



**Unique
Management
Services (UMS)
Contract**

Check-out Period:

- Three weeks with an additional three weeks upon renewal for most items;
- If an item is overdue, it can still be renewed, if eligible.
- eMail reminder to renew or return is sent to customers with email address on file 3 days before due.

THREE DAYS AFTER DUE DATE

- HPL auto-generates eMail reminder if email address on file.

FOURTEEN DAYS AFTER DUE DATE

- HPL auto-generates eMail reminder if email address on file; or
- UMS sends an automated phone call to borrower if no email address is on file or notice via USPS if not reachable by phone.

THIRTY DAYS AFTER DUE DATE

- HPL assesses Replacement Cost on overdue item; and
- UMS sends notice via USPS outlining item replacement fees with note that account will be referred to Collections if item not returned/account paid within 30 days.

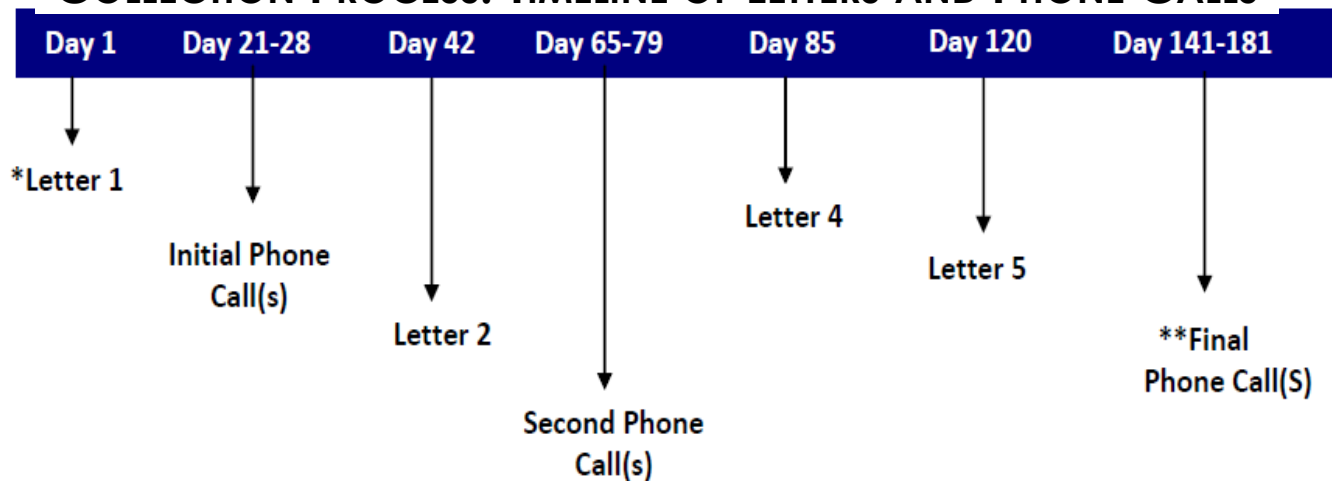
WHEN AN ITEM IS OVERDUE

SIXTY DAYS AFTER DUE DATE

- HPL assesses a \$10 Collection fee per account; account is sent to UMS and
- UMS begins Collection process



COLLECTION PROCESS: TIMELINE OF LETTERS AND PHONE CALLS



WHEN AN ITEM IS IN COLLECTIONS

- HPL PAYS 22.5% CONTINGENCY ON ALL RECOVERY AFTER 60 DAYS ON ITEMS IN COLLECTION. RECOVERY CAN BE OF THE:
 - AMOUNT COLLECTED
 - VALUE OF MATERIALS RETURNED

THIS CONTRACT IS INTENDED TO BE COST-NEUTRAL. HPL ASSESSES THE \$10 COLLECTION FEE ON THE ACCOUNT TO OFF-SET THE COST OF COLLECTION.

- UMS DOES NOT RECEIVE ANY PAYMENTS; ALL BORROWERS ARE REFERRED BACK TO THE LIBRARY TO MAKE PAYMENT.
- UMS WILL RUN THE BORROWERS INFO AGAINST THE NATIONAL CHANGE OF ADDRESS (NCOA) DATABASE TO LOCATE BORROWERS WITH OVERDUE MATERIALS WHO HAVE MOVED
- LIBRARY DEBTS CAN NO LONGER BE CREDIT REPORTED.
- THE VENDOR IS REQUIRED, PER THE CONTRACT, TO MAKE EVERY EFFORT TO PRESERVE THE LIBRARY'S GOODWILL. WE REQUIRE THEM TO BE COURTEOUS AND RESPECTFUL IN ALL OF THEIR INTERACTIONS WITH OUR CUSTOMERS.

FISCAL YEAR	FEES PAID
FY15 Jan – June	\$56,670
FY16 July – June	\$86,844
FY17 July - August	\$11,821
TOTAL CONTINGENCY PAID (20 MONTHS)	\$155,335

UMS CONTRACT COSTS

	Cash Yield	Returned Books / Items (Value)	Total Recovered
FY15 Jan-Jun	\$97,220	\$122,429	\$219,649
FY16	\$165,111	\$198,767	\$363,878
FY17 Jul-Aug	\$21,432	\$28,928	\$50,360
TOTAL	\$283,763	\$350,124	\$633,887

FISCAL IMPACT

- The Library materials are an investment by the City of Houston and its' taxpayers.
- **Most important is the return of Library materials.**
- Even if payment is received for the materials, the items may not be replaceable.
- Our goal is to always be good stewards of the City's investment.

QUESTIONS?

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www.houstonlibrary.org

