



# NOTICES POLICY

February 10, 2014 July 9, 2018

Notices [for reserved, overdue, or billed items](#) are provided to the patron at the following intervals:

Notice	Schedule	Type of Notice
<a href="#">Holds (reserved items)</a>	<a href="#">When available for pickup</a>	<a href="#">E-mail or text</a>
<del>First notification</del> <a href="#">Date due alert</a>	1 day before due	<del>E-mail, or text, or Telephone</del>
First overdue <a href="#">notice</a>	1 day overdue	<del>E-mail or text</del> <a href="#">E-mail, Text, or Telephone</a>
Final overdue <a href="#">notice</a> <del>(patron's card is blocked)</del>	14 days overdue	<del>E-mail or text</del> <a href="#">E-mail, Text, or Telephone</a>
<del>Bill Invoice</del> for lost material	31 days overdue	E-mail or Printed Letter
<del>Collection Letter to City Attorney for accounts of \$150 or more</del> <a href="#">Submitted to collection agency for accounts of \$50 or more</a>	90 days overdue	<del>E-mail or Printed Letter</del> <a href="#">Notification from collection agency</a>
Patron card expiration	1 month before expiration	E-mail or Text

In order to provide notices to patrons in a timely manner, the primary delivery method for notices will be e-mail ~~or~~ text ~~message, or telephone notification~~; ~~mailed notices are not available for first notification or for overdue notices.~~ The ~~library invoice for lost materials and the statement of collection letter~~ will be provided through either e-mail or printed letter; ~~notification from the collection agency will be by whatever means they determine.~~ ~~Printed notices are not available for first notification or overdue reminders.~~ Patron card expiration reminders are only available through e-mail or text [message](#).

The final overdue notice informs the patron that their library card is blocked from accessing all services until the materials are returned and/or fines are paid. An invoice will be sent for ~~overdue materials~~ not returned after 31 days, ~~and will identify that if not returned, accounts may be turned over for collection.~~ ~~If materials are still not returned at 90 days past due, patrons are informed by e-mail or mail that the library will turn their account over to the City Attorney's office, if the amount for materials due is greater than \$150.~~

~~The patron then has 10 days from the date of the City Attorney's collection letter to comply by returning items or paying for lost materials. If the materials are not returned within 10 days, the City Attorney will send a letter informing the patron that s/he is in violation of the city code. If the patron does not respond to this letter, the City Attorney may issue a summons to the patron, with a court appearance date.~~

Revised [February 10, 2014 July 9, 2018](#). Previously revised: [February 10, 2014](#); June 25, 2012; April 19, 2012; December 9, 2009