



DOWNTOWN LIBRARY
610 QUINCY ST. | RAPID CITY, SD 57701 | 605.394.4171

RAPIDCITYLIBRARY.ORG



Date: December 12, 2022
To: RCPL Board of Trustees
From: Emily Tupa, Policy Committee Chair
Re: Notices Policy

Date: December 7, 2022
To: Emily Tupa, Policy Committee Chair
From: Sean Minkel, Assistant Library Director
Re: Notices Policy

Motion: Move to approve changes to the Notices Policy as presented.

Background: The Notices Policy describes the frequency, type and processes used for delivering notices to patrons for due dates, holds, invoices and account expirations.

There are two recommended changes. First, the library is recommending the removal of text notices in all cases. While convenient, issues with text notices have multiplied over the years and include limitations on the length of messages that cut off information, undelivered messages, and limits to the number of texts that can be sent for free. Over the last year, the library sent an average of 5 text notices a day compared to 627 emails a day. The library has also acquired a service to improve and customize email messaging which will allow for more consistent marketing and notification overall.

The second revision updates the schedule for invoicing lost material and notification of patron card expiration to 28 days. This will result in notices being sent at consistent intervals for all patrons regardless of which month they registered or checked out material.