## How can I be notified that my materials are due or that my materials are ready for pick up?

Customers are able to select their preferred method of notification; Email, Phone, or Standard mail.

Depending on which option customers select, PGCMLS will attempt the following courtesy notifications:

Almost due (2-3 days before due date) = email

Hold pick-up = email, phone

1st Overdue (14 days past due) = email, phone, standard mail

2nd Overdue (30 days past due) = email, phone, standard mail

Collection Warning (account balance \$25 or more) = standard mail

If selecting email contact, please be sure to set your email account to accept mail from <a href="librarynotices@pgcmls.info">librarynotices@pgcmls.info</a> [1] and <a href="polaris@pgcmls.info">polaris@pgcmls.info</a> [2] in order to receive our notifications. If you experience problems, please visit our Email Whitelist Instructions. You may also, if you wish, opt to receive additional text notifications.

NOTE: All notifications are courtesy contacts and their receipt is not guaranteed. Customers are strongly encouraged to retain their checkout and renewal receipts to confirm dates due.

Source URL: <a href="http://www.pgcmls.info/node/63">http://www.pgcmls.info/node/63</a>

## Links:

- [1] mailto:librarynotices@pgcmls.info
- [2] mailto:polaris@pgcmls.info