



Julie Milavec <jmilavec@dglibrary.org>

changes to overdue notices

5 messages

Cheryl Pawlak <cpawlak@dglibrary.org>
To: All Staff <staff@dglibrary.org>

Thu, Jun 11, 2020 at 10:40 AM

Hi everyone

I thought everyone would appreciate seeing the changes SWAN made to the overdue notices that are being sent out. I like that they're reminded patrons that items are being quarantined before checking them in.

Changes to Overdue Notices For COVID-19 Quarantine Period

Added by **Michael Szarmach** (06/10/2020 - 17:40) , last updated by **Michael Szarmach** (06/11/2020 - 10:24)

Due to recent feedback from member libraries regarding patron confusion over returned material SWAN has implemented the following changes to overdue notices effective immediately:

- Email, text and phone 1st overdue notices will be generated at 14 days overdue instead of 7. This will provide library staff additional time to quarantine and check material in before an overdue notice is sent to the patron.
- In addition the following line has been added to the top of both the 1st and 2nd overdue email notices: "Please disregard this notice if you returned your material in the past week. All material is held in quarantine before being checked in."
- Text messaging for both 1st and 2nd overdue notices has also been updated to, "You have overdue library item(s). Please disregard this notice if you returned your material in the past week, items are quarantined before checkin."
- Print overdue notices are currently suspended since the majority are sent via email, text, and phone messaging.

These changes are temporary and we will revert back to our regular wording and schedule once it is no longer necessary to quarantine material.

Cheryl Pawlak
Circulation Services
Assistant Manager
Downers Grove Public Library
630-960-1200 x4265

Regina Hartnett <rhartnett@dglibrary.org>
To: Cheryl Pawlak <cpawlak@dglibrary.org>
Cc: All Staff <staff@dglibrary.org>

Thu, Jun 11, 2020 at 10:48 AM



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Sandra Feuillan <sfeuillan@dglibrary.org>
To: Cheryl Pawlak <cpawlak@dglibrary.org>
Cc: All Staff <staff@dglibrary.org>

Thu, Jun 11, 2020 at 12:05 PM

So glad SWAN made this change. Hopefully, this will cut down on a lot of the phone calls we have been getting.

Sandy

On Thu, Jun 11, 2020 at 10:40 AM Cheryl Pawlak <cpawlak@dglibrary.org> wrote:

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Kathryn Hoos <khoos@dglibrary.org>
To: Sandra Feuillan <sfeuillan@dglibrary.org>
Cc: Cheryl Pawlak <cpawlak@dglibrary.org>, All Staff <staff@dglibrary.org>

Thu, Jun 11, 2020 at 12:23 PM

I think this will definitely help.

Kitty Hoos
Downers Grove Public Library
Circulation Department

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Julie Milavec <jmilavec@dglibrary.org>
To: Kathryn Hoos <khoos@dglibrary.org>
Cc: Sandra Feuillan <sfeuillan@dglibrary.org>, Cheryl Pawlak <cpawlak@dglibrary.org>, All Staff <staff@dglibrary.org>

Thu, Jun 11, 2020 at 12:24 PM

Fingers crossed people actually read the email!

Julie M. Milavec | Library Director
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