



POLICY

SECTION: 5.8

SUBJECT: Email/SMS Notification

Richmond Public Library (RPL) offers emailing and SMS notification of upcoming due dates, past due items, and holds availability. Patrons who elect to receive these notices by email or text will no longer receive notices by phone.

Reminder and overdue notices are sent as a courtesy. Text message and data charges may apply depending on the individual's phone plan.

The Library will email or text notices to patrons who opt in to the service. RPL 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 fees incurred.

Approved: February 2012

Reviewed: April 2022