

MEMORANDUM



DATE: April 8, 2021
TO: Chuck Huckelberry, County Administrator
Jan Leshner, Chief Deputy County Administrator
FROM: Amber D. Mathewson, Library Director *AM*
SUBJECT: Re: Unique Management Services, Library Debt Collection Service

Unique Management Services was initially involved debt collection for the Library District, however this contract includes the following items:

- added* {
- Collection Services – much less now that there are no fines (used for damaged or lost items)
 - Notifications (print and phone) – items over due
 - Online Chat Services (customer service support)
 - Phone Support Services
 - Curbside Communicator App

Moving forward in a post-COVID world, the cost for the curbside communicator app will be eliminated. Additionally, costs for the collection services will be significantly less this year – due to fines free. The amendment uses historical data; it is unlikely to reach the expenses of previous years. The Unique for phone support will not continue after July 1 unless significant improvements in service are realized.

Effectiveness of all contract components will be evaluated and reported. *↙*

*To: Board – per request
this material relates to recent
contract discussed at meeting.*

*CDM
4/23/21*

cc Clerk



MEMORANDUM

Date: April 5, 2021

To: Amber Mathewson, Director
Library District

From: C.H. Huckelberry
County Administrator 

Re: **Unique Management Services Inc. Library Debt Collection Service**

I have approved the latest amendment to this contract. However, I ask that we develop metrics regarding the library materials collected and/or debt collected by this firm to determine if it exceeds \$119,000, which is the cost of the contract or if loss of materials exceeds \$119,000 per year.

I would like to know more about the cost effectiveness of this contract.

CHH/anc

c: Jan Leshar, Chief Deputy County Administrator