

## 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 <sup>nd</sup> Overdue notice							
WELCOME	New account notice							
TRANSFER SLIP*	Transfer slip			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.**

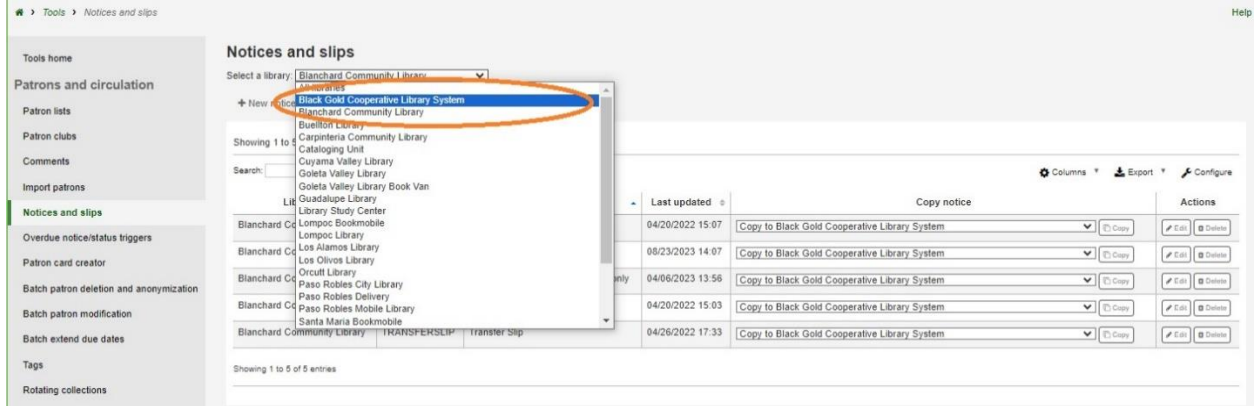
- Available templates can be found under Tools>Notices and Slips>Select a library: Black Gold Cooperative Library System.
- Select your library under the “Copy notice’ column.
- Click ‘Email’ to customize notice emails and slips.
- Click ‘SMS’ for text alerts, if available.
- Click ‘Save’ once all changes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

**INSTRUCTIONS FOR COPYING NOTICES FOR CUSTOMIZATION**

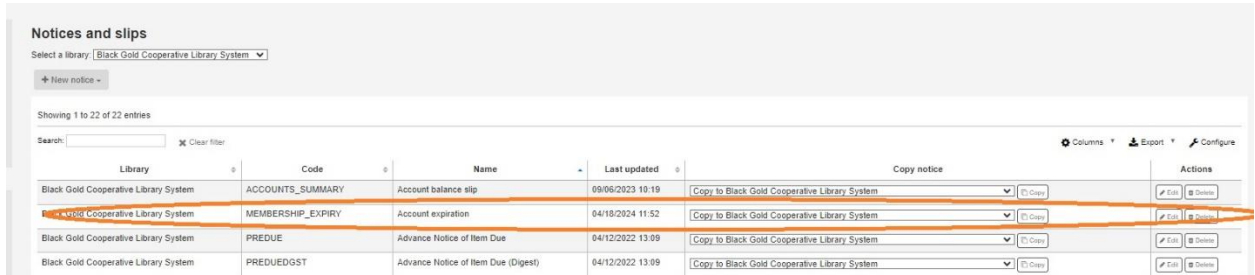
**WARNING:**

**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.

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

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**MEMBERSHIP EXPIRY** - Account expiration.

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

Your library card will expire soon, on:

<<borrowers.dateexpiry>>

Please visit your library before this date to renew your card.

Thank you,

Librarian

<<branches.branchname>>

**PREDUE** - Advance notice of item due.

Dear <<borrowers.firstname>>,

The following items are due back to the library on the dates indicated. Please return these items prior to the due date.

<<items.content>>

<<branches.branchname>>

<<branches.branchaddress1>>

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

<<branches.branchphone>>

**SMS**- Library items checked out to you will be due soon. Contact the library or check your account online.

<<branches.branchname>>

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

Dear <<borrowers.firstname>> ,

The following items are due back to the library on the dates indicated. Please return these items prior to the due date.

<<items.content>>

<<branches.branchname>>

<<branches.branchaddress1>>

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

<<branches.branchphone>>

<<branches.branchurl>>

**SMS** - Library items checked out to you will be due soon. Contact the library or check your account online.

<<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 %]

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>> .

----

**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 ready for pickup at [% branch.branchname %]:

[% FOREACH hold IN holds %]

    [% hold.biblio.title %]

[% END %]

Your hold will expire soon.

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

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

We regret to inform you the following item is no longer available. Your hold has been cancelled.

Title: [% biblio.title %]

Author: [% biblio.author %]

Copy: [% item.copynumber %]

Location: [% branch.branchname %]

Contact your library for more information.

**HOLD CANCELLATION** – Hold cancelled.

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

We regret to inform you the following item is no longer available. Your hold has been cancelled.

Title: [% biblio.title %]

Author: [% biblio.author %]

Copy: [% item.copynumber %]

Location: [% branch.branchname %]

Contact your library for more information.

**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>
<ul>
  <li><<borrowers.cardnumber>></li>
</ul>
<br />
<h3>ITEM ON HOLD</h3>
<h4><<biblio.title>></h4>
<h5><<biblio.author>></h5>
<ul>
  <li><<items.barcode>></li>
  <li><<items.itemcallnumber>></li>
  <li><<reserves.waitingdate>></li>
</ul>
<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 <https://blackgold.org/catalog>. \*

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

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

*\*Replace https://blackgold.org with home library URL.*

**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	<b>First Overdue Notice (ODUE)</b> – See Default Template
17 Days after due date	<b>Second Overdue Notice (ODUE2)</b> – 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	<b>Library Materials Bill (ODUE3)</b> – 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** – 1<sup>st</sup> 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** – 2<sup>nd</sup> 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>>