

# Rural Libraries Queensland

your local library network

## Production of Overdue and Reservation notices

*This procedure applies to the production of notices to inform RLQ users of the availability of reserves items and the requirement to return overdue items.*

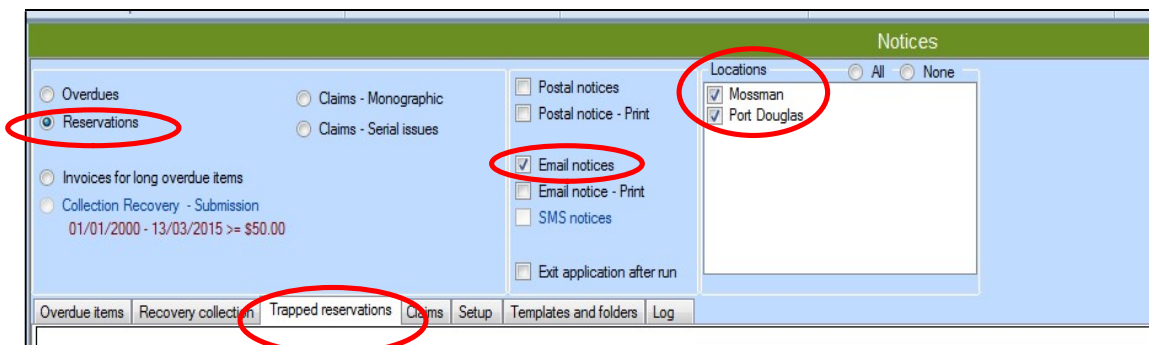
**NOTE: Before RLQ libraries run the Reservation or Overdue notices, the notices need to be configured in Aurora. You will need to contact PLD for the Reservation and Overdue notices to be set up.**

### 1. Reservation Notices

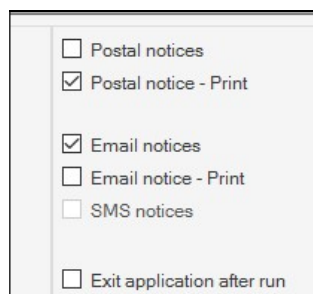
Once the reservation notices are configured in Aurora by PLD. Click on the **Trapped Reservations** tab

Select the following options:

- Reservations
- Email Notices
- Locations (for multi-branch sites select all locations if you are running the notices for all libraries or individual locations only).



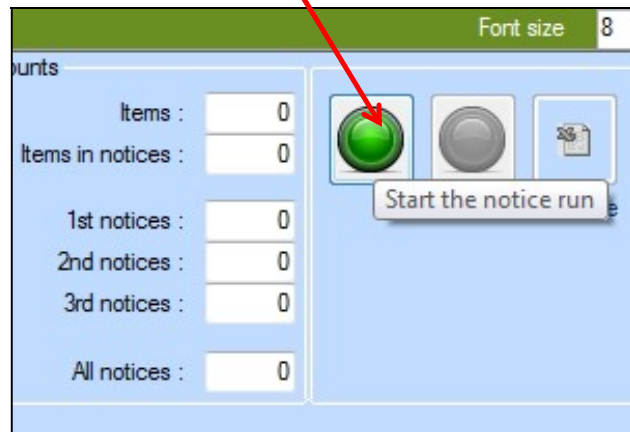
If you wish to produce printed notices for those members that do not have email addresses select the **Postal notice – Print** option. These notifications can be either be posted or used to phone members as appropriate.



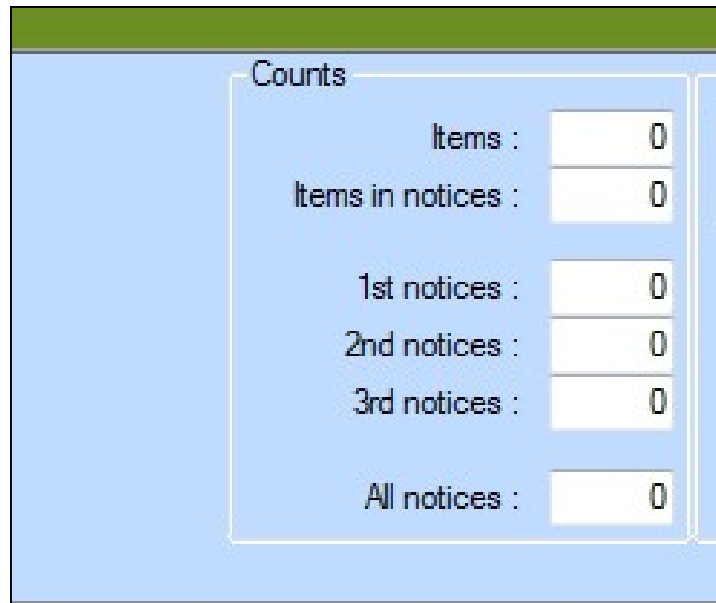
# Rural Libraries Queensland

## *your local library network*

Produce the notices by clicking on the **Green** button on the right-side of the screen.



Both the number of items and notices will display on-screen. Users with multiple items will only receive one notice.



Notices that have been successfully produced and sent will be added the following folder:

**C:\Aurora\Aurora\_Databases\notices\Reservations\ByEmailArchive**

Postal notices will be sent to this folder:

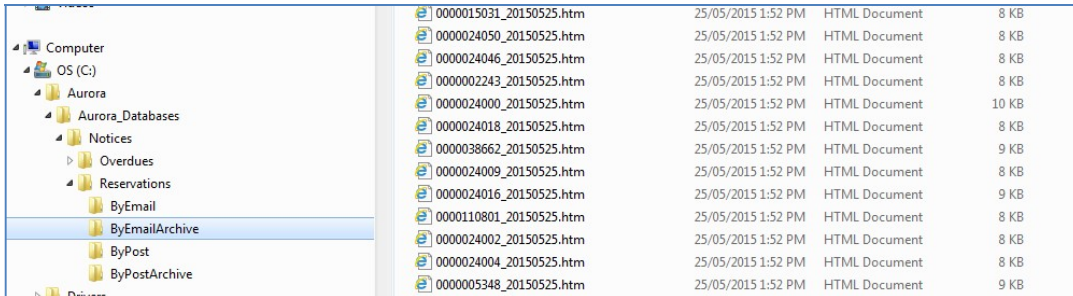
**C:\Aurora\Aurora\_Databases\notices\Reservations\ByPostArchive**

- Note that this folder is located on the local c drive of each pc.

# Rural Libraries Queensland

## your local library network

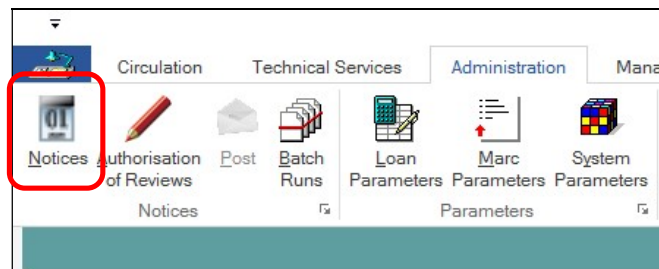
- Each notice is in *htm* format – double-clicking on each one will open the notice in **Internet Explorer** or the default internet browser of the pc.
- Notices are date and time stamped.



File Name	Date	Time	File Type	Size
0000015031_20150525.htm	25/05/2015	1:52 PM	HTML Document	8 KB
0000024050_20150525.htm	25/05/2015	1:52 PM	HTML Document	8 KB
0000024046_20150525.htm	25/05/2015	1:52 PM	HTML Document	8 KB
000002243_20150525.htm	25/05/2015	1:52 PM	HTML Document	8 KB
0000024000_20150525.htm	25/05/2015	1:52 PM	HTML Document	10 KB
0000024018_20150525.htm	25/05/2015	1:52 PM	HTML Document	8 KB
0000038662_20150525.htm	25/05/2015	1:52 PM	HTML Document	9 KB
0000024009_20150525.htm	25/05/2015	1:52 PM	HTML Document	8 KB
0000024016_20150525.htm	25/05/2015	1:52 PM	HTML Document	9 KB
0000110801_20150525.htm	25/05/2015	1:52 PM	HTML Document	8 KB
0000024002_20150525.htm	25/05/2015	1:52 PM	HTML Document	8 KB
0000024004_20150525.htm	25/05/2015	1:52 PM	HTML Document	8 KB
000005348_20150525.htm	25/05/2015	1:52 PM	HTML Document	9 KB

## 2. Overdue Notices

Go to **Administration / Notices**



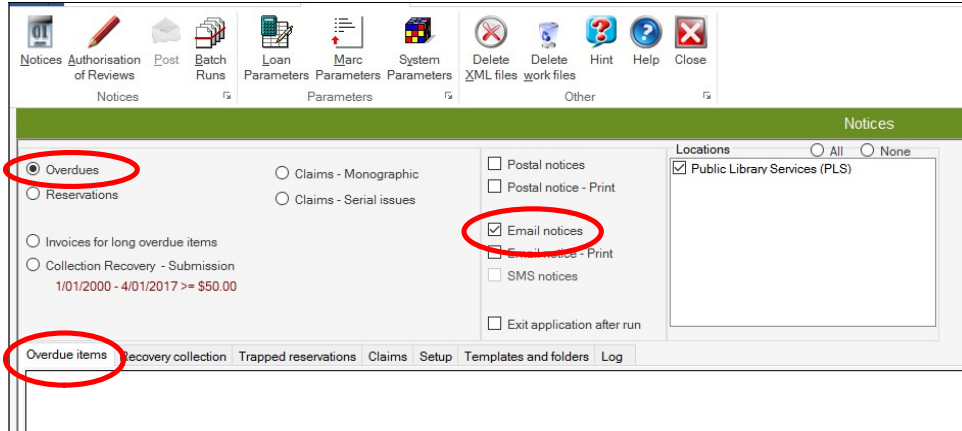
Click on the **Overdues Items** tab

Select the following options:

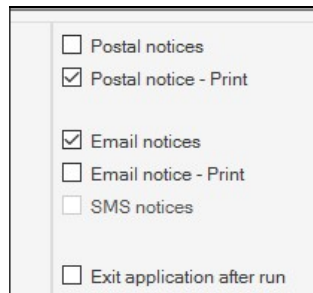
- Overdues
- Email Notices
- Locations (for multi-branch sites select all locations if you are running the notices for all libraries or individual locations only).

# Rural Libraries Queensland

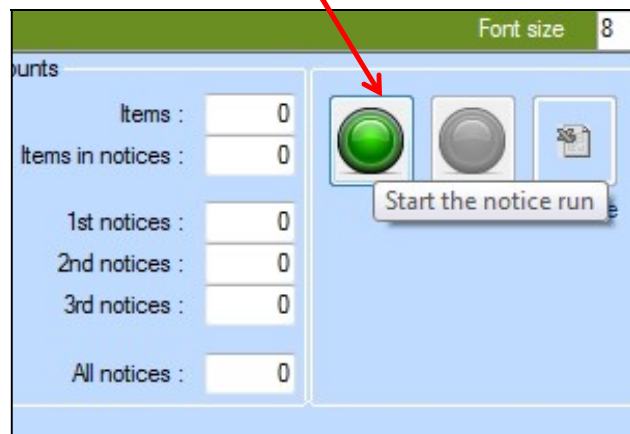
your local library network



If you wish to produce printed notices for those members that do not have email addresses select the **Postal notice – Print** option. These notifications can be either be posted or used to phone members as appropriate.



Produce the notices by clicking on the **Green** button on the right-side of the screen.



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# Rural Libraries Queensland

*your local library network*

The screenshot shows a web interface with a green header bar. Below the header is a light blue area containing a white-bordered box titled 'Counts'. Inside this box, there are six rows of labels followed by input fields, all containing the number '0':

Label	Value
Items :	0
Items in notices :	0
1st notices :	0
2nd notices :	0
3rd notices :	0
All notices :	0

Notices that have been successfully produced and sent will be added the following folder:

**C:\Aurora\Aurora\_Databases\Notices\Overdues\ByEmailArchive**

Postal notices will be sent to this folder:

**C:\Aurora\Aurora\_Databases\Notices\Overdues\ByPostArchive**

- Note that this folder is located on the local c drive of each pc.
- Each notice is in *htm* format – double-clicking on each one will open the notice in *Internet Explorer* or the default internet browser of the pc.
- Notices are date and time stamped.

# Rural Libraries Queensland

## your local library network

Name	Date modified	Type	Size
0000039044_3_20170331_125321.htm	31/03/2017 12:53 ...	Chrome HTML Do...	8 KB
0000115471_2_20170331_125316.htm	31/03/2017 12:53 ...	Chrome HTML Do...	8 KB
0000024052_1_20170331_125257.htm	31/03/2017 12:53 ...	Chrome HTML Do...	15 KB
0000024009_1_20170331_125253.htm	31/03/2017 12:52 ...	Chrome HTML Do...	8 KB
0000052689_1_20170331_125249.htm	31/03/2017 12:52 ...	Chrome HTML Do...	8 KB
0000074247_1_20170331_125244.htm	31/03/2017 12:52 ...	Chrome HTML Do...	8 KB
0000130294_3_20170324_151103.htm	24/03/2017 3:11 PM	Chrome HTML Do...	8 KB
0000015030_3_20170324_151054.htm	24/03/2017 3:10 PM	Chrome HTML Do...	11 KB
0000039044_2_20170324_151048.htm	24/03/2017 3:10 PM	Chrome HTML Do...	8 KB
0000015031_1_20170324_151042.htm	24/03/2017 3:10 PM	Chrome HTML Do...	11 KB
0000115471_1_20170324_151036.htm	24/03/2017 3:10 PM	Chrome HTML Do...	8 KB
0000024005_2_20170324_151031.htm	24/03/2017 3:10 PM	Chrome HTML Do...	8 KB
0000024052_2_20170309_171930.htm	9/03/2017 5:19 PM	Chrome HTML Do...	8 KB
0000053559_2_20170309_171927.htm	9/03/2017 5:19 PM	Chrome HTML Do...	8 KB
0000024050_2_20170309_171924.htm	9/03/2017 5:19 PM	Chrome HTML Do...	9 KB
0000039189_2_20170309_171921.htm	9/03/2017 5:19 PM	Chrome HTML Do...	8 KB
0000024044_2_20170309_171918.htm	9/03/2017 5:19 PM	Chrome HTML Do...	9 KB
0000024000_2_20170309_171911.htm	9/03/2017 5:19 PM	Chrome HTML Do...	10 KB
0000112162_2_20170309_171909.htm	9/03/2017 5:19 PM	Chrome HTML Do...	8 KB
0000112161_2_20170309_171907.htm	9/03/2017 5:19 PM	Chrome HTML Do...	8 KB
0000051459_2_20170309_171859.htm	9/03/2017 5:19 PM	Chrome HTML Do...	8 KB
0000024008_2_20170309_171856.htm	9/03/2017 5:18 PM	Chrome HTML Do...	8 KB
0000053357_2_20170309_171854.htm	9/03/2017 5:18 PM	Chrome HTML Do...	8 KB
0000024052_1_20170309_171852.htm	9/03/2017 5:18 PM	Chrome HTML Do...	8 KB
0000053555_1_20170309_171847.htm	9/03/2017 5:18 PM	Chrome HTML Do...	8 KB
0000130294_1_20170309_171844.htm	9/03/2017 5:18 PM	Chrome HTML Do...	8 KB
0000015030_1_20170309_171835.htm	9/03/2017 5:18 PM	Chrome HTML Do...	11 KB
0000114347_1_20170309_171832.htm	9/03/2017 5:18 PM	Chrome HTML Do...	8 KB
0000053557_1_20170309_171828.htm	9/03/2017 5:18 PM	Chrome HTML Do...	9 KB

**Tip: if a user receives a 3<sup>rd</sup> overdue notice they will be automatically debarred. Their user record will display the debar reason as “Account Notice had to be sent”**



**This status will remain even if the user returns all outstanding items. A staff operator must manually remove the debarment to restore the user’s access and privileges.**