Discover an introduction to processing overdue items in OLIB.

**Overdue notices, sequences and loan terms**

- Notices: this domain contains the wording of the overdue notices and details of who they should be sent to. Any number of notices for overdues can be entered here.
- Overdue Sequences: this is where the notices are compiled into a sequence which determines what notice should be sent and when. There can be more than one sequence and they are linked to Circulation's Loan Terms.
- Loan Terms: this is where a sequence is linked in to Circulation reference data so that the correct notices can be applied to the relevant combination of User and Copy Categories.

The daystart processes then create records in the odue_audit table to indicate that overdues should be sent.

**How are overdues sent?**

OLIB's Alerting functionality is used to email overdue notices or text messages directly to the Users, or to email them to a member of library staff for printing and posting to the Users. They can also be emailed directly to the Location of the overdue copy so that the library where the copy is located can print the overdue notice for shelf checking or posting on to the user. Email alerting requires your SMTP server name to be entered in the Server Process Config domain.

Overdue reminders can be sent via SMS Texting as well as via email. SMS Texting requires configuration details to be entered at Location level or in OLIB Defaults, and user/patron mobile numbers to be present in the User records.

If preferred, a rich text file (rtf) attachment can be included with the email notices. One can be sent with the emails e.g. to each student, and/or the email can go to a member of library staff with a single rtf attachment including all the overdue details.

**Addresses and overdues/recalls**

For the notices/letters, OLIB can select the most appropriate address of the user at the point of generating them.

- **Valid From and To dates** can be selected for each address. When entering the address details use the Pick a Date control to select the date. These dates will determine which address should be used.
- Set an address as the **overdue/recall address**. In the User's address you can select Set as overdue/recall address. OLIB will use the address you specify for overdues and recalls.
- Even if no address is entered, OLIB can still produce overdue notices.
How else does OLIB choose the correct address in overdues/recalls?

A specific set of user address tags is used for overdues/recalls notices and letters:

UORADDRESSEE, UORHOUSE, UORSTREET, UORPOBOX, UORDISTRICT, UORCITY, UORREGION, UORCOUNTRY and UORPOSTCODE.

You need to add these tags to the overdue notices text if your notices include user addresses.

A set of rules is used when selecting which of a users addresses to populate these tags at the time when the overdue/recall notice/letter is generated.

Addresses rules

1. If a user has an address set as overdue/recall address then use this.
2. If the user has no address set a overdue/recall address then check the Valid From/To dates.
3. Check the System Date against the Valid From/To dates and find all addresses where the system date is between the Valid From/To dates, or the system date is later than the Valid From date and the Valid To date is not set, or the system date is earlier than the Valid To date and the Valid From date is not set. From these addresses:
   i. Choose the one where Valid To date is not set.
   ii. If there is more than one with the Valid To date not set then choose the one with the latest Valid From date.
   iii. If all addresses have Valid To dates set then choose the one with the latest Valid From date.
   iv. If no addresses have Valid To dates then choose the one with the latest Valid To date.
4. If no addresses are set as overdue/recall address and none have Valid From/To dates set then use the address with the same address type as the default address type set in OLIB Defaults.
5. If no address has yet been found use the one with the lower sequence number, i.e. one listed first on the user record.
6. If no address has yet been found then use the address added to the user record most recently.