

RSA Workflows Notices Standard

Courtesy Notices

RSA recommends that courtesy notices be sent 3 days before the due date, except in the case of materials with a very brief loan periods, in which case a courtesy notice should be sent the day before the due date.

Overdue notices

The RSA recommended notice timing is as follows:

For Fine Free libraries:

- 1st overdue notice at 2 days overdue
- 2nd overdue notice at 5 days overdue
- 3rd/final overdue notice at 10 days overdue

For libraries that charge fines:

OPTION 1 (for items that go into LOST status at 20 days past due)

- 1st overdue notice at 3 days overdue
- 2nd overdue notice at 7 days overdue
- 3rd/final overdue notice at 14 days overdue

OPTION 2 (for items that go into LOST status at 30 or more days past due)

- 1st overdue notice at 7 days overdue
- 2nd overdue notice at 14 days overdue
- 3rd/final overdue notice at 21 days overdue

Bill Notices

Bill notices are generated the day after a bill is created on a patron's account. A report (the "assumedlost" report) governs when items go into LOST status. The RSA default timing on this report is 20 days for movies and 30 days for other materials. Fine Free Libraries should use a shorter timeframe for their assumed lost items since, in the absence of fines, there is no other mechanism to block overdue accounts. The RSA recommendation is that Fine Free Libraries have materials enter LOST status at 14 days overdue.