

## Circulation Notices

The Berkeley Public Library sends out circulation notices via E-mail, telephone, and US Mail. You choose your preferred method of notification when you apply for your card. Existing cardholders may choose or alter their preferred method of notification at any circulation desk, or by accessing their account online.

**Email: If you specify e-mail as your method of notification you will receive e-mails regarding:**

- Hold Pick-up or cancellation,
- First notice of overdue materials (14 days after due date)
- Courtesy notices reminding patrons that their items are coming due within: 7 days for all library material except videos and tools that circulate for 7 days or less. Courtesy notices for videos and tools that circulate for 7 days are sent 3 days before items become due. Items that circulate for less than 3 days do not generate courtesy notices.

**Telephone: By selecting telephone notification, you will be sent an automated calls regarding:**

- Hold pick-up
- Overdue materials.
- Courtesy notices are **not** available for patrons who choose this method of notification.

**Postal Mail: By choosing print notification for your primary method of notification, you will be sent notices by the USPS for:**

- Hold pick-up and cancellation
- Overdue materials.
- Item replacement bills
- Courtesy notices are **not** available for patrons who choose this method of notification.

**All replacement bills are mailed to patrons via USPS regardless of notification preference.**

When e-mail and phone notices are undeliverable after the first attempt to send, a print notice is generated and mailed out via Postal mail.

**The Library strives to ensure that notices are sent out in a timely manner. Notices are generated and sent daily Monday through Saturday. *Delivery and receipt of a circulation notice is not guaranteed. Factors not under the direct control of the library can hinder delivery of e-mail, telephone messages, and notices sent by post; therefore, the Berkeley Public Library is not responsible for circulation notices that do not reach patrons in a timely manner.* Please make sure that e-mail addresses, phone numbers and mailing addresses are kept current. Account information may be updated at any Berkeley Public Library location.**

**Circulation receipts should be retained to ensure that one is renewing or returning materials in a timely manner. Additionally, patrons can phone the library at 510-981-6100 to enquire about their record, as well as logging into their account online at: [My Library Account](#).**

**Note: Some email programs and system servers identify email from Berkeley Public Library as spam. To help ensure that you receive your notices, it is helpful to place the address from which the notices are sent in your contacts list or address book: [circadmin@library.berkeley-public.org](mailto:circadmin@library.berkeley-public.org)**

**Please do not send email to this address, or, “respond,” to any email notices you receive. There is no inbox attached to this address.**