



GUAM PUBLIC LIBRARY SYSTEM  
POLICIES AND PROCEDURES

CATEGORY: Overdue  
Appendix #5

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OVERDUE

It is still important to be familiar with the paper/card process. Sometimes the computer technology will fail! The hardware fails, the power fails, the network fails, etc. Knowledge of the traditional card method for overdue will help you develop a plan in the case of computer failure.

To keep track of *who* has *what* and *when* the material is due, a few steps must be taken. These steps are essentially the same regardless of whether or not the library has an automated system.

Courtesy calls are made three (3) days prior to the due date of items borrowed. Prior to typing out the Overdue Notices, books are verified if they have been returned by checking the shelves. The Horizon system will then indicate that the patron has overdue and will show a listing of the items that have yet to be returned with fines accumulating. If in the event the book has reached its max days of being overdue, it will stop at the max fine of \$20.00. Overdue notices are then prepared the following day and mailed out. Overdue patrons are also inputted on the Daily Overdue Listing and will be notated on the monthly report at the end of the month.

**CLAIMING LOST / DAMAGED ITEM:** When a patron comes into any of the GPLS library's to claim that an item they had borrowed has been lost or damaged, the Library Technician assigned would have to go through proper procedures to ensure the patron's matter has been taken cared of properly. The Library Technician proceeds to ask for the patron's library card or proper identification such as Driver's License or Passport to be able to pull up the patron's record on the Horizon database.

The overdue notice is a three-part as follows:

White – patron;

Yellow – a notation of the return date the items is indicated with total fines due, and receipt number from payment made;

Pink – GPLS copy

Once the record has been pulled up, the patron's information will be cross verified so that any information on the system that is not current is updated. We then proceed to find out the item in question that has been claimed "Lost / Damaged". We check-in the barcode of the item to stop the fines from accumulating. From there, we inform the patron of any fines that had accumulated on the item(s) if the item(s) have past their due date. Fees are as follows:

Patrons are allowed to make payments in installments, but will not be able to check out any items until payment on account is paid in full. We accept payment with cash or personal check. Upon making payment, the patron is also given a receipt of payment in return to justify that payment has been made and received. The patron's card number is inputted on the "Check out" window, if there is a fine or book that has yet to be returned, a window will pop open itemizing the list of books still out, block type (Fine or Lost & Processing fee), amount of the fines accumulated, title of the book, location and barcode number of the item still out.



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If payment is being made, the Library Technician will click on "Payment" and Fine Payment with the amount due will appear in a window. It will also have Payment (input the amount being paid), Comment (input the Receipt number and if the payment is being paid in full or partial with Library Technician's initials), Check Number. If payment is paid in full, the patron's record will be cleared allowing for the patron to be able to borrow again. Should the patron only make partial payment towards the account, the amount paid should be entered and a notation under "Comment" needs to be indicated that partial payment is being made.

The payment is noted on the daily collection sheet in the cash drawer, also written in two separate record log books (Overdue Log Book / Receipt Log), on the Overdue Notice, and the Daily Overdue Listing.

If in the event the patron finds the book and turns the item undamaged, the patron is allowed to request for reimbursement, and will have to fill out the "Vendor Record Form". Reimbursement will be made for the amount the book cost; overdue fines and Processing Fee will not be included. They will have to indicate the following: *New Vendor (Full Name, Mailing Address. OTHER REQUIRED INFORMATION (Patron's SSN & contact numbers)*. Along with the Vendor Record Form, the patron must submit the original Field Receipt that reflects the payment made, a copy of their identification (Driver's License, Passport, Military I.D.). Once the Vendor Record Form is submitted by the Guam Public Library System to the Treasurer of Guam, the patron will then be able to follow-up on the status of the matter.

GPLS Library Board Manual, 1988

DISPOSITION OF OVERDUE MATERIALS

At the end of each fiscal year, after annual inventory, materials that have been overdue for three (3) years, and for which a reasonable effort of recovery has been made, will be eliminated from the records by pulling the cards from the public card catalog and by making the appropriate notation on the shelf list cards.