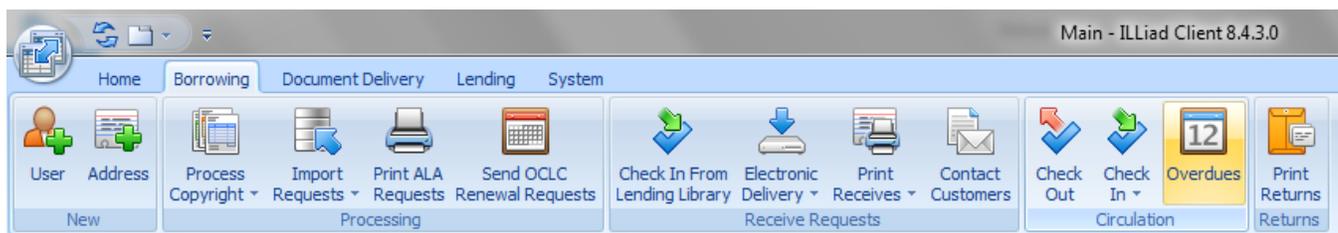


ILLiad Overdues

Purpose: To see if a patron of Clarion University has an overdue ILLiad item

- Click on the Borrowing tab located along the top ribbon of ILLiad Client
- Click on the “Overdues” icon



A list will appear similar to the following:

Reminder:

Requests located under “Reminder” means the patron will receive a reminder e-mail five days before the request’s due date stating the request will soon be due.

Notice 1:

One day after the due date, these patrons receive an automatic e-mail that states their request is overdue. These first level requests will sit in this notice status for 29 days. On day 30, a second notice will automatically be e-mailed and the request will automatically sit in the Notice 2 status.

Notice 2:

These patrons have received two e-mails thus far stating their request is overdue. At this point, I would go into Alma and add a \$24.50 maximum overdue fine to the patron’s Alma account. I will also add a note on the ILLiad request screen stating the patron received an overdue fine of \$24.50 in their Alma account on date 00/00/0000. These requests will sit in this status for a total of 59 days after the due date. On day 60, the request will move to Notice 3—which would be 60 days after the due date and I will begin the billing for replacement process.

Notice 3:

These patrons have received three e-mailed overdue notices. These requests should be considered “Bill for Replacement.” Lending libraries need to be contacted and we need to ask for a replacement price and invoice. Once we receive an invoice from the lending library we add their amount(s) to the patron’s Alma account. After adding the price to the Alma account I will make a note on the ILLiad request record stating the patron has been billed on Alma. I will make a separate note on the ILLiad request record stating the bill has been given to Linda to pay and to not accept the return of the book.

*Theoretically, ILLiad patrons will get one reminder notice and three overdue notifications that are automatically formatted and sent via ILLiad. We do not have to do anything for these automatic notices to be sent. I usually am making contact with delinquent patrons on my own as well.

TransactionNumber	LoanAuthor	LoanTitle	DueDate	RenewalsAllowed
Email				
Reminder				
58912	Picón-Parra, Roberto, 1926-	Fundadores, primeros moradores y familias coloniales de Mérida (1558-1810) /	6/1/2015	No
60747	Adair, John, 1913-1997.	The Navajo and Pueblo silversmiths /	6/1/2015	No
60821		The critical response to Marianne Moore /	5/30/2015	Yes
Notice 1				
60039	Godwin, Gail.	The odd woman***Ship to IDS #119A01 Venango College Library, Clarion University of PA, 1801 West First St, Oil City, PA 1630...	5/6/2015	Yes
Notice 2				
59617	Higashida, Naoki, 1992-	The reason I jump : the inner voice of a thirteen-year-old boy with autism /	4/21/2015	Yes
59693	Furterer, Sandra L.	Lean six sigma case studies in the healthcare enterprise /	4/1/2015	Yes