

Courtesy Notices

Courtesy Notices are sent for most libraries three days before item due dates. The email pre-overdue courtesy notice can be customized. Please contact us at help@librarieswin.org if your library would like to change the courtesy notice to include "If you have already returned these items, they may still be in quarantine, please disregard this message." or a similar message.

The SMS text message courtesy notice is limited to 160 characters and is a single message for all libraries. Currently the message is as follows:

"Courtesy reminder - You have items that are coming due. To renew your items text RENEW or RENEW ALL to 35143. More info at <https://catalogwvls.org/patroninfo>"

WVLS staff are concerned about removing the renew portion of the message, but are open to making a change to the following message, depending upon feedback from V-Cat libraries.

"Courtesy Reminder: You have items that are coming due. Items already returned may be in quarantine for 3 days. More info at: <https://catalog.wvls.org/patroninfo>"

If your library has a strong opinion on the SMS text message Courtesy Notices, please reach out to Katie at ils.admin@wvls.org

WVLS is testing the ability to turn off courtesy notices for libraries. This is done by modifying the loan rules. If your library is interested in stopping pre-overdue notices temporarily, please contact us at help@librarieswin.org

Overdue Notices

If your library is running overdue notices, please run them towards the end of the day. Notices will be most accurate if your library is caught up on the check in of items in quarantine each day before running the overdue notices. Running notices at the end of the day also gives other V-cat libraries time to check in your libraries' items.

WVLS recommends that libraries do not run overdue notices on Mondays, since the 96 hour/4 day materials quarantine results in multiple day back-up of items from the previous week to be checked-in on Mondays. If your library would like to run overdue notices weekly instead of daily, WVLS recommends that libraries run overdue notices on Wednesdays.

Most loan rules are set to send overdue notices 7 days after an item is due. As long as libraries can keep up with quarantine check in, items returned on time can be checked in before overdue notices go out.

Overdue notices can be customized by library. Libraries may want to customize their print/email first overdue notice to include "If you have already returned these items, they may still be in quarantine, please disregard this message." Please email help@librarieswin.org to request changes to your library's overdue notice message.

ILS Improvements or Concerns

If your library has any concerns related to notices, or any ILS changes that might better support your library related to materials quarantine, curbside service, or other service changes, please reach out to us at help@librarieswin.org