RECOMMENDED ACTION AND JUSTIFICATION:

CONTRACTED THROUGH THE SAN JOAQUIN VALLEY LIBRARY SYSTEM, AUTHORIZE THE MARIPOSA COUNTY LIBRARY TO USE UNIQUE MANAGEMENT SERVICES, INC., A COLLECTION AGENCY

The County Librarian is requesting that beginning February 27, 2007 the Mariposa County Library start using Unique Management Services, Inc., a collections agency that is contracted through the San Joaquin Valley Library System (SJVLS.) This concept was developed with fairness to all library patrons in mind. Materials not returned are not available for others to use or borrow. Also, if materials are not returned, in most cases, money from the library budget is used to replace them. This same money could much better be used to purchase new items for patron use instead of replacing non-returned items.

The Mariposa County Library hopes this practice will encourage all library borrowers to return items by the date due. Most library items may be renewed by bringing the item with the patron’s library card for presentation at the circulation desk. Also, book depositories for returning material when the library is closed are conveniently located for patron use.

The library will still notify patrons that their materials are overdue and patrons will have ample time to respond prior to being turned over for collection. Unique Management Services has been selected as the collection agency for SJVLS. Unique Management works with libraries throughout the United States, Canada, and United Kingdom. They specialize in the recovery of overdue materials and have an excellent record of treating patrons professionally.

The library is serious about recovering overdue materials. Patrons who do not return materials are stealing from the library. Fortunately, only a very small percentage of patrons using the library do not return materials as agreed. Unique Management Services, Inc. will not affect the vast majority of patrons who return materials on time. Unanticipated revenue is unknown at this time. Unique Management Services, Inc. will not cost the County any money.

Fact Sheet 1 explains how Unique Management Services, Inc. recovers overdues materials or fines.

Fact Sheet 2 list the amount of overdue fines ($5.00 or more) for Mariposa County Library.
RECOMMENDED ACTION AND JUSTIFICATION:
Contracted Through the San Joaquin Valley Library System, Authorize the Mariposa County Library to Use Unique Management Services, Inc., a Collection Agency

BACKGROUND AND HISTORY OF BOARD ACTIONS:
The Board of Supervisors has approved other contracts with outside agencies.

ALTERNATIVES AND CONSEQUENCES OF NEGATIVE ACTION:
The library will not be able to recover overdue materials or fines and fees.

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<table>
<thead>
<tr>
<th>Financial Impact?</th>
<th>Yes (✓) No ( )</th>
<th>Current FY Cost: $</th>
</tr>
</thead>
<tbody>
<tr>
<td>Budgeted In Current FY?</td>
<td>Yes ( ) No ( ) Partially Funded</td>
<td></td>
</tr>
<tr>
<td>Amount in Budget:</td>
<td>$</td>
<td></td>
</tr>
<tr>
<td>Additional Funding Needed:</td>
<td>$</td>
<td></td>
</tr>
</tbody>
</table>

Source:
- Internal Transfer
- Unanticipated Revenue: 4/5's vote
- Transfer Between Funds: 4/5's vote
- Contingency: 4/5's vote
- ( ) General ( ) Other

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CLERK'S USE ONLY:
Res. No.: 07-59
Ord. No.: 2
Vote – Ayes: 5
Noes: 0
Absent: 0
Approved
Minute Order Attached ( ) No Action Necessary

The foregoing instrument is a correct copy of the original on file in this office.

Date:

Attest: MARGIE WILLIAMS, Clerk of the Board
County of Mariposa, State of California

By: Deputy

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COUNTY ADMINISTRATIVE OFFICER:
/ [Signature]
Requested Action Recommended
No Opinion
Comments:

Dept. will only use collection agency on accounts owing $25 or more.

CAO:

Revised Dec. 2002
TO:       JACQUE MERIAM, Librarian
FROM:     MARGIE WILLIAMS, Clerk of the Board
SUBJECT:  Authorize the Mariposa County Library to use Unique Management Services, Inc, a Collection Agency Contracted through the San Joaquin Valley Library System

RESOLUTION 07-59

THE BOARD OF SUPERVISORS OF MARIPOSA COUNTY, CALIFORNIA

ADOPTED THIS Order on February 20, 2007

ACTION AND VOTE:

Jacque Meriam, Librarian:
Authorize the Mariposa County Library to use Unique Management Services, Inc, a Collection Agency Contracted through the San Joaquin Valley Library System

BOARD ACTION: Discussion was held with Jacque Meriam. There was no input from the public. (M)Turpin, (S)Aborn, Res. 07-59 was adopted approving the requested action. The motion was amended, agreeable with the maker and second, to include direction that approval is contingent on review of the liability issues and the final contract by County Counsel/Ayes: Unanimous.

Cc: Chris Ebie, Auditor
    File
What We Do

Initial and Secondary Placement

UNIQUE charges a flat fee as low as $8.95 per account regardless of what the patron owes. Using the gentle process described below, libraries can expect a response from 50-75 percent of patrons processed through our service.

- We send a letter as soon as we receive a patron’s account, usually the same day.
- We give the patron three weeks to respond and then follow up with a second letter.
- If the patron returns material or makes a partial payment but does not resolve the account in full, we automatically send a letter encouraging the patron to resolve the remaining balance.
- If a patron still owes the library money two weeks after the second letter, we call the patron at home in the evening or on Saturday. Live, friendly voices encourage patrons to contact the library directly. We have found that calls improve results as much as 30 percent over letters alone.

Our Guarantee: We guarantee that we can help the library recover monies sufficient to pay the cost of our service. In other words, our service can be budget-neutral.

Secondary-placement services help recover material from patrons who fail to resolve their account in initial placement, or from patrons who have moved without leaving a forwarding address.

- In secondary placement, we conduct extensive skip-tracing to find patrons who have moved. We report new addresses to the library monthly.
- As soon as we locate the patron, we send a final letter that informs the patron that we will credit report the account if it is not resolved.
- If the account remains unresolved two weeks after the final letter, we call the patron at home and explain that the account is scheduled to be credit reported if the patron does not contact the library to work out a solution.
- If the patron responds but does not resolve the account in full, we send another letter.
- Depending on how much the patron owes and whether we have spoken with the patron earlier in our process, we make at least one and sometimes as many as three or more
## Block Amounts owed by Borrower Location

<table>
<thead>
<tr>
<th>Borrower Location</th>
<th>Amount Owed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mariposa</td>
<td>$51,805.46</td>
</tr>
<tr>
<td>Red Cloud</td>
<td>$3,832.53</td>
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<tr>
<td>Wawona</td>
<td>$926.07</td>
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<tr>
<td>Yosemite</td>
<td>$867.31</td>
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<tr>
<td>El Portal</td>
<td>$324.57</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$57,755.94</strong></td>
</tr>
</tbody>
</table>