



## WorkFlows Notices Guide

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WorkFlows can generate 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 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.

### Sample Courtesy Notices

#### *Sample 1*

Dear Library Patron,

This is a courtesy reminder that library material checked out on your card will be due soon. Please take this opportunity to return or renew your items. DVDs and videos are not renewable. You may either call your home library or go online to [https://alsi.sdp.sirsi.net/client/en\\_US/RSA](https://alsi.sdp.sirsi.net/client/en_US/RSA) to view your account. If you have any questions, please call (309) 697-3822, ext. 10. This message is autogenerated. Please do not reply to this e-mail. Thank you.

*Sample 2: This notice is generated as a courtesy notice to Chenoa Public Library customers.*

The following items will be due on the dates listed below. Most items may be renewed in person, on the phone, or online at <http://rsacat.alsrsa.org>.

Online directions: click on the "My Library Account" button; click "Renew My Materials"; login and click "List Charged Items"; select items to be renewed; click "Renew Selected Items"; then logout.

Items may not renew if they are on hold for another patron. After you have returned or renewed your items, take a minute to see what's new at the Library at [www.chenoalibrary.org](http://www.chenoalibrary.org).

If you have any questions, please call (815) 945-4253.

Thank you!

### **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.

### **Sample Overdue Notice**

Tuesday, August 2, 2011

RSA High School Library

ID: D888888888

BAILEY SMITH

123 ABC ST

EAST PEORIA IL

61611

#### **1st OVERDUE NOTICE**

Did you forget?...

Our records show that the item(s) listed below are overdue. If you have returned them, please disregard this notice. Otherwise, please renew or return these items promptly. If

you have any questions, please contact Mrs. Librarian at (309) 694-9200.

1 call number: E K ID: A8888888888  
Miss Fannie's hat / written by Jan Karon; illustrated by Toni Goffe.  
Karon, Jan, 1937-  
due:7/12/2011,23:59

### **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 time limit for their assumed lost items since, in the absence of fines, there is no other mechanism to block overdue accounts.

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):

## Resource Sharing Alliance

"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~~XX/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 xxxx-xxx-xxxx if you have  
any questions.

PATRON NAME  
PATRON ADDRESS STREET  
CITY IL ZIP

PID: DXXXXXXX  
PROFILE: PROFILE  
DATE: 04/18/2022

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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	ITEM DESCRIPTION	FEE	COST	TOTAL
ITEM: AXXXXXXXXXXXXX	Author Name	<del>XX</del>	<del>XX</del>	<del>XX</del>
LIB: WORKFLOWS CODE	Title / Author			
DUE: 03/28/2022	Call Number			
ITEM: AXXXXXXXXXXXXX	Author Name	<del>XX</del>	<del>XX</del>	<del>XX</del>
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 Help Desk at [help@librariesofrsa.org](mailto:help@librariesofrsa.org) or 866-940-4083.