



DOWNTOWN LIBRARY
610 QUINCY ST. | RAPID CITY, SD 57701 | 605.394.6139

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Date: January 17, 2024
To: Rapid City Public Library Board of Trustees
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, lost materials, and account expirations.

The primary changes to the policy include:

- A new holds reminder notice has been added. This reminder is a courtesy that would be sent two days before holds expire; it is intended to reduce the number of holds that aren't picked up
- An explanation of patron customizable settings and potential issues that would prevent notification or change their schedule was added
 - For example, patrons may opt out of receiving hold reminders or change when overdue reminders are sent out
 - Most notifications can be turned off entirely if desired, but notification of lost materials or account status may not
- Overdue notice practices for Home Delivery and Institutional accounts have been updated in order to keep the Library Outreach Specialist informed of her clients' account statuses

All other changes, including rearrangement of the table, were made to simply or clarify language.