



How to Run Overdue Notices

You can send up to three overdue notices, scheduling the interval between them. Each overdue interval is measured from the date and time the item status changed to overdue, not from the date and time that the previous notice was sent. An item qualifies for inclusion in an overdue notice when the number of days specified in the interval setting added to the due date of the item falls before midnight on the processing date. If an item has qualified for overdue notice processing, but is returned before the notice is sent, the item is removed from notice processing.

Overdue notices can be delivered through the mail as print notices, by e-mail, or as text messages to mobile phones. Print and e-mail overdue notices include the following information:

- **Library return address** - Taken from the **Return** address field in the notification branch's organization record. For full-page and Z-fold printed notices, the notification branch's primary phone number is also included.
- **Date** - Date the notice was generated
- **Printed notice text** - Polaris supplies default text for the subject line and introductory paragraph, which can be edited.
- **Email notice text** - Polaris supplies default text for the subject line and introductory paragraph, which can be edited.
- **System-supplied list of overdue items** - Items are sorted first by notice number (1st, 2nd, 3rd), next in title order. Call numbers are truncated to 60 characters.
- **(Optional) Claimed items** - You can include a list of claimed items with their status (Claim Never Had, Claim Returned).

Note:Text messages must be brief. The default text message for overdue notices is: **Library items are overdue. Please call the library or check your account online.**

When overdue notices are generated, the date is recorded in the appropriate item records, the notices are posted in the transaction file, the patron notification history is updated, and the notice queue is cleared.