

## Library Specialists

- UMS has over 1400 Library clients.
- UMS understands that Libraries are unique and require specialized services.
- Maintaining patron goodwill is the highest priority at UMS.
- UMS terminology, communications, processes, and procedures are designed just for Libraries.
- UMS guarantees in writing not to negatively impact the Library budget.
- UMS has acquired significant expertise in working with Libraries. UMS has also formed strategic partnerships with Library software vendors. These partnerships demonstrate the ability of the UMS and the vendor to work in unison to meet the material recovery needs of Libraries.
- UMS will share ideas/make recommendations based upon successes at other Libraries to help improve your own internal procedures.
- UMS recovers overdue material with no loss of patron goodwill.
- UMS offers flat rate pricing which eliminates expensive percentage fees charged by traditional agencies
- UMS provides detailed reports to help the Library manage/track recoveries.