

PRAIRIECAT CIRCULATION COMMITTEE
AGENDA
February 22, 2022
1:00 PM via Zoom

The PC Circulation Committee will meet Tuesday, February 22, 2022, at 1:00 pm via Zoom. To join the meeting, please visit:

https://railslibraries.zoom.us/meeting/register/tJIf-Coqz8oHtGVHhtiqnASy-D_5JLXV0j7

These are open meetings and everyone is welcome to attend and to contribute, but only the committee members may vote.

Committee charge: The 11 member elected standing group discusses circulation and OPAC topics. It is empowered to make decisions on procedure and some policy decisions, and to make recommendations to Administrative Council for higher-level policy decisions. It also reviews circulation procedures and works together to resolve circulation issues.

- I. Welcome
- II. Roll call of committee members for attendance
- III. Review agenda for additions/corrections
- IV. Approval of minutes from June 22, 2021
- V. Approval of minutes from August 24, 2021
- VI. Approval of minutes from October 26, 2021
- VII. Project to add parent/guardian names to patron records
- VIII. New topics
 - a. **VOTE NEEDED:** Approval required for wording changes to multiple overdue notices
 - b. Non-PrairieCat Reciprocal Borrower forms
 - c. Pink condition slips
 - d. Member updates:
 - i. LOSTANT
 - ii. Putnam County primary school
 - iii. Ida Bookmobile
- IX. Training (TalentLMS)
- X. BYPT "Bring Your Problems Time"
- XI. Next Circulation Committee meeting: April 26, 2022, 1:00 pm, via Zoom

**PrairieCat Circulation Committee / Meeting Schedule
FY2022 (July 2021 – June 2022)**

Seat	Office	Name	Email	Library	Term Expires
Tier 3 Public		Katy Wiegert	katy@pecatonicalibrary.com	Pecatonica Public Library (PT)	Jun 30, 2024
At Large		Rici Dale	eddale@reddicklibrary.org	Reddick Public Library (RL)	Jun 30, 2024
Tier 1 Public		Jolyce Abernathy	jabernathy@newlenoxlibrary.org	New Lenox Public Library District (NL)	Jun 30, 2022
At Large		Beth Wood	bwood@rwrlibrary.org	Robert W. Rowe Public Library District (RO)	Jun 30, 2022
Tier 2 Public	Chair (FY21)	Jenny Hansen	jennyh@cherryvalleylib.org	Cherry Valley Public Library District (CH)	Jun 30, 2022
Tier 3 Public		Patti Smith	pdsmith@rwrlibrary.org	Robert W Rowe Public Library District (RO)	Jun 30, 2022
At Large		Tami Cox	coxt@eastmolinelibrary.org	East Moline PL (EM)	Jun 30, 2023
Tier 2 Public		Tammi Slazyk	teslazyk@peotonelibrary.org	Peotone Public Library District (PE)	Jun 30, 2023
Academic/Special /School	Chair (FY22)	Laura Watson	laura.watson@highland.edu	Highland Community College (HC)	Jun 30, 2023
At Large		Tari Sangston	mautinolibrary@yahoo.com	Richard A. Mautino Memorial Library (MA)	Jun 30, 2023
Tier 1 Public		Carrie Zamorano	carriez@woodstockil.info	Woodstock PL (WO)	Jun 30, 2023

See 2nd page for meeting dates/times

FY22 Meeting Schedule:

Bi-monthly meetings in even-numbered months: August, October, February, April, June.

4th Tuesdays at 1pm. Registration information in L2.

Aug 24, 2021	Zoom	1:00 pm - 3:00 pm
Oct 26, 2021	Zoom	1:00 pm - 3:00 pm
Feb 22, 2022	Zoom	1:00 pm - 3:00 pm
April 26, 2022	Zoom	1:00 pm - 3:00 pm
June 28, 2022	Zoom	1:00 pm - 3:00 pm

PRAIRIECAT CIRCULATION COMMITTEE
DRAFT MINUTES
June 22, 2021
1:00 pm via Zoom

MEMBERS PRESENT: Abernathy-Morris (NL), Bonny (PC), Cox (EM), Hansen (CH), Hettinger (PC), Jensen (PC), Landis (PC), Seville (SL), Slanicky, Slazyk (PE), Smith (PC), Studer (HD), Sullivan (PC), Watson (HC), Wilhojt (BD), Wood (RO), Zamorano (WO), Zanelli (PC)

MEMBERS ABSENT: Smith (RO), Tedder (PC)

GUESTS: Bailey (WD), Bowman (LI), Butler (WL), Christiansen (MX), Dale (RL), Fine (PR), Hoffman (TC), Holland (FR), Hoste (CL), Jones (RP), Kozinski (DK), Newman (HR), Nobling (RP), Posing (MN), Santowski (EJ), Shelton (NL), Struthers (PD), Yoeckel (SN), Zielezinski (SA)

- I. Welcome**
- II. Roll Call for Attendance**
- III. Review Agenda for Additions/Corrections** – No changes were made.
- IV. Approval of minutes from February 23, 2021** - Abernathy-Morris (NL) made a motion and Cox (EM) seconded to approve the February 23, 2021 minutes as written. Minutes approved.
- V. Election Results/new co-chair Needed** – Susan Seville has left the Silvis Public Library (SL). Today is Jenny Hansen’s (CH) last meeting where she will preside as chair of the committee. Laura Watson (HC) has agreed to serve as the chair for FY22. Landis (PC) thanked Jenny and Laura for their service to the committee. A new co-chair is needed!
- VI. Call for Nominations for a Tier 3 Library to fill the Vacant Committee Seat** - We have an open seat for a Tier 3 library. Nominations are requested for a special election.
- VII. PUG Day** - PUG Day this year will be on September 14-24, 2021 as a series of digital events. There will be Tuesday and Thursday presentations then sessions on Friday, September 24. There are 10 total sessions so far. More information to come.

VIII. New Topics

- a. Proposal of AMH System for Delivery and Barcode Placement -** Bonny (PC) gave a RAILS delivery update from the April 27 RAILS Member Update. Greg Pronovitz, consultant, is examining the quality and cost effectiveness of the current RAILS delivery service. RAILS might want to consider to automating delivery services at some point in the future. Attendees had a lot of questions.

RAILS has stated that: "RAILS has no concrete plans or time table for automating our delivery process at this time. We are currently exploring possibilities and want to provide members with information on automation we might implement at some yet to be determined future date. We need to begin thinking about what's possible to keep delivery moving forward and continue to provide the best possible service we can to our member libraries and their customers." This is the link for the RAILS Member Update:

<https://www.youtube.com/watch?v=UvCKAcsCiKA>.

b. New and Upgrading Members

- i. Marengo-Union Library District** – There is a 21 day countdown to Marengo's July 1 Go Live date. A final data extract will be done next weekend. The week of June 21 Innovative will process their files. They have 50,000 items. Marengo staff have been doing training on Talent LMS and practicing data entry on the test server.
- ii. Byron Schools** – Byron schools will work this summer on entering Mary Morgan school items.
- iii. Lostant Community Library** – Lostant has been doing training in Talent LMS. They are going from no automation to becoming fully automated.
- iv. Putnam County Primary School** – The primary school is going from no automation to fully automated. They are entering their items and have hit the 1,000 items entered mark.

- c. **Update on Notices** – Hettinger (PC) gave an update on the overdue notices. The servers are supported by Innovative. We have about half a dozen customizations for the notices that were made by previous PrairieCat staff. All of the customizations stopped working after the last software release. Some fixes have been implemented and PrairieCat staff are working to get all the notices 100% automated.

PrairieCat staff are focusing on notices processing then will fix the failed overdues when the system calls the patrons. We need to eliminate/reduce as much as possible in customization to make upgrades easier in the future.

For phone notices, Sierra uses iTiva. iTiva tries to call the patrons three times. If the patron doesn't get the message, iTiva sends a file to the server. This should be working now. The failed hold calls are working now. If the call fails after the 3rd attempt, the call does not go out. The patron could have a full inbox, which would prevent the message from being delivered.

Patrons may not answer their phone if they don't recognize the number. You can tell patrons to enter 888-542-7259 as a contact and label it "library information" so the patron doesn't think it's a scam call. The October 2019 Did You Know document explains how telephone notifications work and you can access it here:

<https://support.prairiecat.info/system/files/Members/201910/201910%20Did%20You%20Know%20-%20How%20Telephone%20Notification%20Works.pdf>

D. Parent/Guardian Names in Patron Records – Some libraries use the first line of the address field to enter a parent/guardian or caregiver name so that information will print on notices. However, if a name is entered in the first line, the address cannot be searched.

There are 13,000 patron records in Sierra with a name in the first address field. It is possible to have Innovative add a field in the patron record that could be used for this purpose.

To implement this, the following changes would need to be made:

- Clean up the existing 13,000 records
- Modify notices to print the new field, if present in the record
- Modify patron templates to prompt for the new field

The field has a 10-character limit for its label, so Landis (PC) asked for suggestions. Dale (RL) suggested naming it "c/o". The "c/o" would not appear on the notices, only the contents of the field will print on the notices. It was decided to use "CARE OF" for the name the field.

Motion made by Hanson (CH) and seconded by Dale (RL) to add a new patron field. The motion was approved.

Libraries will not be required to use the new field. PrairieCat staff will test to see what the new field will look like. As a reminder, when entering the address, delete any blank lines. PrairieCat staff will test and try to implement the new changes on September 1, 2021.

- d. **Training (Talent LMS)** - Landis (PC) is working on Create List classes for Talent LMS. She has an introduction and classes 1-3 for you to watch and give feedback. She would like to have the new classes available in July.
- e. **Friendly Reminders**
 - a. **Remitting Funds Collected for Lost/Damaged Items to Owning Library** - if a patron returns a damaged item or pays for a damaged item at your library and the item belongs to another library, you need to reimburse the owning library.
- f. **BYPT 'Bring Your Problems Time'**- There were no problems presented.
- g. **Next Circulation Committee Meeting: August 24, 2021, 1:00 pm, via Zoom**

PRAIRIECAT CIRCULATION COMMITTEE
DRAFT MINUTES
August 24, 2021
1:00 pm via Zoom

MEMBERS PRESENT: Abernathy (NL), Bonny (PC), Dale (RL), Hansen (CH), Jensen (PC), Landis (PC), Sangston (MA), Slanicky, Slazyk (PE), Smith (PC), Smith (RO), Tedder (PC), Watson (HC), Zanelli (PC)

MEMBERS ABSENT: Cox (EM), Sullivan (PC), Wiegert (PT), Wood (RO), Zamorano (WO)

GUESTS: Alberth (EJ), Brozovich (RP), Carter (RP), Christiansen (MX), Donnelly (CN), Fine (PR), Hoffman (TC), Iwanski (YK), Posing (MN), Schultz (BL), , Shelton (NL), Thomas (MX), Yoeckel (SN), Zielezinski (SA)

- I. Welcome** – Watson (HC) began the meeting and welcomed everyone.
- II. Roll Call for Attendance**
- III. Review Agenda for Additions/Corrections** – Two items were added to section VI: update on fine free libraries and library cards for kids and veterans
- IV. Approval of minutes from June 22, 2021** – Slazyk (PE) made a motion and Hoffman (TR) seconded to approve the June 22, 2021 minutes as written. Minutes approved.
- V. Election Results/new co-chair Needed** – Two unexpected vacancies created one **Tier 1** and one **At Large** seat on the committee. The **Tier 3** seat has been filled by Katy Wiegert from Pecatonica Public Library (PT) and the **At Large** seat has been filled by Tari Sangston from Richard A. Mautino Memorial Library (MA). A co-chair is needed for the rest of this fiscal year and would become the chair on 7/12/2022. The chair would run the meetings for one year. No one was nominated to fill the co-chair position.

VI. PUG Day - Smith (PC) gave a report on PUG Day 2021. The information for PUG Day is on the PC support site. It will be virtual this year, from September 14 until September 24. It is a free event for PrairieCat membership. On the PC support site, you can select a session to see more information and to register. Most sessions will be recorded for you to view later. Please look over the sessions and share the information with the other staff at your library. There is no limit on the number of sessions you can register for and no limit on the number of staff who can attend.

VII. New Topics

a. Modify Hold Pickup By Date – The ability to modify the hold pickup by date for another library’s items was broken in a recent release. This feature is used rarely. An example of when this would be used is when delivery for homebound books is delayed or the owning library has given permission for the patron to keep the items for a longer period of time. This feature is fixed now.

b. Bib-Level Holds on Records With Volumes- Landis (PC) was sending a weekly email to the libraries to fix bib-level holds on records with volumes. She has found a second method for identifying the holds. However, there are too many for her to send a weekly email. It is faster for her to fix them. Out of all the holds placed in Sierra, about 1-3% are incorrect.

c. Clear Expired Holds and Holdshelf Procedures – Technical bulletin #84 is included in this month’s meeting packet and describes how to use the clear expired holds and holdshelf function. All basic and fully participating libraries should be doing this every day. Run the report, find the items, and check them in.

d. Project to add Parent/Guardian Names to Patron Records – Adding a new field to the patron record for parent/guardian names was discussed at the last committee meeting. The new field will be named “**CARE OF**”. The new field needs to be added, then tested to see how it appears on the notices. Libraries may want to include the field in their patron templates. Patron records that currently have names in the address field(s) will need to be edited. This project will start in September.

- e. **Update on Fine Free Libraries** – Five more libraries have become fine free, for a total of 20 libraries. Another seven libraries will become fine free in October and November. There is a recording on the PC website about going fine free that you can watch for more information.
- f. **Library Cards For Kids and Veterans** – PrairieCat staff are looking for feedback on creating library cards for kids and veterans. This involves the public libraries.

VIII. Training (Talent LMS)

- a. **Addition of Detailed Worksheets Created by Rici Dale/Reddick Library to Circulation Classes** – Students using Talent LMS have been asking for an interactive feature to be added to the classes. Circulation classes one, six and seven now have added worksheets. In Talent LMS, you can download or print the worksheets. The worksheets are additional resources for the membership to use, but they are not required.
- b. **Create Lists** – Create Lists classes in Talent LMS have been delayed and should become available at the end of August or early September. You can submit a request for an on-demand class to be taught via Zoom for now if needed.

IX. Friendly Reminders – there were no friendly reminders.

X. BYPT 'Bring Your Problems Time'

- a. **Patron Holds on for multiple volumes** – Donnelly (CN) asked if there is a way to place multiple volume holds at one time. For example, a patron wants volumes 1 through 10 of a graphic novel and each hold has to be placed individually. Is there a way to place the holds all at once? No, you only do one volume hold at a time. Landis (PC) will request an enhancement for this in Idea Lab.

XI. Jeff Sullivan Retirement – After 22 years of service to Illinois libraries, Jeff Sullivan will be retiring from PrairieCat on Friday, August 26. Coulter (PC) sent an email on 8/11/21 to everyone in PrairieCat with a link in case they wanted to share congratulations and memories. There is an online "kudoboard" set up for folks to do so. One can share a message with Jeff at: <https://www.kudoboard.com/boards/1ZVGG09q>

XII. Next Circulation Committee Meeting: October 26, 2021, 1:00 pm, via Zoom.

**PRAIRIECAT CIRCULATION COMMITTEE
DRAFT MINUTES
October 26, 2021
1:00 pm via Zoom**

MEMBERS PRESENT: Bonny (PC), Dale (RL), Landis (PC), Sangston (MA), Slazyk (PE), Slanicky (PC), Watson (HC), Zamorano (WO), Zanelli (PC).

MEMBERS ABSENT: Abernathy (NL), Cox (EM), Hansen (CH), Smith (RO), Wiegert (PT), Wood (RO).

GUESTS: Bowman (LI), Choteau (RP), Conderman (MS), Fine (PD), Nobling (RP), Posing (MN), Schulz (BL), Thomas (RP), Yoeckel (SN).

- I. Welcome** – Watson (HC) began the meeting and welcomed everyone.
- II. Roll Call for Attendance** – Only 5 out of 11 committee members were present. No votes could be taken because we did not have a quorum.
- III. Review Agenda for Additions/Corrections** – No additions or changes were made to the agenda.
- IV. Approval of minutes from August 24, 2021** – No vote was taken.
- V. New co-chair Needed** – The committee needs a new co-chair. The co-chair attends the meetings and assumes the direction of the meetings if the chair is absent. Dale (RL) volunteered to be co-chair.
- VI. PUG Day Review** – Bonny (PC) gave a review of PUG Day. PUG Day was a virtual event this year. There were 13 sessions featured, with five sessions hosted by PrairieCat libraries, with a total of 413 attendees. There were a total of 92 Illinois libraries that participated, including 68 PrairieCat member libraries. The top two libraries that participated across all sessions were Manteno with 22 staff attending and Moline with 20 staff attending. The top two sessions with the most attendance were "**Get Back In Here!**" (71) and "**Library after COVID**" (60).

In 2020, which was also virtual, there were 17 sessions with 644 attendees, including 68 PrairieCat libraries. If one attended PUG Days this year and wanted to give feedback, contact Liz (Elizabeth.smith@railslibraries.info) or Carolyn (Carolyn.coulter@railslibraries.info).

Use this link to view recordings of the sessions on the PrairieCat website:
<https://support.prairiecat.info/documentation/65407>

VII. New Topics

a. Member Updates:

- i. Marengo-Union Library District** – The Marengo-Union Library District completed their Go-Live on July 1. Things are going well.
 - ii. Byron Schools** – The Byron schools are working on completing their building inventory. Items for the high school and middle schools were loaded about two years ago. In the beginning of summer 2021 they began working on the Mary Morgan building doing inventory and editing. Mary Morgan School is the largest of their three collections. All items are non-holdable for now.
 - iii. Lostant Community Library** – The Lostant Community Library is at the item entry stage. They are a non-automated library and need to manually add all of their holdings. All items are non-holdable for now. Items will not circulate until 25% of all items are in the database. If Lostant is the only owner of an item, Sierra will prompt for an override. Never do an override to place a hold for Lostant items. If done, that hold will not be filled.
 - iv. Putnam County Primary School** – The Putnam County School District is adding their Primary School and are doing a 100% manual item entry process. Items will not circulate until 25% of all items are in the database.
- b. Project to add Parent/Guardian Names to Patron Records** – A couple of months ago, the committee approved adding a new variable length field to the patron record that would contain “care of” information. The field will be labeled “Care of:”. This would be a place to enter parent or guardian information. We do have some libraries that regularly use the first line of the address field to enter that information so that when their notices print, the parent/caregiver name prints on the second line. The negative consequence of using the first line of the address field for a name is that it renders the address field unsearchable. This is a definite problem for some libraries.

These records will all have to be corrected. We are in the process of having Innovative add that field, possibly by October 29. Do not use this field until you hear from Landis (PC). As part of this process, we need to clean up the existing patron records (about 13,000) and then test the notices to make sure they print properly using the new field. A volunteer library is needed to test it.

- c. Cards4Kids/Veterans Legislation** –Two new patron code 3 values have been added. When issuing a card to a disabled veteran, use patron code 3 value 25 and for Cards4Kids, use value 26. There is a separate patron type of “325” set up for e-resource patrons. A card can be issued for patrons who are not residents without having the patron pay the fee and the patron can access your library e-resources.
 - d. Discussion of Role/Structure of Circulation Committee** – In the past, decisions were taken to the Admin Council to be approved. Some topics used to take a long time to get approved. It was changed so that the Circulation Committee now has the power to vote and make changes. It is sometimes hard to find volunteers to fill the committee seats including chair and co-chair. It was asked if the committee should be restructured. Carolyn Coulter, PC director, wanted to have a committee empowered to make decisions. The Circulation Committee can now make recommendations, have a discussion and approve things without needing additional discussion and approval from the Delegates Assembly and Administrative Council. After a brief discussion, it was decided to leave the committee as is.
- VIII. Training (Talent LMS) – Create Lists** – Smith (PC) will officially announce a new Create Lists class in Talent LMS on November 1. Create Lists is only for fully participating libraries. Landis (PC) gave a brief demonstration. Once the class is completed, the library employee needs to fill out a login request for their supervisor to sign. Check the box at the bottom of the form if taking the class as a refresher.
- IX. Friendly Reminders** – None.
- X. BYPT ‘Bring Your Problems Time’**
- a. Circulation of Small Items, Solutions for Staff to Consistently Check Contents** – Nintendo switch games are being returned with incorrect items in the case. Staff at multiple libraries did not notice that the incorrect game was in the case. The items are small and are hard to read. It could be recommended that the PrairieCat Technical Services Committee make a decision to label all the items. Landis

(PC) will have Tedder (PC) add it to the next PC Technical Services Committee agenda.

XI. Next Circulation Committee Meeting – February 22, 2022, 1:00 pm, via Zoom.

PrairieCat Notice Format, Frequency and Wording

- In Sierra, the method of delivery of notices is not a library by library decision, but rather a patron by patron decision based on the Notice Preference field in the patron record.
- The default preference order if the field is left blank is: email (if email in record), phone (if phone number in record), print.
- If you do not want to send either an email or an automated phone call notice, then "print" should be the notice preference in the user record.
- Phone notices will be sent via the PrairieCat automated telephone notification system (TNS).
- Hold pickup notices via phone: A generic PrairieCat hold message is used for libraries that do not have customized recorded hold pickup messages. Roy Arey can work with libraries that want to add a customized hold recorded message for their library.
- Overdue notices via phone: there is only one PrairieCat-wide overdue recorded message that tells the patron they may have overdue materials at the library. Only the "Friendly Reminder" (which is really the first overdue notice) is called.
- Patrons can choose to opt in via My Account to receive text messages for Hold Pickup, Courtesy Notices and Friendly Reminders. These texts are in addition to the other notice format (email or phone). Staff cannot opt patrons in to texting in Sierra, but can opt patrons out if requested.
- It is possible to create lists and set notice preference for a group of patrons to a certain preference or default for the library.
- PrairieCat has approved the following standardized notice wording for all PrairieCat libraries.

Notice #	Notice label	Notice text #	Frequency	Method of delivery	Wording
	Hold Pickup Notice	#4	Daily	Email, phone, text (no print)	<p>Email text: The following item you requested is available for pickup at your library. You have six business days to pick up the item or your hold will be cancelled. Thank you.</p> <p>Phone generic message: Material you have requested is now available for pickup at your library. Please pick up your material within the next 6 business days. If you need further information, please contact your library. Thank you.</p>
	Courtesy notice	#11	3 days before due date	Email, text (no print)	<p style="text-align: center;">COURTESY NOTICE</p> <p>Just a reminder that the following library materials will soon be due. Some of the items may be eligible for renewal in My Account on PrairieCat or by calling 888-542-7259. (http://search.prairiecat.info)</p>

Overdue #1	Friendly Reminder	#1	7 days after due date	Email, text or phone (no print)	<p>FRIENDLY REMINDER</p> <p>The following library materials were due recently. Please return them as soon as possible. If these materials have been returned, please disregard this notice. Thank you.</p> <p>SUGGESTED CHANGE: The following library materials were due recently. Please return or renew them as soon as possible. If these materials have been returned, please disregard this notice. Thank you.</p>
Overdue #2	First Overdue Notice	#2	14 days after due date	Email or print	<p>FIRST OVERDUE NOTICE</p> <p>The following library materials are overdue. Please return them as soon as possible. Overdue fines will continue to accrue each day until the materials are returned. Thank you.</p> <p>SUGGESTED CHANGE: The following library materials are overdue. Please return or renew them as soon as possible. Overdue fines may accrue each day until the materials are returned or renewed. Thank you.</p>
Overdue #3	2 nd Overdue Notice	#8	21 days after due date	Email or print (this notice level is not run for fine-free libraries)	<p>2ND OVERDUE NOTICE</p> <p>The following items are now long overdue. Fines are accruing daily. Please return materials & pay fines or make payment arrangements. If the items are not returned, you will be charged for the replacement costs of the item(s). Thank you.</p>

Overdue #4	Final Overdue Notice	#9	30 days after due date	Print only (this notice level is not run for fine-free libraries)	<p style="text-align: center;">FINAL OVERDUE NOTICE</p> <p>We have not received a response to the previous notices we have sent. If these items are not returned in the next 7 days, additional charges may be added. Your prompt attention to this matter is appreciated. Thank you.</p>
Overdue #5	Overdue #5	#10	44 days after due date	Not distributed	<p><i>Notice run centrally just to push system to complete overdue notice cycle and move to Bill Notice</i></p>
	Bill Notice	#3	44 days after due date 21 or 28 days after due date for fine-free libraries	Print only. This is the notice that adds a bill on the patron's record and includes the bill amount on the notice. If the library uses a collection agency, the patron is also sent to collections.	<p style="text-align: center;">BILL NOTICE</p> <p>Please return the following item(s) and settle your account or make payment arrangements. This account is past due and may be turned over to a collection agency if not taken care of. Thank you.</p> <p style="text-align: center;">SUGGESTED CHANGE:</p> <p>Please return the following item(s) that are long overdue. Charges may be greatly reduced or waived if materials are returned in good condition, based on your library's policy. If you fail to return the items, your account could be turned over to a collection agency. Thank you.</p>

ILL NOTICES (Used only by libraries that use Sierra's ILL Module)

Notice #	Notice label	Notice text #	Frequency	Method of delivery	Wording
	Hold Pickup Notice	#4	Daily	Email, phone, text (no print)	<p>Email text: The following item you requested is available for pickup at your library. You have six business days to pick up the item or your hold will be cancelled. Thank you.</p> <p>Phone generic message: Material you have requested is now available for pickup at your library. Please pick up your material within the next 6 business days. If you need further information, please contact your library. Thank you.</p>
	Courtesy notice	#20	3 days before due date	Email, text (no print)	<p align="center">ILL COURTESY NOTICE</p> <p>Just a reminder that the following interlibrary loan materials will soon be due. Some or all of the items may be eligible for renewal. Please contact your home library's ILL Department for renewal options. Thank you.</p>

Overdue #1	Friendly Reminder	#21	7 days after due date	Email, text or phone (no print)	<p style="text-align: center;">ILL FRIENDLY REMINDER</p> <p>The following interlibrary loan materials were due recently. Please return them as soon as possible. Overdue fines will continue to accrue each day until the materials are returned.</p> <p style="text-align: center;">SUGGESTED CHANGE: The following interlibrary loan materials were due recently. Please return or contact your home library's ILL Department for renewal options. Overdue fines may accrue each day until the materials are returned or renewed. Thank you.</p>
Overdue #2	First Overdue Notice	#22	14 days after due date	Email or print	<p style="text-align: center;">ILL FIRST OVERDUE NOTICE</p> <p>The following interlibrary loan materials are overdue. Please return them as soon as possible. Overdue fines will continue to accrue each day until the materials are returned. Thank you.</p> <p style="text-align: center;">SUGGESTED CHANGE: The following interlibrary loan materials are overdue. Please return them as soon as possible. Overdue fines could continue to may accrue each day until the materials are returned. Thank you.</p>

Overdue #3	2 nd Overdue Notice	#23	21 days after due date	Email or print (this notice level is not run for fine-free libraries)	ILL 2 ND OVERDUE NOTICE The following interlibrary loan items are now long overdue. Fines are accruing daily. Please return materials and pay fines or make payment arrangements. If the items are not returned, you will be charged for the replacement costs of the item(s). Thank you.
Overdue #4	Final Overdue Notice	#24	30 days after due date	Print only (this notice level is not run for fine-free libraries)	ILL FINAL OVERDUE NOTICE We have not received a response to the previous notices we have sent. If these interlibrary loan items are not returned in the next 7 days, additional charges may be added. Your prompt attention to this matter is appreciated. Thank you.
Overdue #5	Overdue #5	#10	44 days after due date	<i>Not distributed</i>	<i>Notice run centrally just to push system to complete overdue notice cycle and move to Bill Notice</i>
	Bill Notice	#25	44 days after due date 21 or 28 days after due date for fine-free libraries	Print only. This is the notice that adds a bill on the patron's record and includes the bill amount on the notice. If the library uses a collection agency, the patron is also sent to collections.	ILL BILL NOTICE Please return the following interlibrary loan item(s) and settle your account or make payment arrangements. This account is past due and may be turned over to a collection agency if not taken care of. Thank you. SUGGESTED CHANGE: Please return the following interlibrary loan item(s) that are long overdue. Charges may be greatly reduced or waived if materials are returned in good condition, based on your library's policy. If you fail to return the items, your account could be turned over to a collection agency. Thank you.

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