

Item Owning Library

Borrowing Patron Library

Patron

2 days before due

Receives Courtesy notice (email)

5 days overdue

Sends 1st overdue notice (email or mail)

Receives 1st overdue notice

10 days overdue

Sends 2nd overdue notice (email or mail)

Receives 2nd overdue notice

20 days
overdue

Sends bill (email or mail)

Sends invoice to
borrowing patron's library

45 days
overdue

Begins process to send payment
to item's library

Adds manual charge to patron's account
for amount paid to item owning library

Will see double bill for lost item
until item owning library
receives payment

Not long after

Receives payment for item

Pulls up patron record and
"collects" money for
system-generated charge

45 days
overdue

Sees only manual fine

At some
point

Receives payment from patron.
Collects money for manual charge

Pays charge to home library