



POLICY

SECTION: 5.8

SUBJECT: EMAIL NOTIFICATION

Richmond Public Library offers emailing of notices for upcoming due dates, past due items and holds availability. Patrons who elect to receive these notices by email will no longer receive notices by phone or by letter.

Reminder and overdue notices are sent as a courtesy.

The Library will email notices to patrons who complete the Email Notification Form. The Library cannot guarantee delivery of these messages. Failure to receive a notice does not waive the user's responsibility to return items on time and pay any fines and fees incurred.

All emails will be sent from library_NoReply@richmondgov.com, with a subject line of "Library notice". Patrons should be sure that this address is listed in their trusted email sender list so that notices are not blocked or sent to junk email folders.

Patrons who want to update an existing email address, or discontinue email notification, can do so by visiting any Richmond Public Library.

Approved: February 2012