



LIBRARY OPERATIONS COMMITTEE AGENDA
Wednesday, May 1, 2024– 10:00 a.m.
Santa Maria Public Library

- 1) **10:00 A.M. CALL TO ORDER** Glynis Fitzgerald, Chair, Presiding
Recorder; Kristina Uvalle (BG)
- 2) **ADOPT AGENDA** —
- 3) ***APPROVE MINUTES** — April 3, 2024, by Kristina Uvalle (BG)
- 4) **CIRCULATION**
 - a) ***Notices** – Review Notices section of the Circ Manual. Review current default notices for changes. Hands on training on making customized notices for individual libraries. Review the overdue notice and billing process. Review ODUE and ODUE2 notice language for changes.
 - b) **Adding Messages to Koha Staff View** – Hands on training on the steps needed to add messages to the Koha Staff Page.
 - c) **M-Palace Project** – Review options for adding Palace Project titles to Aspen catalog search pages. Make recommendations to the Administrative Council for approval. Examples can be found on Aspen test sites (train.blackgold.org, trainsp.blackgold.org).
 - d) **Reports** – Introduce Reports as the next section of the circ manual editing project. Discuss clean up of existing reports and potential best practices for creating and maintaining reports within Koha.
- 5) **TECHNICAL**
 - a) **Koha/Aspen Issues** – Discussion – A chance to talk about issues happening in Koha or Aspen. Talk about a ‘Wish List’ of possible enhancements or workarounds for existing issues.
- 6) **BLACK GOLD UPDATE**
- 7) **ROUNDTABLE**
- 8) **ITEMS TO BE FORWARDED**
- 9) **AGENDA BUILDING**
- 10) **NEXT MEETING** — 10:00 a.m., Wednesday, July 10, 2024 (TBD)
- 11) **ADJOURNMENT**

Distribution — email notice of web-posted agenda packet (available at www.ats.blackgold.org): Meg Weber, PR; Joanne Britton-Holland SM; Shannon St. Arnaud, SM; Dominic Keen, LM; Elizabeth Saucedo, GO; Eric Castro, CC; Brenda Goldy, SP; Matt Duhon, BG; Glynis Fitzgerald, BG; Directors [File Copy];



LIBRARY OPERATIONS COMMITTEE MINUTES Wednesday, April 3, 2024– 10:00 a.m. Webinar

Attending: Meg Weber, PR; Shannon St. Arnaud, SM; Dominic Keen, LM; Elizabeth Saucedo, GO; Brenda Goldy, SP; Jody Thomas, CC; Matt Duhon, BG; Kristina Uvalle, BG, Teresa Van Doren (BG).

1) 10:03 A.M. CALL TO ORDER - Matt Duhon (BG), Presiding
Recorder; Kristina Uvalle (BG)

2) ADOPT AGENDA — 1st ES (GV) 2nd BG (SP) Approved

3) *APPROVE MINUTES — March 6, 2024, by Kristina Uvalle (BG). 1st DK (LM) 2nd MW (PR) Approved.

4) CIRCULATION

a) **Item Type Update – Moxi Pass to Museum Pass (GV)** – Goleta would like to change the item type name for Moxi Pass to Museum Pass. This would be a more generic name and cover a wider variety of passes.

MW (PR) stated that it may be possible to adjust circ and fine rules to adjust the number of holds allowed to 3 while keeping the number of holds per record to one. This would allow a library to list museum passes, aquarium passes and Moxi passes under the same item type but allow only one hold of each item.

KU (BG) will edit the Moxi pass in training. ES (GV) will contact TV (BG) to set up mock bib records to test.

b) **New Shelf Locations (PR)** – Paso would like to add shelving locations to items to enhance data for reporting purposes.

It was agreed to add the additional shelf locations of Adult and Children(juvenile) to Fiction and Non-fiction. This will help with reporting purposes and inventory.

c) **Library Card Policies (GV)** – Goleta is working on their internal policies and is looking to discuss policies and procedures that other libraries have in place.

Discussion on whether libraries allow a photo of an ID to serve as a valid ID. The DMV app is not currently accepted as a valid ID during a traffic stop, so not considered a valid form of ID. This may change in the future. There is no consensus, but a variety of perspectives were introduced and discussed.

d) **Welcome Emails (PR)** – Paso would like to turn on the auto email option in Koha for all new library patrons upon registration.

Global permission is needed to turn on the auto Welcome email for new patrons in Koha. The message itself is customizable within the Notices and Slips module for each library. KU (BG) will check to see if it affects patrons signing in through Quipu. Ops committee recommends turning it on for all libraries. The topic will be advanced to the Administrative Council for final approval.

5) TECHNICAL

a) **Koha/Aspen Issues** – Discussion – A chance to talk about issues happening in Koha or Aspen. Talk about a 'Wish List' of possible enhancements or workarounds for existing issues.

PR is almost done with the wand and will be sending it onto Santa Paula along with instructions for set-up and use. There is a slight hick-up with inventory concerning older books lost in the migration. Teresa (BG) is working with Bywater for a fix.

All libraries with a Bayscan scanner are trying to get an update fix. Any library who gets the information will share it with the rest of the group. Getting through to technical support is proving difficult for everyone.

DK (LM) reported Lompoc installed the Pirate mode for translations in Aspen for April's Fools Day.

- b) **ATS Committee Changes** – The Administrative Council has made changes to the Black Gold Committee structure and how groups will meet. These include minor changes to the current ATS committee.

The Administrative Council has decided to restructure our current committees. The ATS committee will be referred to as the Library Operations Committee. There will be 10 scheduled meetings per fiscal year. Four of those meetings will be in-person and will focus on training workshops and more hands-on topics. Meetings can be cancelled if there is a lack of topic discussion.

Youth Services, Adult Services, Collection Development and Outreach & Marketing will be structured as User Groups and meet 2-4 per year with in-person training workshops as part of the calendar.

- i) **Topic Request** – Discuss options for submitting topic requests for future meetings.

The topic request form will be an online link to replace the former Word document. This should be easier to complete and submit to Black Gold for future agendas. There will be a hard cut off date of 10 days before the scheduled meeting to turn in topics for discussion.

- 6) **BLACK GOLD UPDATE** – MD (BG) updates for the migration to the new data center. Highlights from the Cenic conference. Options for printing. MD will do research on Princh for review by the Operations Committee.
- 7) **ROUNDTABLE – N/A**
- 8) **ITEMS TO BE FORWARDED** – Turn on Welcome auto email for new patrons.
- 9) **AGENDA BUILDING** – Notices and reports in Koha
- 10) **NEXT MEETING** — 10:00 a.m., Wednesday, May 1, 2024 (Santa Maria)
- 11) **ADJOURNMENT** at 12:45 p.m. 1st DK (LM) 2nd SS (SM). Approved.

Distribution — email notice of web-posted agenda packet (available at www.ats.blackgold.org): Meg Weber, PR; Joanne Britton-Holland SM; Shannon St. Arnaud, SM; Dominic Keen, LM; Elizabeth Saucedo, GO; Eric Castro, CC; Brenda Goldy, SP; Matt Duhon, BG; Glynis Fitzgerald, BG; Directors [File Copy];

KOHA - NOTICES

Customized Notices									
Notice	Description	BG	CC	GV	LM	PR	SM	SP	
MEMBERSHIP EXPIRY	Account expiration	Default Templates							
PREDUE	Advanced notice of item due								
PREDUE (DIGEST)	All Items Due (advanced)								
CHECKIN SLIP	Check-in slip								
HOLD AVAILABLE	Hold available for pick-up								
HOLD AVAILABLE (DIGEST)	All items available for pick-up								
HOLD CANCELLATION	Hold cancelled								
HOLD CANCELLATION - LOST	Hold cancelled – marked as Lost								
HOLD SLIP	Hold slip								
HOLD WAITING	Holding waiting pick up								
ISSUE -QUICKSLIP	Issue slip barcode only								
ISSUE SLIP	Issue slip								
CHECKOUT (DIGEST)	Complete list of items checked out								
DUE	Item due reminder								
DUEDGST	All items due								
ITEM RENEWAL	Item renewed								
AUTO_RENEWALS	Item auto renewed								
PASSWORD CHANGE	Notice of password change								
AUTO RENEWAL DIGEST	All items auto renewed								
ODUE	Overdue notice								
ODUE 2	2 nd Overdue notice								
WELCOME	New account notice								
TRANSFER SLIP*	Transfer slip			X	X	X	X	X	X
ODUE 3**	Billing notice								

*Transfer slips are unique to each library. **Print notice administered by 3rd party.

BEST PRACTICES: Always use the copy feature when customizing notices and/or text alerts.

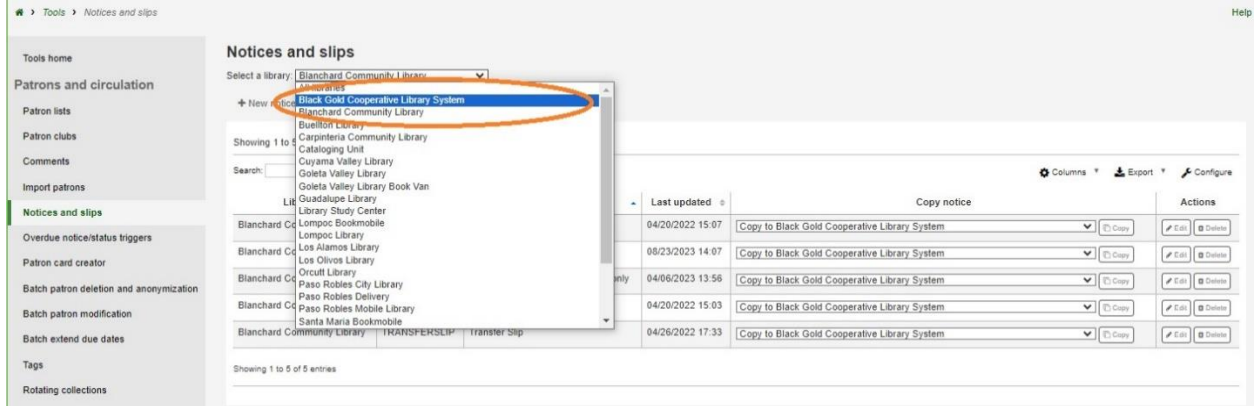
- Available templates can be found under Tools>Notices and Slips>Select a library: Black Gold Cooperative Library System.
- Select your library under the “Copy notice’ column.
- Click ‘Email” to customize notice emails and slips.
- Click ‘SMS’ for text alerts, if available.
- Click ‘Save’ once all changes have been made.
- Your customized notices will be available under your library tab.

INSTRUCTIONS FOR COPYING NOTICES FOR CUSTOMIZATION

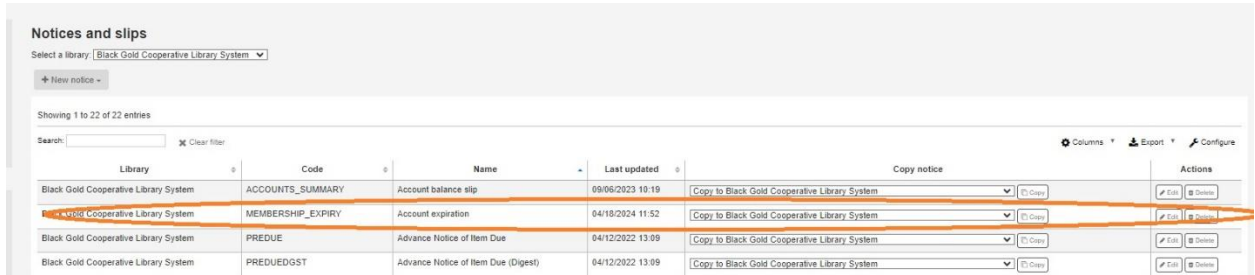
WARNING:

DO NOT ALTER A NOTICE BEFORE COPYING IT OVER TO YOUR LIBRARY NOTICES AND SLIPS PAGE!

Step 1: Go to Tools > Notices and Slips in Koha. Choose Black Gold Cooperative Library from the 'Select a Library' drop down menu:



Step 2: Select the Notice to be copied.



Choose your library branch from the drop menu in the Copy Notice column. Click the copy button to move the item.



Step 3: Verify you are in your library. Edit the notice as needed. Note: You can change the name of the notice, but not the code.

Add notice

Save Cancel

Library: Blanchard Community Library

Koha module: Patrons

Code: MEMBERSHIP_EXPIRY

Name: Account expiration Required

▼ Email

Last updated: 04/18/2024 11:52

HTML

message:

Message subject: Account expiration

Message body:

--BRANCHES--
 branches.branchcode
 branches.branchname
 branches.branchaddress1
 branches.branchaddress2
 branches.branchaddress3
 branches.branchzip
 branches.branchcity
 branches.branchstate

Insert

Dear <<borrowers.title>> <<borrowers.firstname>> <<borrowers.surname>>
 Your library card will expire soon, on:
 <<borrowers.dateexpiry>>
 Thank you,
 Librarian
 <<branches.branchname>>

Click save. The notice will then be listed under Notice and Slips for your library.

HELPFUL HINT: If you make an error, you can go back and copy the template into your library list. Koha will ask if you want to save over the first draft before saving.

NOTICE TEMPLATES (Coding language is printed in **TEAL**)

MEMBERSHIP EXPIRY - Account expiration.

Dear <<borrowers.title>> <<borrowers.firstname>> <<borrowers.surname>>,

Your library card will expire soon, on:

<<borrowers.dateexpiry>>

Thank you,

Librarian

<<branches.branchname>>

PREDUE - Advance notice of item due.

Dear <<borrowers.firstname>>,

JUST A REMINDER. The following items are due back to the library on the dates indicated.
Please return or renew these items at your convenience.

<<items.content>>

<<branches.branchname>>

<<branches.branchaddress1>>

<<branches.branchcity>>,<<branches.branchstate>> <<branches.branchzip>>

<<branches.branchphone>>

SMS - Just a reminder: library items checked out to you will be due soon. Contact the library
or check your account on-line.

<<branches.branchname>>

PREDUE (DIGEST) – Advance notice of all items due.

Dear <<borrowers.firstname>> ,

JUST A REMINDER. The following items are due back to the library on the dates indicated. Please return or renew these items at your convenience.

<<items.content>>

<<branches.branchname>>

<<branches.branchaddress1>>

<<branches.branchcity>>, <<branches.branchstate>> <<branches.branchzip>>

<<branches.branchphone>>

<<branches.branchurl>>

SMS - Just a reminder: library items checked out to you will be due soon. Contact the library or check your account on-line.

<<branches.branchname>>

HOLD AVAILABLE – Hold available for pickup.

<h5>Date: <<today>></h5>

Dear <<borrowers.firstname>> ,

Material you requested is available for pickup at <<branches.branchname>> until <<reserves.expirationdate>>: Please disregard this notice if the item(s) have already been picked up. Please bring your library card when picking up the item(s). Manage or view your account at <<branches.branchurl>> .

Title: <<biblio.title>>

Author: <<biblio.author>>

Copy: <<items.copynumber>>

Location: <<branches.branchname>>

<<branches.branchaddress1>>

<<branches.branchcity>> <<branches.branchzip>>

SMS - You may pickup <<biblio.title>> at <<branches.branchname>> until <<reserves.expirationdate>>.

HOLD AVAILABLE (DIGEST) – All holds available for pickup.

You have one or more holds available for pickup:

Title: [% hold.biblio.title %]

Author: [% hold.biblio.author %]

Copy: [% hold.item.copynumber %]

Location: [% hold.branch.branchname %]

Waiting since: [% hold.waitingdate %]

Waiting at: [%hold.branch.branchname%]

[% hold.branch.branchaddress1 %]

[% hold.branch.branchaddress2 %]

[% hold.branch.branchaddress3 %]

[% hold.branch.branchcity %] [% hold.branch.branchzip %]

SMS - You have one or more holds available for pickup:

[% hold.biblio.title %]

HOLD WAITING – Holds waiting over xx days.

Dear [% borrower.firstname %] ,

The following holds are waiting at [% branch.branchname %]:

[% FOREACH hold IN holds %]

 [% hold.biblio.title %] : waiting since [% hold.waitingdate | \$KohaDates %]

[% END %]

HOLD CANCELLATION LOST – Hold cancelled because item has been marked as Lost.

Dear [% borrower.firstname %] [% borrower.surname %],

We regret to inform you, that the following item can not be provided due to it being missing.
Your hold was cancelled.

Title: [% biblio.title %]

Author: [% biblio.author %]

Copy: [% item.copynumber %]

Location: [% branch.branchname %]

HOLD CANCELLATION – Hold cancelled.

[% USE AuthorisedValues %]

Dear [% borrower.firstname %] ,

Material you requested is no longer available. Your hold on [% biblio.title %] has been cancelled with the following reason:

[% AuthorisedValues.GetByCode('HOLD_CANCELLATION', hold.cancellation_reason, 'IS_OPAC') %]

[% IF hold.cancellation_reason == "DAMAGED" %]

If our selectors choose to order a replacement copy of this title, we will place a new hold for you at that time.

Manage or view your account at <https://www.blackgold.org>.

[% END %]

Thank you,

[% branch.branchname %] Staff

SMS - Your request has been cancelled for title: <<biblio.title>>.**HOLD SLIP** – Hold slip.

<h5>Date: <<today>></h5>

<h3> Transfer to/Hold in <<branches.branchname>></h3>

<h3><<borrowers.surname>>, <<borrowers.firstname>></h3>

<<borrowers.cardnumber>>

<h3>ITEM ON HOLD</h3>

<h4><<biblio.title>></h4>

<h5><<biblio.author>></h5>

<<items.barcode>>

<<items.itemcallnumber>>

<<reserves.waitingdate>>

<p>Notes:

<pre><<reserves.reservenotes>></pre>

</p>

ISSUE QUICKSLIP – Issue quick slip (patron barcode only.)

```

<style>
h1 {font-family:"arial", Helvetica,sans-serif;
font-size: 125%; }
h3 {font-family:"arial", Helvetica,sans-serif;
font-size: 100%; }
h4 {font-family:"arial", Helvetica,sans-serif;
font-size: 100%; }
p {font-family:"arial", Helvetica,sans-serif;
font-size: 100%; }
</style>

```

```

<h1><<branches.branchname>>
Checked out to <br />
<<borrowers.cardnumber>> <br />

```

```

<<today>><br /></h1>

```

```

<h4>Checked Out Today</h4>
<checkedout>
<p>
<<biblio.title>> <br />
Barcode: <<items.barcode>><br />
Date due: <<issues.date_due>><br />

</checkedout></p>

```

ISSUE SLIP – Issue slip.

```

<style>
h1 {font-family:"arial", Helvetica,sans-serif;
font-size: 125%; }
h3 {font-family:"arial", Helvetica,sans-serif;
font-size: 100%; }
h4 {font-family:"arial", Helvetica,sans-serif;
font-size: 100%;}
p {font-family:"arial", Helvetica,sans-serif;
font-size: 100%;}
</style>

```

```

<h1><<branches.branchname>><br>
Checked out to <br />
<<borrowers.cardnumber>> <br />

```

```

<<today>><br /></h1>

```

```

<h3>Checked Out</h3>
<checkedout>
<h1>
<<biblio.title>></h1>
<p>
Barcode: <<items.barcode>><br />
Date due: <<issues.date_due>><br />

```

```

</checkedout></p>

```

```

<h4>Overdues</h4>
<overdue>
<p>
<<biblio.title>> <br />
Barcode: <<items.barcode>><br />
Date due: <<issues.date_due>><br />
</p>
</overdue>

```

```

<hr>

```

CHECKIN SLIP – Check-in slip.

```
<style>
h4 {font-family:"arial", Helvetica,sans-serif;
font-size: 100%;}
h5 {font-family:"arial", Helvetica,sans-serif;
font-size: 100%;}
</style>
```

```
<h5>Date: <<today>></h5>
<h4>Items checked in today:
```

```
<<biblio.title>>
<<biblio.author>>
<<items.barcode>>
```

```
<<branches.branchname>>
<<branches.branchurl>>
<<branches.branchphone>></h4>
```

```
SMS - Date: <<today>>
Items checked in today: <<biblio.title>>, <<biblio.author>>, <<items.barcode>>
```

CHECKOUT (DIGEST) – List of items checked out.

The following items have been checked out:

```
----
Title: <<biblio.title>>
Date due: <<issues.date_due>>
----
```

Thank you for visiting <<branches.branchname>> .

SMS - The following items have been checked out:

```
----
Title:<<biblio.title>>
Date due: <<issues.date_due>>
----
```

Thank you for visiting <<branches.branchname>>.

ITEM DUE (DIGEST) - List of items due.

Dear <<borrowers.firstname>> ,

The following item(s) are due today: Please return these items as soon as possible.

<<items.content>>

<<branches.branchname>>

<<branches.branchaddress1>>

<<branches.branchcity>>, <<branches.branchstate>> <<branches.branchzip>>

<<branches.branchphone>>

<<branches.branchurl>>

Please do not reply to this email. You will not receive a response.

SMS - You have an item/s due at the library. Please call the library or check your account at

<<branches.branchurl>>.

<<branches.branchname>>

WELCOME – Welcome email for new patrons.

[% USE Koha %]

Hello [% borrower.title %] [% borrower.firstname %] [% borrower.surname %] .

Thank you for joining [% IF Koha.Preference('LibraryName') %][% Koha.Preference('LibraryName') %][% ELSE %]the library[% END %]

You can search for all our materials in our [catalog](https://blackgold.org/).

Your library card number is [% borrower.cardnumber %]

If you have any problems or questions regarding your account, please contact the library.

AUTO RENEWAL (DIGEST) – Notification of auto renewals

Dear [% borrower.firstname %] ,

[% IF error %]

There were [% error %] items that were not renewed. Please return them when due.

[% END %]

[% IF success %]

There were [% success %] items that were renewed. Please note the new due dates.

[% END %]

[% FOREACH checkout IN checkouts %]

[% checkout.item.biblio.title %] : [% checkout.item.barcode %]

[% IF !checkout.auto_renew_error %]

was renewed until [% checkout.date_due | \$KohaDates as_due_date => 1%]

[% ELSIF checkout.auto_renew_error == 'too_many' %]

You have reached the maximum number of renewals possible.

[% ELSIF checkout.auto_renew_error == 'on_reserve' %]

This item is on hold for another patron.

[% ELSIF checkout.auto_renew_error == 'restriction' %]

You are currently restricted.

[% ELSIF checkout.auto_renew_error == 'overdue' %]

You have overdue items.

[% ELSIF checkout.auto_renew_error == 'auto_too_late' %]

It's too late to renew this item.

[% ELSIF checkout.auto_renew_error == 'auto_too_much_oweing' %]

Your total unpaid fines are too high.

[% ELSIF checkout.auto_renew_error == 'too_unseen' %]

This item must be renewed at the library.

[% END %]

[% END %]

OVERDUE NOTICE AND BILLING CYCLE

3 Days after due date	First Overdue Notice (ODUE) – See Default Template
17 Days after due date	Second Overdue Notice (ODUE2) – See Default template
The patron account goes to Unique when \$40 in fines/fees have accumulated and the fines/fees have ‘aged’ 30 days. Submission to collections is based on the item’s owning branch.	
30 Days after due date	Library Materials Bill (ODUE3) – See Example Letters

- Overdue and Bill Notices are sent using the 'lending library' address.
- Fine notices are sent using the patron's registered library.
- Phone notices are sent:
 - Monday – Friday: 9:30 am – 6:00 pm (3 attempts)
 - Saturday: 10 am – 6:00 pm (1 attempts)
- Fee notices and Bills are sent by printed notice only.
- ‘Almost overdue’ notices are sent by email only.
- Text notices occur twice per day: 7:30 am, 4:30 pm
- Email, print, text and telephone notifications are sent daily (phone notices are not sent on Sundays).
- If the telephone call attempts fail on overdue/hold notices (3 attempts made), then the notice goes to paper.
- These attempts begin on the days noted in this cycle. If they fail, it can delay the receipt of the notification.

HELPFUL HINT: Encourage patrons to use email or text notifications methods!

ODUE – 1st Overdue notice

Dear <<borrowers.firstname>> ,

According to our current records, you have items that are overdue. Please return or renew them at the branch below as soon as possible.

<<branches.branchname>>

<<branches.branchaddress1>>

<<branches.branchaddress2>> <<branches.branchaddress3>>

Phone: <<branches.branchphone>>

Email: <<branches.branchemail>>

Please renew your account online <<branches.branchurl>> . Please do not reply to this email. You will not receive a response.

The following item(s) is/are currently overdue:

<item>"<<biblio.title>>" by <<biblio.author>>, <<items.itemcallnumber>>, Barcode:
<<items.barcode>> Fine: <<items.fine>></item>

Thank-you for your prompt attention to this matter.

<<branches.branchname>> Staff

SMS - Library items are overdue. Please call the library or check your account on line
<<branches.branchurl>>

ODUE2 – 2nd Overdue notice

<h5>Date: <<today>></h5>

Dear <<borrowers.firstname>> ,

According to our current records, you have items that are overdue. Please return or renew them at the branch below as soon as possible.

<<branches.branchname>>

<<branches.branchaddress1>>

<<branches.branchaddress2>> <<branches.branchaddress3>>

Phone: <<branches.branchphone>>

Fax: <<branches.branchfax>>

Email: <<branches.branchemail>>

Please review your account online. <<branches.branchurl>> . Please do not reply to this email. You will not receive a response.

The following item(s) is/are currently overdue:

<item>"<<biblio.title>>" by <<biblio.author>> , <<items.itemcallnumber>> , Barcode:
<<items.barcode>> Fine: <<items.fine>></item>

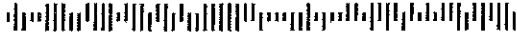
Thank-you for your prompt attention to this matter.

<<branches.branchname>> Staff

SMS - Library items are overdue. Please call the library or check your account on line
<<branches.branchurl>>

RETURN SERVICE REQUESTED

01/30/2017



0036 002684

KAREN ROBINSON
119 E MAPLE ST
JEFFERSONVILLE IN 47130-3439

Public Library Notice - Bill for Library Materials
Aviso de la Biblioteca Pública - Cobro por Materiales de Biblioteca

The following item(s) have been charged as lost. It is possible you may owe additional money for other items on your account.

Los siguientes artículos se han cobrado como perdidos. Es posible que deba dinero adicional por otros artículos en su cuenta.

TITLE	AUTHOR	FORMAT	REPLACEMENT COST	TOTAL
Robo-Sauce	UNIQ422023-1768437	Juvenile Fict	25.00	25.00
			TOTAL:	

The goal of the library is to recover the library materials listed above. If items are not returned promptly, non-payment of this bill will cause your account to be referred to a collection agency. While you will not be reported to any credit bureaus, the library utilizes a collection agency to assist us with materials recovery. Should you be referred to the agency, an additional fee may be added to your account.

Please contact your library at your earliest convenience. Library branch and phone number information is listed on the reverse side. You can review your account and make payments at www.blackgold.org.

El objetivo de la biblioteca es recuperar los materiales de la biblioteca enumerados arriba. Si los artículos no se devuelven con prontitud, el impago de esta factura hará que su cuenta sea remitida a una agencia de cobros. Aunque no se le informará a ninguna agencia de crédito, la biblioteca utiliza una agencia de cobros para ayudarnos con la recuperación de materiales. Si se le remite a la agencia de cobros, es posible que se agregue un cargo adicional a su cuenta.

Comuníquese con su biblioteca lo antes posible. La sucursal de la biblioteca y la información del número de teléfono se encuentran en el reverso. Puede revisar su cuenta y realizar pagos en www.blackgold.org.



<p>Blanchard Community Library 119 North 8th St Santa Paula, CA 93060 805-525-3615</p>	<p>Carpinteria Branch Library 5141 Carpinteria Avenue Carpinteria, CA 93013 805-684-4314</p>
<p>Lompoc Public Library System Main Location 501 E North Ave Lompoc, CA 93436 805-875-8775</p> <p>Village Library 3755 Constellation Rd Lompoc, CA 93436 805-733-3323</p>	<p>Paso Robles Public Library Main Location 1000 Spring St Paso Robles, CA 93446 805-237-3870</p> <p>Paso Robles Library Study Center 3600 Oak Street Ste 101 Paso Robles, CA 93446 805-237-4743</p>
<p>Goleta and Santa Ynez Valley Libraries Main Location 500 North Fairview Ave. Goleta, CA 93117 805-964-7878</p> <p>Buellton Library 140 W. Highway 246 Buellton, CA 93427 805-688-3115</p> <p>Los Olivos Branch Library Grange Hall 2374 Alamo Pintado Avenue Los Olivos, CA 93441 805-688-4214</p> <p>Santa Ynez Branch Library 3598 Sagunto St. Santa Ynez, CA 93460 805-688-4214</p> <p>Solvang Library 1745 Mission Dr. Solvang, CA 93463 805-688-4214</p>	<p>Santa Maria Public Library Main Location 421 S. McClelland St Santa Maria, CA 93454 805-925-0994</p> <p>Cuyama Valley Library 4689 Highway 166 New Cuyama, CA 93254 661-766-2490</p> <p>Guadalupe Branch Library 4719 W. Main St. Ste D, Guadalupe, CA 93434 805-343-1405</p> <p>Los Alamos Library 405 Helena St. Los Alamos, CA 93440 805-344-1025</p> <p>Orcutt Branch Library 175 S Broadway Santa Maria, CA 93455 805-937-6483</p>

D/b/a Unique National Collections

119 E Maple St , Jeffersonville IN 47130

August 2, 2022

Library Account #: RCM123TEST
UNC Account #: 21259233

Our information shows:

You have an overdue balance at CARPINTERIA COMMUNITY LIBRARY as of August 2, 2022.

Interest:	\$0.00
Fees:	\$0.00
Amount paid or credited toward this debt:	\$0.00
Total amount of the debt now:	\$100.00

How can you dispute the debt?

- Call or write to us by September 16, 2022 to dispute all or part of this debt. If you do not, we will assume that our information is correct.
- If you write to us by September 16, 2022 we must stop collection on any amount you dispute until we send you information that shows you owe this debt. You may also **include** supporting documents. We accept disputes electronically at uncdisputes@unique-mgmt.com.

What else can I do?

- **Write to ask for the name and address of the original creditor, if different from the current creditor.** If you write by September 16, 2022, we must stop collection until we send you that information. You may use the form below or write to us without the form. We accept such requests at uncinfo@unique-mgmt.com.
- **Go to www.cfpb.gov/debt-collector to learn more about your rights under federal law.** For instance you have the right to limit how we contact you.
- Contact us about your payment options.
- Pongase en contacto con nosotros para solicitar una copia de esta formulario en espanol.

This is an attempt to collect a debt by a debt collector and any information obtained will be used for that purpose.

Your account has been referred to Unique National Collections by the Carpinteria Community Library. Return of past due materials and payment of fees will ensure that your account is cleared with Unique National Collections and the Library. Fees must also be paid even if the materials are returned.

The Library has requested that we provide you a courtesy notice. It is our hope that you will respond so this matter can be resolved. The Carpinteria Community Library would like to have you, again, as a patron in good standing.

To clear your account and prevent any additional collection activity from our office, please return past due materials, if you still have them, to the Carpinteria Community Library and pay your outstanding fee. If you have misplaced the materials, or if you have returned the materials and have not yet paid your fees, please contact the Library and confirm the amount due before sending your check in the amount of \$100.00 to: Carpinteria Community Library, Attn: City Librarian , 5141 Carpinteria Ave. Carpinteria, CA 93013. On your check, reference account no. Rcm123test.

If you have any questions or are unable to pay the entire amount, please call your local branch 805-684-4314 during regular business hours.

Collection Manager

29RDUNIQ10011_299107532

Past Due Balance

** PLEASE DETACH THE BELOW SECTION AND RETURN WITH YOUR PAYMENT. **



119 E Maple St
Jeffersonville IN 47130
ADDRESS SERVICE REQUESTED

Library Account #: RCM123TEST

How do you want to respond? Check all that apply

- I want to dispute the debt because I think:
 - This is not my debt.
 - The amount is wrong.
 - Other (please attach additional information).
- I want you to send me the name and address of the original creditor
- I enclose this amount: _____
 - Make your Check payable to Carpinteria Community Library
- Quiero este formulario en espanole.

August 2, 2022

10011



Jamie Schiller
119 E Maple St
Jeffersonville IN 47130-3439

Unique National Collections
119 E Maple St
Jeffersonville IN 47130

Carpinteria Community Library

View your account, or pay your balance online via credit card at carpinterialibrary.org.

Unique National Collections is not responsible for any content found on the Carpinteria Community Library website.

Biblioteca Cuenta No.: RCM123TEST

UNC Cuenta No.: 21259233

Carpinteria Community Library

Cantidad a pagar: \$ 100.00

Este es un intento de cobrar una deuda por un cobrador de deudas y cualquier información obtenida puede utilizarse para tal fin.

La Carpinteria Community Library nos ha notificado que usted respondió recientemente y va a hacer los pagos atrasados de su deuda de la cual le habíamos notificado. La Biblioteca nos ha pedido que nos pongamos en contacto con usted porque aún hay un balance de pagos atrasados por \$100.00.

Los \$100.00 que usted debe están aún en una cuenta abierta la que usted debe resolver. Si usted no puede pagar esta cantidad inmediatamente, por favor póngase en contacto con la Carpinteria Community Library. Ellos estarán encantados de ayudarle a resolver este asunto a tiempo.

Si la Carpinteria Community Library no escucha de usted pronto, ellos no tendrán más opción que asumir que usted no tiene interés en resolver su deuda actual. Le imploro que usted envíe su cheque o giro postal por la cantidad de \$100.00 hoy mismo a la Carpinteria Community Library, Attn: City Librarian 5141 Carpinteria Ave., Carpinteria, CA 93013. Favor de poner su número de cuenta # RCM123TEST en el cheque.

Si tiene alguna pregunta o no puede pagar el monto total, vaya a su biblioteca local para elaborar un plan de pago o llame a 805-684-4314 durante el horario comercial habitual.

Gerente de Colección

A menos que usted notifique a esta oficina dentro de los 30 días después de recibir esta notificación que disputa la validez de esta deuda o cualquier porción de la misma, esta oficina asumirá que la deuda es válida. Si notifica a esta oficina por escrito dentro de los 30 días siguientes del recibimiento de esta notificación, esta oficina obtendrá la verificación de la deuda u obtendrá una copia de una sentencia y le enviará una copia de dicha sentencia o verificación. Si solicita de esta oficina por escrito dentro de los 30 días después de recibir esta notificación, esta oficina le proporcionará el nombre y la dirección del acreedor original, si es diferente del acreedor actual.

Carpinteria Community Library

View your account, or pay your balance online via credit card at carpinterialibrary.org.

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Biblioteca Cuenta No.: Rcm123test

UNC Cuenta No.: 21259233

Carpinteria Community Library

Cantidad a pagar: \$ 100.00

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Hasta la fecha, la biblioteca no nos ha notificado que su cuenta ha sido pagada. Las tarifas deben pagarse aunque los materiales sean devueltos. Tenga en cuenta que sus privilegios de la biblioteca podrían verse afectados si el saldo no se ha cancelado. Para prevenir la actividad de colección adicional de nuestra oficina, por favor envíe su pago directamente a la Carpinteria Community Library.

Estamos seguros de que usted estará de acuerdo en que responder es la mejor solución. Si usted tiene cualquier material atrasado, puede devolverlo a Carpinteria Community Library, Attn: City Librarian, 5141 Carpinteria Ave. Carpinteria, CA 93013. No se aceptan pagos en efectivo por correo. Si usted ha perdido o ha regresado el material, pero no ha pagado sus tarifas, por favor envíe su cheque o giro postal por la cantidad del \$100.00. Favor de poner su número de cuenta # RCM123TEST en el cheque.

Si tiene alguna pregunta o no puede pagar el monto total, vaya a su biblioteca local para elaborar un plan de pago o llame a 805-684-4314 durante el horario comercial habitual.

Gerente de Colección

A menos que usted notifique a esta oficina dentro de los 30 días después de recibir esta notificación que disputa la validez de esta deuda o cualquier porción de la misma, esta oficina asumirá que la deuda es válida. Si notifica a esta oficina por escrito dentro de los 30 días siguientes del recibimiento de esta notificación, esta oficina obtendrá la verificación de la deuda u obtendrá una copia de una sentencia y le enviará una copia de dicha sentencia o verificación. Si solicita de esta oficina por escrito dentro de los 30 días después de recibir esta notificación, esta oficina le proporcionará el nombre y la dirección del acreedor original, si es diferente del acreedor actual.

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Biblioteca Cuenta No.: RCM123TEST

UNC Cuenta No.: 21259233

Carpinteria Community Library

Cantidad a pagar: \$ 100.00

Este es un intento de cobrar una deuda por un cobrador de deudas y cualquier información obtenida puede utilizarse para tal fin.

A pesar de recordatorios anteriores, su cuenta con Carpinteria Community Library sigue morosa. Creemos que usted estará de acuerdo en que responder es la mejor solución para que este asunto pueda ser resuelto y usted pueda tener el beneficio del uso de materiales otra vez de acuerdo con el reglamento de la Carpinteria Community Library.

Para borrar su cuenta y evitar cualquiera acción de colección adicional por nuestra oficina, por favor devuelva los materiales atrasados a cualquier locación de la Carpinteria Community Library y pague las tarifas. Si usted ha perdido el material o si usted ha regresado el material y aún no ha pagado la tarifa, por favor envíe su cheque por la cantidad de \$ 100.00 a la Carpinteria Community Library, Attn: City Librarian, 5141 Carpinteria Ave. Carpinteria, CA 93013. Favor de incluir su número de cuenta RCM123TEST en el cheque.

Si tiene alguna pregunta o no puede pagar el monto total, vaya a su biblioteca local para elaborar un plan de pago o llame a 805-684-4314 durante el horario comercial habitual.

Gerente de Colección

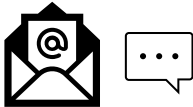
A menos que usted notifique a esta oficina dentro de los 30 días después de recibir esta notificación que disputa la validez de esta deuda o cualquier porción de la misma, esta oficina asumirá que la deuda es válida. Si notifica a esta oficina por escrito dentro de los 30 días siguientes del recibimiento de esta notificación, esta oficina obtendrá la verificación de la deuda u obtendrá una copia de una sentencia y le enviará una copia de dicha sentencia o verificación. Si solicita de esta oficina por escrito dentro de los 30 días después de recibir esta notificación, esta oficina le proporcionará el nombre y la dirección del acreedor original, si es diferente del acreedor actual.



Koha Process

Timeline on Emails, SMS and Unique Handoff

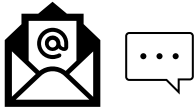
Day 3



ODue

SMS/Email

Day 17



ODue2

SMS/Email

Day 31



ODue3

Unique - Print





UNIQUE PROCESS

Timeline of Emails, Letters, and Phone Calls

