

## Unique Management Services and Fiscal Responsibility

**Question:** How can we justify using a material recovery service when we are in the process of requesting higher levels of funding from the public?

**Answer:** By recovering significant amounts of long overdue materials and fines, the Library demonstrates strong stewardship of community resources and responsible customer service. This allows Library Boards and Management to demonstrate proactivity and effective resource management when confronted with questions. This in turn enhances the probability of obtaining approval for more funding.

### Good Stewardship

1. The return of long overdue materials helps the Library improve its circulation. The items that are long overdue tend to be the newer, most popular items. Returning them to the shelves increases the Library's circulation numbers and better meets the needs of the community.
2. The return of materials helps the Library substantially reduce its expense for collection replacement.
3. When the Library uses our service as recommended, we guarantee there will be no out of pocket cost to use the service. Unique Management Services produces revenue (over and above the cost of service) for most of our clients.
4. Our return on investment averages \$4.00 in returned materials and cash for each \$1.00 invested among all of our 1400 customers across North America. This is a very powerful return on the Library's, and taxpayers, investment.
5. While petitioning the community for resources a Library can show that they are fiscally responsible with what they have already been entrusted.
6. Usually only about 2-3% of patrons are long overdue, however, this adds up to huge amounts of dollars outstanding. Our service protects the resources for the other 97% of patrons.
7. Unique Management Services' "gentle nudge" approach helps patrons resolve their obligation to the Library and return to the library as customers/patrons in good standing.

### Summary:

Using Unique Management Services' material recovery service shows strong fiscal management and good stewardship of tax-funded resources. It will help justify the request for additional funding from the public.