



NOTICES POLICY

~~October 8, 2018~~ [April 8, 2019](#)

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 in outstanding materials	60 days overdue	Notification from collection agency
Patron card expiration	1 month before expiration	E-mail or Text

*Overdue notices are not sent to home delivery or institutional accounts.

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 [April 8, 2019](#). Previously revised: [October 8, 2018](#); July 9, 2018; February 10, 2014; June 25, 2012; April 19, 2012; December 9, 2009