

Juveniles with Past Due Balances

QUESTION: Should our Library turn over juveniles (children under eighteen) with past due balances to Unique Management to recover the materials?

THE FACTS:

- A significant number of your past due patrons will be juveniles. If you ignore this group, the dollar amount of non-returned materials will add up huge amounts over time.
- Unique Management contacts the parents of juveniles with past due balances. All letters are addressed, "To the Parents of:" followed by the name of the juvenile. All phone calls are directed to the parents or guardians.
- Unique Management has equal levels of success recovering past due materials from juveniles as from adults.
- Most parents are trying to teach their children responsibility and appreciate being notified that their child has not returned materials checked out so they can follow up. Unique Management has not experienced any difficulty in maintaining goodwill with the parents of juveniles.
- Unique Management maintains patron goodwill with the juvenile category of patrons as well as keeps the process budget neutral. With the ability to recover a significant amounts of materials from juveniles with no loss of patron goodwill and no out of pocket expense, why not do it?

SUMMARY:

Juveniles with past due balances should be turned over to Unique Management and nudged/reminded to bring back their materials. They will respond just as well as adults and the Library will recover a significant amount of materials at no out of pocket cost.