



CITY OF LONG BEACH

DEPARTMENT OF LIBRARY SERVICES

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August 5, 2014

HONORABLE MAYOR AND CITY COUNCIL
City of Long Beach
California

RECOMMENDATION:

Authorize the City Manager to execute an agreement with Unique Management Services, Inc. for collection services for one three-year term, with two one-year options to extend, in an annual amount not to exceed \$35,000.

DISCUSSION

The Department of Library Services requires a distinct approach to the recovery of library materials and fines. Unique Management Services, Inc. (UMS) is a nationwide collection agency that works exclusively with libraries. UMS services more than 1,400 libraries, including Los Angeles County, San Diego County and the City of Anaheim. Their approach to recover overdue materials, fines and fees without alienating patrons involves sending letters and making telephone calls to patrons, including patrons who have moved out of state. The Department of Library Services is able to send real time debt information to UMS through an electronic interface with an Integrated Library System. This partnership with UMS improves efficiency for staff to focus on providing exceptional public service.

The Department of Library Services has been utilizing UMS since 2001. Since then, the Library has seen a return of more than \$958,750 in materials and \$729,767 in cash has been received. Approximately 70% of the cases processed have responded to UMS collection efforts by returning materials or paying their fines and fees, resulting in a 4:1 return on investment for the Library. UMS service includes 120-day Gentle Nudge® process consisting of three (3) letters and two (2) calls to the patron, or parent/guardian. At the end of the collection process, adult accounts owing a balance of \$25 or more may be reported to credit bureaus.

Section 1807 of the City Charter related to data processing systems and subsystems permits procurement of negotiated contracts based on competitive proposals. The services provided by UMS utilize an electronic interface with the Integrated Library System

This matter was reviewed by Deputy City Attorney Amy R. Webber on July 10, 2014 and Budget Operations Officer Grace Yoon on July 14, 2014.

TIMING CONSIDERATIONS

City Council action on this matter is requested at the August 5, 2014 meeting in order to continue to facilitate the handling of collection of library materials and fines by Unique Management Services on behalf of the Library.

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FISCAL IMPACT

Based on the Library's current submission rate per week, which averages 60-70 accounts, the Long Beach Public Library will be invoiced approximately \$33,000 per year for collection services. Sufficient funds have been budgeted in the General Fund (GP). Revenues will be deposited in the General Fund.

SUGGESTED ACTION:

Approve recommendation.

Respectfully submitted,



GLEND A WILLIAMS
DIRECTOR OF LIBRARY SERVICES

GW:RL:ml

APPROVED:



PATRICK H. WEST
CITY MANAGER