

Overdue Notices with Horizon

You should print overdue notices regularly, since they build up in the system and become outdated if you don't. Overdue notices are created by the system every night, so it's a good idea to print them on daily, or as often as possible.

The default setup in Horizon is for your patron to get a printed notice 2 weeks after the item was due. Then, if they don't return the item(s), the patron will get another notice 2 weeks after the first notice. Another 2 weeks later a final notice. Two weeks after the final notice will be sent, then 2 weeks later the item becomes "lost" in Horizon and you have an opportunity to bill the patron. The printed notices can be mailed with a window envelope, or you can use them to call the patrons. Most libraries check their shelves before sending the overdues in case a mistake was made by the library or the patron mistakenly shelved the item. We recommend that you keep a copy of your final notice so that you can bill the patron if the items are not returned.

There is default language on the different notices – the wording gets stronger with each notice.

You can ask to have the number of notices, when the notices are sent, and the language on the notices changed. You can try them out and see how they work and have them changed at any time.

The default language is:

First notice: First Overdue Notice. The following item(s) is(are) overdue:

Second notice: Second Overdue Notice. The following item(s) is(are) very late. Fines are becoming substantial. Please take care of this problem immediately.

Final notice: This is your final notice to return the item(s) listed below. If we do not receive the material(s) within seven days, you will be billed for replacement costs.

How to print the overdues:

1. On the Horizon Navigation Bar, under Circulation, double click Circulation Reports.
2. From the menu bar, choose Notices – Notice Output.
3. Choose New Batch, Auto Notice, and your library name.
4. Click OK.
5. If a batch of notices is generated, it will appear at the **BOTTOM OF THE LIST**.
6. Highlight your batch and click on output to print the notices.
7. The notice batch will remain and can be output again if needed, but after a week or so you should delete it by highlighting the batch and clicking purge.
8. The number that appears to the right of each notice batch is the number of times it has been printed – **NOT THE NUMBER OF NOTICES GENERATED!** If you want to see how many were generated, click the select button.