



# NOTICES POLICY

~~July 9~~October 8, 2018

Notices for reserved, overdue, or billed items are provided to the patron at the following intervals:

Notice	Schedule	Type of Notice
Holds (reserved items)	When available for pickup	E-mail or text
Date due alert	1 day before due	E-mail or text
First overdue notice	1 day overdue	E-mail or text
Final overdue notice	14 days overdue	E-mail or text
Invoice for lost material	31 days overdue	E-mail or Printed Letter
Submitted to collection agency for accounts of \$50 or more	<del>90</del> 60 days overdue	Notification from collection agency
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; mailed notices are not available for first notification or for overdue notices. The invoice for lost materials will be provided through either e-mail or printed letter; notification from the collection agency will be by whatever means they determine. 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 materials not returned after 31 days, and will identify that if not returned, accounts may be turned over for collection.

Revised ~~July 9~~October 8, 2018. Previously revised: ~~July 9, 2018~~; February 10, 2014; June 25, 2012; April 19, 2012; December 9, 2009