

Materials Recovery Program

The San Luis Obispo County Library System encourages library patrons to return items on time so that others may use them. Over 2.3 million items are borrowed each year from the Library and most are returned by the due date. To ensure that materials are returned in a timely manner, the Library has established a Materials Recovery Program.

As a courtesy, the Library will email or text a reminder 2 days before the due date.

What happens when your items are:

3 Days Past Due	The Library sends you a courtesy reminder.
10 Days Past Due	The Library sends you a second courtesy reminder.
24 Days Past Due	The Library sends you a third courtesy reminder "FINAL NOTICE."
42 Days Past Due	The Library sends a replacement bill. Fines (Library Fees) will be assessed on all items in addition to the replacement cost. If the billed items are returned, you are only responsible for overdue fines.
63 Days Past Due (account must have accrued \$40.00 or more in fines or fees)	<p>The Library forwards your account to a collection agency. A non-refundable \$10 service charge is added to your account.</p> <p>The collection agency will contact you regarding return of materials and/or payment.</p>

PLEASE NOTE:

The Library encourages library patrons to pay accounts in full. Accounts referred to the collection agency will remain active until full payment is received.

For patrons with fines/fees owed only (no lost items):

Library accounts with fines or fees of \$35.00 or more will receive a Fines Due Courtesy notice. After 30 days, accounts with \$40.00 or more in fines or fees will be referred to a collection agency.

For more information on the Materials Recovery Program, please contact your local library. Renew materials online at [My Account](#), or by telephone call (800) 354-9660, which is toll-free within the 805 area code. Outside of the 805 area code, dial 805-546-0499 (not a toll-free number).