# RSA Workflows Notices Guide
Updated 18 April 2022

Workflows is capable of generating several types of notices for library patrons. These notices can be automatically sent via email to patrons with email addresses on their account or can be printed and mailed to library patrons.

RSA recommends that libraries make use of this function to communicate important account information to their patrons.

The following are the most commonly used types of notices.

## Courtesy Notices

A courtesy notice is sent to patrons to alert them to an upcoming due date. RSA recommends that members use this service to provide patrons with a reminder as well as instructions they may need to share about returning their materials or about contacting the library. Typically this notice is only sent via email.

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.

Some sample notice text can be found here:
https://alsi.sdp.sirsi.net/client/en_US/search/asset/3906/0

## Overdue notices

Overdue notices alert patrons that their materials are overdue. RSA recommends that members use this service to provide patrons with notice that they have missed a due date and that they may be accruing fines, as well as a list of the items that are overdue.

Typically, libraries schedule a series of overdue notices so that patrons continue to receive reminders until they either return the materials or the items are billed to their account as "LOST." Libraries often choose to use slightly different notice text for their "Final" overdue notice, since this notice often provides information about a library's billing process.

Many libraries send the initial emails by email only, but may choose to send the Final notice via postal mail as well.

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

A sample notice can be viewed here:
https://alsi.sdp.sirsi.net/client/en_US/search/asset/2563/0

# Bill Notices

Bill notices are generated the day after a bill is created on a patron's account. These notices are not generated when fines accrue, but they are sent when an item is billed, either because a patron fails to return it before it enters LOST status or because a bill is manually created on a patron's account either by staff using the Billing a User Wizard or the Mark Item Lost Wizard.

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.

Bill Notice typically include a list of items billed, the cost per item, as well as processing fees and relevant information about paying the bill.

There are two types of bill notices, a simple bill notice (notice type BILL):

```
"bill"


Sunday, April 17, 2022

Library Name
LIBRARY ADDRESS STREET
CITY, IL
ZIP




          PATRON NAME
          PATRON ADDRESS
          CITY/STATE
          ZIP


Bill Notice
The following item(s) are assumed lost. A replacement fee for the item has
been added to your library account.

If you return the item, you will owe a fine, but you won*t have to pay for
the item itself.

Please return the item at your earliest convenience OR stop by and pay the
amount listed below for replacing the item. Thank you!

   1   Title / by Author.
       Author Name.
       date billed:X/XX/XXXX    bill reason:LOST      amount due:$XX.XX


==================================================================
=
                    TOTAL FINES/FEES AND UNPAID BILLS:
$20.00
```

And a notice with slightly different formatting and additional information (notice type DUEBILLNTC):

```
duebillntc


Billing notice from Library Name

                              Please contact the library
                              at xxx-xxx-xxxx if you have
                              any questions.


          PATRON NAME
          PATRON ADDRESS STREET
          CITY  IL ZIP
                              PID: DXXXXXXXXX
                              PROFILE: PROFILE
                              DATE: 04/18/2022
          --------------------------------------------------------------

Billing Notice

The following Library materials are assumed lost.  Please pay
this bill at your earliest convenience.  Thank you.


Our records indicate that the following item(s) have not been returned:

          ITEM DESCRIPTION                 FEE      COST     TOTAL

ITEM:  AXXXXXXXXXXX    Author Name          X.XX     XX.XX     XX.XX
 LIB:  WORKFLOWS CODE  Title / Author
 DUE:  03/28/2022      Call Number
ITEM:  AXXXXXXXXXXX    Author Name          X.XX     XX.XX     XX.XX
 LIB:  WORKFLOWS CODE  Title / Author
 DUE:  03/28/2022      Call Number
                                  Total Due: $XX.XX
```

Please specify which bill notice type you would prefer to use when requesting a new notice.


If you have questions about your library's notices, please contact the RSA Helpdesk at help@rsanfp.org.