

Library Patron Balances

QUESTION: What patron balance sizes should be turned over for collection?

THE FACTS:

- Some Libraries have a belief that they should only turn over patrons with large balances for collection. However, the average Library who looks at actual past due data finds that over half of the past due patrons have balances ranging between \$25 and \$50.
- Past due patrons with \$25 up and up balances respond very favorably to a nudge from Unique Management. Maintaining patron goodwill is just as easy with smaller balance accounts as those with large balances.
- Unique Management can help recover small balance past due patron accounts at no out of pocket cost to the Library.
- Through Unique Management's strategic partnerships with software vendors and with the use collection agency modules, the entire process of sending patron accounts and tracking updates is completely automated. In other words, submitting small balance accounts will not require additional Library staff time, it's completely automated.
- Unique Management works with over 1400 Libraries. The vast majority of these Libraries turn over past due patrons with balances of \$25 and up. Unique Management is happy to provide references of Libraries who can explain their success in submitting/recovering from patrons with balances \$25 and up.

SUMMARY:

Libraries sending patron accounts with balances of \$25 and up have a more complete recovery effort when compared with Libraries who send only high balance accounts.