KOHA - NOTICES

	Customized Notices	8						
Notice	Description	BG	CC	GV	LM	PR	SM	SP
MEMBERSHIP EXPIRY	Account expiration							
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	All items available for pick-							
(DIGEST)	up							
HOLD CANCELLATION	Hold cancelled							
HOLD CANCELLATION -	Hold cancelled – marked as	e f						
LOST	Lost	a						
HOLD SLIP	Hold slip	Default						
HOLD WAITING	Holding waiting pick up							
ISSUE -QUICKSLIP	Issue slip barcode only	Templates						
ISSUE SLIP	Issue slip	B						
CHECKOUT (DIGEST)	Complete list of items	q						
	checked out	<u>a</u>						
DUE	Item due reminder	โต						
DUEDGST	All items due	S						
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		Х	Х	Х	Х	Х	Х
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:

Tools home	Notices and slips					
atrons and circulation	Select a library: Blanchard Community Library					
Patron lists	New ratice Black Gold Cooperative Library System Blanchard Community Library					
Patron clubs	Showing 1 to 5					
Comments	Search: Goldan Valley Library				🚯 Columns 📍 🛓 Expor	* 🖌 Configu
Import patrons	Goleta Valley Library Book Van			Y		
Notices and slips	Library Study Center		Last updated o	Copy notice		Actions
			04/20/2022 15:07		11	/ Edit Delet
	Blanchard Cc Lompoc Bookmobile		04/20/2022 15.0/	Copy to Black Gold Cooperative Library System	Copy	and a second
Overdue notice/status triggers	Blanchard Cc Los Alamos Library		08/23/2023 14:07	Copy to Black Gold Cooperative Library System	Copy	
Overdue notice/status triggers	Lompoc Library Blanchard Cd, Los Alamos Library Los Olivos Library Blanchard Cd, Orcutt Library Paso Robles City Library	unly				P Edil Delet
Overdue notice/status triggers Patron card creator Batch patron deletion and anonymization Satch patron modification	Blanchard C C SA Jamos Library Blanchard C Cost Library Blanchard C Orcult Library	anly	08/23/2023 14:07	Copy to Black Gold Cooperative Library System	♥ Copy	Col Delet

Step 2: Select the Notice to be copied.

elect a library. Black Gold Cooperative Library Sys	em 🗸						
+ New notice -							
showing 1 to 22 of 22 entries							
earch: X Clear filter							🗴 Columns 📍 🕹 Export 📍 🔑 Conf
Library	Code	• Name	- Las	st updated		Copy notice	Actions
	Code ACCOUNTS_SUMMARY	Name Account balance slip		st updated 2023 10:19	Copy to Black Gold Cooperative Library System		· · · · · · · · · · · · · · · · · · ·
	23452625		09/06/2			Copy notice	Actions
Black Gold Cooperative Library System	ACCOUNTS_SUMMARY	Account balance slip	09/06/2	2023 10:19	Copy to Black Gold Cooperative Library System	Copy notice	Actions

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

Black Gold Cooperative Library System	MEMBERSHIP_EXPIRY	Account expiration	04/18/2024 11:52	Copy to Black Gold Cooperative Library System	Copy	🖉 Edit 🗖 Delete
Black Gold Cooperative Library System	PREDUE	Advance Notice of Item Due	04/12/2022 13:09	Copy to Blanchard Community Library		🖉 Edit 🗐 Delete
Black Gold Cooperative Library System	PREDUEDGST	Advance Notice of Item Due (Digest)	04/12/2022 13:09	Copy to Carpinteria Community Library Copy to Cataloging Unit	Copy	🖉 Edit 🔲 Delete
Black Gold Cooperative Library System	CHECKINSLIP	Checkin slip	04/18/2024 12:28	Copy to Cuyama Valley Library Copy to Goleta Valley Library	Copy	🖉 Edit 🛢 Delete
Black Gold Cooperative Library System	HOLD	Hold Available for Pickup	05/19/2022 12:02	Copy to Goleta Valley Library Book Van Copy to Guadalupe Library	Copy	Fide Delete
Black Gold Cooperative Library System	HOLDDGST	Hold available for pickup (digest)	04/18/2024 12:20	Copy to Library Study Center Copy to Lompoc Bookmobile Copy to Lompoc Library	(C) Cupy	🖉 Edit
Black Gold Cooperative Library System	HOLD_CANCELLATION	Hold Cancelled	04/18/2024 12:21	Copy to Los Alamos Library Copy to Los Alamos Library	Copy	🖉 Edit 🖉 Delete
Black Gold Cooperative Library System	CANCEL_HOLD_ON_LOST	Hold has been cancelled	04/18/2024 12:25	Copy to Orcutt Library Copy to Pase Robies City Library	(Copy)	Fat Dolete
Black Gold Cooperative Library System	HOLD_SLIP	Hold Slip	09/14/2022 13:32	Copy to Paso Robles Delivery Copy to Paso Robles Mobile Library	Copy	FEdd
Black Gold Cooperative Library System	ILL_PICKUP_READY	ILL request ready for pickup	04/12/2022 15:46	Copy to Santa Maria Bookmobile Copy to Santa Maria Public Library	- D Copy	🖋 Edit 🖨 Dateia

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.

	el					
Library: Blar	chard Community Library					
module: Pa	turis V					
	IBERSHIP EXPIRY					
Name: Acc	ount expiration		Required			
il.						
HTML message: Message subject:	ccount expiration					
HTML message: Message subject: Message			orrowers.title>> < <borrowers.firs< td=""><td>name>> <<borrowers.surname< td=""><td>8></td><td></td></borrowers.surname<></td></borrowers.firs<>	name>> < <borrowers.surname< td=""><td>8></td><td></td></borrowers.surname<>	8>	
HTML message: Message subject: Message	BRANCHES branches branchcode branches branchcode branches branchaddress 1 branches zurandaddress 2	Your lib	ry card will expire soon, on:	name>> < <borrowers.sumame< td=""><td>B></td><td></td></borrowers.sumame<>	B>	
HTML message: Message subject: Message	BRANCHES branches branchicode branches branchicode branches branchaddress1 branches branchaddress2 branches pranchaddress3 branches pranchaddress3	Your libi	ry card will expire soon, on: ers.dateexpiry>>	name>> < <borrowers surname<="" td=""><td>92</td><td></td></borrowers>	92	
HTML message: Message subject: Message		Your libi < torro Thank y	ry card will expire soon, on: ers.dateexpiry>>	name>> < <borrowers surname<="" td=""><td>92</td><td></td></borrowers>	92	
HTML message: Message subject: Message		Your libi < borro Thank y Libraria	ry card will expire soon, on: ers.dateexpiry>> u,	name>> < <borrowers.surname< td=""><td>92</td><td></td></borrowers.surname<>	92	
HTML message: Message subject: Message		Your libi < borro Thank y Libraria	ry card will expire soon, on: ers.dateexpiry>>	name>> < <borrowers surname<="" td=""><td>99</td><td></td></borrowers>	99	

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.

KOHA - NOTICES

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>>

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>>

<
<

<

<

</br/>

<u>SMS</u> - 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>>

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

<
branches.branchphone>>

<
branches.branchurl>>

<u>SMS</u> - 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>>

<u>SMS</u>- 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.branch.branchname%] Waiting at: [%hold.branch.branchname%] [% hold.branch.branchaddress1 %] [% hold.branch.branchaddress2 %] [% hold.branch.branchaddress3 %]

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.

<u>SMS</u> - 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>> Notes: <<reserves.reservenotes>>

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/br/>borrowers.cardnumber>>

<<today>>
</h1>

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

</checkedout>

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>>
 Checked out to
 <<borrowers.cardnumber>>

<<today>>
</h1>

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

</checkedout>

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

<

branches.branchphone>></h4>

<u>SMS</u> - 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.branchaddress1>>
<

<

branches.branchcity>>, <

branches.branchcity>>, <

branches.branchphone>>
<

<

branches.branchurl>>

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

<u>SMS</u> - You have an item/s due at the library. Please call the library or check your account at <
stranches.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. *

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.

KOHA - NOTICES

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		
7 Days after due date Second Overdue Notice (ODUE2) – See Default template			
	ique when \$40 in fines/fees have accumulated and the Submission to collections is based on the item's owning		
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>>

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.

<
shanches.branchname>> Staff

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

</br>

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.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

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