



A Tradition of Stewardship
A Commitment to Service

Agenda Date: 4/23/2019

Agenda Placement: 6L

NAPA COUNTY BOARD OF SUPERVISORS Board Agenda Letter

TO: Board of Supervisors

FROM: Danis Kreimeier - Director
Library

REPORT BY: Anthony Halstead, Assistant Director of Library Services & Community - 707-253-4061

SUBJECT: Agreement with Unique Management Services, Inc.

RECOMMENDATION

Director of Library Services and Community Outreach requests approval of and authorization for the Chair to sign an agreement with Unique Management Services, Inc. for the term of April 23, 2019 through June 30, 2024 at \$9.45 per referred account for the collection of unrecovered library materials.

EXECUTIVE SUMMARY

In an effort to continue delinquent collection success, the Director of Library Services and Community Outreach requests approval of and authorization for the Chairman to sign an agreement with Unique Management Services, Inc. (Unique) for the term of April 23, 2019 through June 30, 2024.

FISCAL IMPACT

Is there a Fiscal Impact?	Yes
Is it currently budgeted?	Yes
Where is it budgeted?	This agreement is budgeted in the Library operating budget, Other Professional Services, line item 52490.
Is it Mandatory or Discretionary?	Discretionary
Discretionary Justification:	Unique's collection process allows for greater collections functionality, including sending multiple mailed letters to patrons requesting the return of materials and clearing of accounts; creating databases to help locate patrons

	who have relocated; and making personal phone calls on behalf of the Library to encourage the return of materials.
Is the general fund affected?	No
Future fiscal impact:	The future fiscal impact is unknown, as cases will be referred on an as-needed basis. However, prior year data suggest between 50 and 75 referrals per month.
Consequences if not approved:	The Library would be unable to efficiently pursue the collection of lost and overdue materials.
Additional Information:	

ENVIRONMENTAL IMPACT

ENVIRONMENTAL DETERMINATION: The proposed action is not a project as defined by 14 California Code of Regulations 15378 (State CEQA Guidelines) and therefore CEQA is not applicable.

BACKGROUND AND DISCUSSION

In November of 2013, the Library entered into contract with Unique Management Solutions (UMS) to provide support in recovering unreturned library materials.

This resulted in a significantly improved recovery rate from our previous process, which was handled in house and in the form of a letter sent by the library and a follow up sent by County's Central Collections staff.

Success rate went from between 10% to 20% to more than 76% success rate, which is a combination of payment received and recovered materials. Actual amounts are \$93,328.75 and \$230,101.95 in returned material value as of January, 2019.

The Library wishes to contract with Unique because Unique is the only collection agency which specializes in Library collections and can integrate with our integrated library system, Polaris. Because Unique works solely with libraries, it does not approach collections in the traditional way. The company's goal is to increase the return of materials or the repayment of fines, not to alienate the patrons. Additionally, payment is not made directly to Unique; patrons with overdue materials are referred to the Library to pay their fines and/or return the materials. Once the patrons contact the Library to settle their accounts, Library staff will follow the procedures for collecting fines and fees as outlined in the Napa County Library Policy.

Accounts are electronically transferred to Unique. To be transferred accounts will meet two criteria: (1) the fines due to the Library will be a minimum of \$25; and (2) the patron must have a minimum of one lost item on his/her account. All account changes are updated daily in Unique's system resulting in better customer service.

The Library will pay Unique \$9.45 per referred account, regardless of recovering fines, fees or lost items.

SUPPORTING DOCUMENTS

None

CEO Recommendation: Approve

Reviewed By: Molly Rattigan