



# NOTICES POLICY

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