

Recommendations for Standardized Notices

Recommendation:

V-Cat Cooperative Circulation Committee Recommends that all libraries use the following messages for Sierra Circulation Notices.

Explanation:

Phone and Text Message notices generated by Shoutbomb are already uniform across all V-Cat libraries. Since quarantine times have been greatly reduced, and none of the V-Cat libraries limited to curbside only service, phone and text message notices can be updated at this time. Currently, email and print overdue and billing notices generated by Sierra can be sent by a checkout library and also include information specific to the owning library. A uniform message could help to make the notices less confusing to library users.

Recommended Hold Pickup Notice:

Phone/Text Message (sent by Shoutbomb SMS / Shoutbomb Voice)

Requested item is ready for pickup @location during open hours. Please pick up by date.

Email/Print (sent by Sierra Notices)

Requested item is ready for pickup @location during open hours. Please pick up within 7 days.

Recommended 1st Overdue Notice:

Phone (sent by Shoutbomb Voice)

Some items are overdue. Please return them as soon as possible.

Late fines will increase until they are returned.

Text Message (sent by Shoutbomb SMS)

Some item(s) are overdue.

Reply with the keyword OA to renew these items or OL to choose from a list.

Email/Print (sent by Sierra Notices):

Please return these item(s) as soon as possible.

Late fines will increase until they are returned.

Renew online - <https://catalog.wvls.org/>

Signup for text message notifications - Text SIGNUP to 844-201-0052

Recommended 2nd & 3rd Overdue Notice:

Note: It may not be possible for Shoutbomb to send distinct second or third overdue notices by phone or text message.

Phone

This is your second notice that some items are overdue. If the item(s) are not returned, you will be billed for replacement costs.

Text Message (sent by Shoutbomb SMS)

Item(s) are long overdue. If not returned, you will be billed. Reply with the keyword OA to renew these items or OL to choose from a list.

Email/Print (sent by Sierra Notices):

*** Overdue - Second Notice ***

Please return these item(s) as soon as possible.

Late fines will increase until they are returned.

If the item(s) are not returned, you will be billed for replacement costs.

Renew online - <https://catalog.wvls.org/>

*** Overdue - Third Notice ***

Please return these item(s) as soon as possible.

Late fines will increase until they are returned.

If the item(s) are not returned, you will be billed for replacement costs.

Renew online - <https://catalog.wvls.org/>

Recommended Billing Notice:

(sent by Sierra Notices) Note: Bills are not sent by phone or text.

Email/Print

BILL NOTICE

These item(s) are overdue and have not been returned.

Please return the item(s) or contact the library for payment.

Not responding may result in collection agency reporting.

Pay online - <https://catalog.wvls.org/>