

Patron Notes Policy

1. Patron Notes:
 - a. Are to be used for internal “alerts” such as: Need telephone number; Need birth date; Mail returned; Do not honor this card; etc. All notes should include the initials of staff, library name, and date entered (example MT WASH PL 4-1-12 or LY MORTON PL 3-22-12 or OK to remove note when resolved CS PEORIA PL 11-6-12).
 - b. We are asking all libraries to remove unnecessary notes that have an established place on borrower edit screen such as birth date. Patron notes can be used to report manual fines. Delete manual fine notes after fines are paid.
 - c. If the checkout library is able to resolve an issue in a note, notify the patron’s home library by telephone call or a new note.

Approved by the RSA NFP User Group on 1 March 2012
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