



**SAN ANTONIO
PUBLIC Library**
information. imagination. ideas.

An Ordinance authorizing a professional services agreement with Unique Management Services for library book and material recovery, revenue collection and patron information notification services.



RFCA #16-3521

BACKGROUND

- The Library utilizes third-party service to:

recover overdue
books and
materials

and

prompt customer
payments on
delinquent
accounts.

- Unique Management Services specializes in working with libraries to retain customers while collecting accounts and recovery of materials



BACKGROUND

- Goal of the firm is to maintain patron goodwill while maximizing the number of books and materials returned to the Library and fines and fees paid.

PROCESS

- The Library submits delinquent accounts to contractor that are less than three (3) years old
- An account is deemed delinquent if

more than \$25 is
owed in fines or
fees and

and

no payment
activity has
occurred for more
than 60 days



PROCESS

Payment plans are available to customers

Any payment activity will keep the account from being delinquent

Company contacts customers via mail and telephone

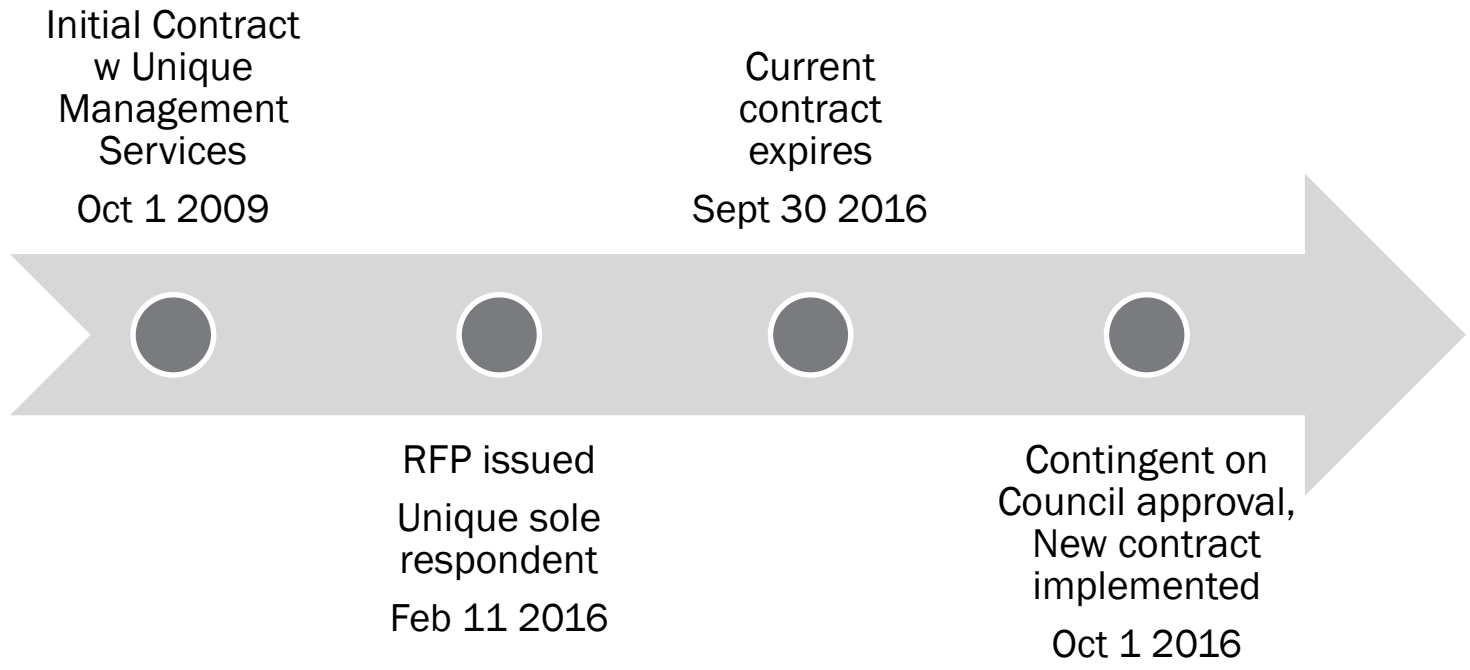
Company collects no patron payments on behalf of the City

All patrons are referred back to the Library for payments or return of material(s)

No credit reporting is done on library customers



CONTRACT



- Contract is guaranteed to be budget neutral

