

8.1 CREATING OVERDUE NOTICES

The procedure of creating overdue notices enables automatic entering of overdue notices for the material whose loan period expired and automatic entering of debts for overdue notices. Library defines the criteria concerning how much time can elapse from loan period expiry before the member gets the overdue notice and in which time intervals the overdue notices should be sent (see chapter 2.1).



Example:

The member will receive overdue notice depending on grace period settings for individual overdue notices in time parameter table:

1st overdue notice = 3d means 3 days after loan period expiry

2nd overdue notice = 7d means 7 days upon reception of the 1st overdue notice

3rd overdue notice = 14d means 14 days upon reception of the 2nd overdue notice

4th overdue notice = 21d means 21 days upon reception of the 3rd overdue notice

Library can send up to 4 overdue notices to the member. How many overdue notices will be sent is defined by a special parameter at library's request.

A library can also define the price and the method of charging costs for overdue notices (see chapter 7.1). A special parameter can be set up to define whether costs for overdue notices will be charged according to an overdue notice or according to the number of items for which a member received an individual overdue notice.

Precondition

When creating overdue notices the member receives overdue notice for the material whose loan period expired (status *C* and *S*), if the following conditions are fulfilled:

- the member does not have the privilege *No overdue notices*
- after the loan period expiry date, the grace period for the 1st overdue notice in the time parameters table ended (if the grace period is not defined, the member will receive the 1st overdue notice the day after the loan period expires)
- after the date of reception of the previous overdue notice, the grace period for the specific overdue notice (2nd, 3rd and 4th) in the time parameters table ended (if the grace period is not defined, the member will receive a higher overdue notice one day later than the previous overdue notice); the loan period that was renewed after the previous overdue notice was received also expired
- the member did not receive the last overdue notice for the material sent by the library



Note:

For the creation of overdue notices, the privilege LOAN_OVR – Overdue notices is required.



Note:

The procedure of creating overdue notices can be performed only once a day. Also, it is not possible to create overdue notices if you did not print already created overdue notices on a printer.

Procedure

1. Highlight the **Overdue notices** class and select the **Class / Create overdue notices** method.

The **Create overdue notices window** will open where the date of the last overdue notice creation is displayed. In libraries with departments the list of departments which you can access by your username and data on the last overdue notice creation for every department is displayed.

If you have already created overdue notices, but you did not send them yet, a warning message will be displayed in the right window.

2. By clicking the **Create** button you will activate the procedure of creating overdue notices.

In libraries with departments, before doing that you will select the department in which you wish to create overdue notices. You can select several departments or all departments at the same time.



Note:

When creating overdue notices you cannot perform other procedures at the same time, therefore it is recommended to create overdue notices outside working hours of the library or to create a scheduled job. You can activate the procedure of creating overdue notices later by entering date and time in "Execution time". Once the overdue notices are created, you will receive an e-mail notification to your e-mail address.

3. Wait until the **Creation of overdue notices completed** window opens.

Brief statistics for created overdue notices will be displayed in the window. If you activated the procedure for several departments at the same time, brief statistics will be displayed for every department.

4. After clicking the **OK** button, the **Sending of overdue notices** window will open.

It is recommended to send the created overdue notices as soon as possible. The overdue notices are created on the basis of predefined forms (see chapter A.2.6).

In libraries with departments you can select the overdue notices created in individual departments for sending.

If you do not wish to send them yet, click the **Close** button.

5. In the **Note** window you will be asked to confirm the sending of overdue notices.



Note:

Overdue notices that were sent cannot be cancelled!

Overdue notices are sent to the selected destination (usually to printer).

Information on whether a member received an overdue notice can be found in records on material for the member (the **Home library material** window):

- note indicator *OVR* will be displayed in the upper right corner; in libraries with departments this indicator is displayed if the member has an overdue notice in any department; *OVR* indicator is automatically deleted when there is no overdue notice recorded for the member
- date of the last overdue notice receipt is displayed on the list of material in the column *Due/ovrd* (7th column) for the copy
- number of the last received overdue notice is displayed on the list of material in the column *Delay/ovrd/No.* (8th column) for the copy

Information on whether a member received an overdue notice can be also found in member details (the **Member** editor):

- on the **General** tab the "Current overdue notices" check box is ticked; this value is automatically changed when the member has no recorded overdue notices any more
- on the **Info** tab in "Date of last overdue notice" the date when the last overdue notice was sent to the member is displayed
- on the **Info** tab in "No. of overdue notices received" total number of overdue notices received by the member until that day is displayed; this number includes settled and unsettled overdue notices
- on the **Info** tab the "Received overdue notices" check box is ticked if the member received at least one overdue notice until that day; the values are entered automatically and can be changed if you delete the data on received overdue notices for the member manually (see chapter 8.4)
- in libraries with departments the data on the number of received overdue notices and the date of the last overdue notice can be found in the **Details by department** window if you select an individual department and click the **Show** button.

Data on received overdue notices can be found if you select the **Overdue notices** folder on the workspace in the member's related objects or if you select the **Overdue notices - overview** method (see chapter 8.4).

If a library charges costs for overdue notices to members, a debt for overdue notice will be entered automatically when creating overdue notices. You can

view debts for overdue notices for the member by using the **Entering and settling debts** method (see chapter 7.4).



Tip:

You can find created overdue notices in the **Overdue notices** class by using the **Class / Find** method. The colours of the displayed overdue notices define the status of overdue notices. If an overdue notice was created but not yet sent (during the procedure of creating overdue notices or by using the **Overdue notice / Send overdue notices** method), it will be displayed in red. If an overdue notice was already sent, it will be displayed in black. If all the material from the overdue notice was already returned, it will be displayed in green.