



NOTICES POLICY

December 12, 2022 January 17, 2024

Library notices are sent according to the [schedule](#) below, except where a patron provided inaccurate contact information, opted out of a notification, or selected a different account preference. It is not possible to opt out of notices related to account status or lost materials. Unless noted, notifications are sent via email.

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

| Notice | Schedule | Type of Notice/Notes |
|--------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Hold(s) available (reserved items) | When available for pickup | E-mail |
| Hold(s) reminder | 2 days before expiration | |
| Date due alert/Due date reminder | Customizable by patron 1 day before due | E-mail/Defaults to 1 day before due date. |
| First overdue notice* | 1 day overdue | E-mail |
| Final overdue notice* | 14 days overdue | Patron is informed that library services are blocked . E-mail |
| Invoice for lost material | 28 days overdue | E-mail or Printed Letter Patron is informed via email or printed letter of costs for lost items, and if not paid, that their account may be turned over to a collection agency. |
| Collection agency notice Submitted to collection agency for accounts of \$50 or more in outstanding materials | 60 days overdue | For accounts owing \$50 or more in lost materials. Collection agency determines mode of communication. Notification from collection agency |
| Patron card expiration | 28 days before expiration | E-mail |

*~~First~~ ~~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; 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.~~

~~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: [January 17, 2024](#); December 12, 2022; December 14, 2020; April 8, 2019; October 8, 2018; July 9, 2018; February 10, 2014; June 25, 2012; April 19, 2012; December 9, 2009.