



Peterborough Public Library

To: Members of the Peterborough Public Library Board
From: Jennifer Jones, Library CEO
Meeting Date: June 8, 2021
Subject: Library write-offs, Report PPL21-020

Purpose

A report to inform the Library Board of the status of Library write-off accounts.

Recommendation

That the Library Board approve the recommendation outlined in Report PPL21-020 dated June 8, 2021 of the Library CEO, as follows:

That the Board approve the write-off amount of \$7,596.67.

Budget and Financial Implications

If approved, there would be lost revenue of \$7,596.67.

Background

On January 30, 2015, 58 Library patron accounts were sent to the City's Financial Services department. These accounts all owed fines and fees in excess of \$50 and were long overdue for payment (1 year or more). As Library staff had been unsuccessful in securing repayment the City was asked to assist with the follow up. This ultimately resulted in the accounts being sent to an external 3rd party collection agency.

As of May 31, 2021, 31 accounts remain outstanding. Staff have continued to be unsuccessful in resolving the outstanding balances, as has City staff and the collection agency. The remaining balance owing is \$6,701.47, plus \$933.03 in collection agency fees, for a total of \$7,596.67.

Library Write-Off procedure

An account will be identified as non-collectable if it has been listed with a 3rd party collection agency for a minimum of 9 consecutive months without any payment activity, or it has been determined that the administrative cost to the Corporation to collect the debt exceeds the value of the debt.

The Senior Collections Clerk (SCC) will prepare a recommendation, twice annually, for the Library Manager indicating the accounts deemed uncollectable. This report will give a detailed outline of the collection activity and a breakdown of the operating accounts affected by the write off.

If the Library Manager approves the write off, the Library Manager will seek approval from the Library Board. If the Library Board approves the write off, the SCC will provide the information to the Library Manager to complete the write-off.

The account may still be listed with the 3rd party collection agency and if payment is received the account information will be re-instated in the Library Receivables.

Summary

Any continued attempts to recuperate these costs outweigh the benefit of doing so. These funds have not been recuperated by staff, nor since additional efforts were made by a collection agency and are unlikely to be at this point. Per our procedures, the Library Board is asked to approve the write-off amount.

Submitted by,

Jennifer Jones
Library CEO

Contact Name:

Jennifer Jones

Library CEO

Phone: 705-745-5382 Ext# 2370

Toll Free: 1-855-738-3755

Fax: 705-745-8958

E-Mail: jjones@peterborough.ca