



LIBRARY NOTICES

Log in to My Account or speak with a staff member to set your notice delivery preference: email, text, phone or mail.

1

HOLD NOTICES

When an item is ready for pick up, you'll receive a notice by email, text, or phone. If you aren't able to pick up your hold within seven (7) days, you'll receive notice that your hold was cancelled.

2

REMINDER NOTICES

Receive an email 3 days before items are due, notifying you if items were automatically renewed with a new due date or are due on the original date.

3

OVERDUE NOTICES

If items are overdue, you'll be notified by email, text, phone or mail after 3 days.

Two additional overdue notices will be sent if items are 14 days and 28 days overdue. Library accounts are blocked when an item is 14 days overdue.

4

BILL NOTICES

If an item is 45 days overdue, your account is billed for a replacement item. The bill notice is sent by email, text or mail. If your preference is a phone call, a notice will be mailed.

If the item is returned within three months of the due date and/or before the account is sent to collections (whichever comes first), the charges are removed from the account and the account is no longer blocked.

LIBRARY NOTICES

FORMAT	HOLD	REMINDER	OVERDUE	BILL
Email	●	●	●	●
Text	●	○	●	●
Phone	●		●	
Mail			●	●

• Reminder notices can be sent by text if you have an email on file and you opt to receive an additional text message notification.

• Text and email notifications from the library are from "FRM:no-reply@ccslib.org." These notifications may go directly into your email spam folder. Please adjust your email settings to receive notifications.

