$45.00, an account will be referred for collection. A \$10.00 fee is added to every account referred for collection. Customers who have been sent to the collection agency cannot check out items from the library until their account has been paid in full.

The collection agency will contact customers who have been referred. Staff involvement will be minimal and limited to regular circulation duties.

Customers who have been referred and have questions regarding their account can contact Materials Management at 385-0161 during their regular business hours.