

## Telephone Message

### **1 Salutation**

"Hello from the library"

### **2 Introduction**

"Welcome to the library's notification system."

### **3 (1st Overdue)**

"You have one or more items overdue from the xxx Public Library. Please call the library at (xxx) xxx-xxx if you have any questions."

### **4 (2nd Overdue)**

"You have one or more items that are over 28 days overdue from the xxx Public Library. Please call the library at (xxx) xxx-xxxx if you have any questions."

### **5 (3rd Overdue)**

"You have one or more items that are long overdue from the xxx Public Library. You will be billed for them if they aren't returned shortly. Please call the library at (xxx) xxx-xxxx if you have any questions."

### **6 (Hold)*patrons only receive one hold pickup telephone call.***

"You have one or more items on hold at the xxx Public Library. You have ten days to pick these up. Please call the library at (xxx) xxx-xxxx if you no longer want your hold."

**With telephone notification patrons do not receive notices about items that are about to fall due and only receive one hold pick up call. They also do not receive bill via telephone call for assumed lost items.**