

Hedberg Public Library
A204 Overdue Material Notification
Board Policy
Last Update - November 2007

The Hedberg Public Library seeks to provide timely and convenient access for patrons to all library materials. The library therefore notifies patrons on a regular schedule as a reminder to return materials so that these items may be available for others to use. Notification will take one of the following forms:

Types of Notification

- **Teleform** - An automatic telephone notice made by computer which leaves a message that a patron has overdue item(s) though message does not provide title information.
- **Mail** - Notice is sent to patron in sealed envelope by first class mail with title information.
- **Email** - Notification to a patron-provided computer address with overdue and title information.
- **Telephone** - For special circumstances, staff will call patrons directly.

For cost-savings and timeliness, the default for notification is Teleform (or email if the patron gives his/her address).

If a patron expresses dissatisfaction with Teleform notification for whatever reason, we will send notices via U.S. mail.

Notices for Regular Loan Materials

Courtesy notices are sent one or two days before items are due if patrons use email notification.

First notices are sent 7-10 days after the due date. First notices are sent primarily by email or Teleform.

Second notices are printed and mailed 2 weeks after the first notice.

When an item is 60 days overdue, the system converts the item to "Lost" status and the patron is billed for the cost of the lost items.

Seven days after the bill notice, patrons who owe more than \$50 receive a notice that they are being sent to collection.

Other libraries in the Arrowhead shared system may fall under a different circulation policy.

Special Loan Materials

Materials borrowed through Interlibrary Loan and/or the Reference Department require special notification procedures due to the high demand for these items and the fines assessed for overdues. Patrons are contacted no later than the second day an item becomes overdue.

In the event patrons have not responded to the first contact, a second contact is made.