To: Administrators of SWAN Member Libraries

From: Kate Boyle, SWAN Member Services Manager

Date: 7/7/14

Re: Unique Debt Collection

As you are aware, SWAN has used Unique Management Services to recover lost materials or their costs from delinquent patrons for a number of years. Over the years, Unique Management Services return on accounts sent to them by SWAN has been 87.56% recovery on Reciprocal Borrower debt and 45.89 % recovery on internal (your patron/your item) debt.

Currently, debt collection reporting is done manually by Edlyn Le Fevour of SWAN. SWAN does not assess an annual charge to the library for performing this service; it is considered a benefit of your membership. When the patron is initially sent to Unique Management a $10.00 fee is added to their patron record and charged to the patron’s home library. When the patron pays this fee, SWAN credits the member library for the $10.00 fee. Each SWAN library has the option of participating or not in using Unique. All libraries can elect to send either their patrons for their items (internal collections) or their patrons as reciprocal borrowers or both. Each library establishes its own thresholds; the library can use one set of criteria for internal collections and another for their patron’s reciprocal borrowing activity. Libraries also have the option to have these patrons actually reported to credit agencies or not. Patrons can be sent to collection for bills only, bills and fines, or any monies.

With our contract with SirsiDynix some of this functionality will be automated using the “Debt Collection” module that interfaces with Unique Management Services. In a few months, Unique Management Services will be onsite at SWAN Headquarters to profile our participating libraries.

SWAN thought this an opportune time to remind SWAN libraries of this service. If you are one of the 47 libraries that use Unique, you might want to contact Edlyn and review the settings for your library. If you have not used Unique, but are considering debt collection, please call Edlyn to discuss your options.

Contact information for Edlyn Le Fevour is:

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