

## Net Benefit Concept Paying Less is Not Always Best

When it comes to selecting a collection service there are many things to consider. The lowest cost service may not always be best. Below are a few things to consider:

**Ability to maintain patron goodwill.** Does the agency understand that just as important as recovering outstanding amounts that the Library needs to the patron to feel welcome to return and use the Library?

**How will data be transferred?** Although many agencies may claim a “completely electronic approach”, emailing patron information back and forth is drastically different from a completely automated approach. Complete automation is only accomplished through the use of a collection agency module and interfaces that Unique Management has developed to accept the patron data.

**Price.** As pricing may arise in conversations, ask detailed questions about the contact process for each account that is submitted. Unique Management has a 120 day long process of gentle letters, calls, skip tracing, and credit reporting. Unique Management offers a one-time flat rate that covers the entire 120 day process. Many agencies have an abbreviated approach to recovery which ultimately results in significantly fewer recoveries.

**Expected returns in material and money.** The thrust of Unique Management Services approach is to help Libraries gently recover materials from long overdue patrons and also recover enough cash from responding patrons to create a budget neutral climate. Unique Management has over 1400 Libraries using the service who can attest to their ability to gently recover outstanding amounts from Library patrons with the focus being on materials.

**Performance based guarantee.** Unique Management offers a Budget Neutrality Guarantee to Libraries who can use the service with certain parameters in place. Unique Management promises in writing that in addition to all the recovered materials, responding patrons will cover the entire cost of the service. Most Libraries are not only budget neutral but actually produce revenue.

**Ongoing consultation/recommendations.** In addition to detailed monthly management reports, additional analysis with regard to Library processes can also be provided. Unique Management is committed to help Libraries achieve the highest returns and realize a great value through the use of the service.