



How to run reminder notices

You can send e-mail reminder notices to any qualifying patrons with a valid e-mail address, regardless of the patrons' preferred notification method, and optionally send an additional text message. The following e-mail reminder notices are available:

- **Almost overdue notice** - A notice is sent a specified number of days before a patron's item becomes overdue. The notice also lists other items that the patron currently has checked out. Polaris supplies the item title, due date, format, check-out branch, and number of renewals left for each item. When an "almost overdue" reminder notice is sent regarding an item, the date is recorded in the item record.
- **Patron record expiration notice** - A notice is sent a specified number of days before a patron's registration expires. The notice alerts the patron to contact the library. Polaris supplies the patron's home address, telephone number, and e-mail address for verification.
- **Inactive patron notice** - A notice is sent to a patron whose account has had no activity for a specified number of days. The notice advises the patron to visit the library or call to update the patron's registration. Polaris supplies the patron's home address, telephone number, and e-mail address for verification.

Note:The **Last Activity Date** field in the patron record tracks patron activity. It is updated in the following circumstances. *Staff client:* item check-out; renewal; quick-circ item check-out; a claim is made on an item. *PAC:* log-in to patron account; placing and modifying hold and ILL requests; online renewal; patron information updates; payments; access to remote databases that require log-in. *Polaris ExpressCheck, SIP self-check units:* check-out and renewal; patron account access; payments. *Time and print management applications:* log-in. *Inbound telephony:* Access account information and renew items.

Reminders, including the almost overdue notice, are sent according to the settings for the patron's registered branch (not the item's assigned branch or the loaning branch).

Reminder notices are sent only once. The notice processing program runs daily so that reminder notices are not re-sent to the same patrons.