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Management of Overdue Items from SLWA

From the 1st of January 2011, the way in which SLWA manages overdue items will change.

The first notice will be a courtesy reminder – it will be emailed/posted three days before the item is due. The notice will read:

The above item(s) is/are due to be returned in three days. The first overdue will be emailed/posted out one day after the item is overdue. Please return them by the due date or renew. Renew using My Library Card: <http://henrietta.slwa.wa.gov.au/patroninfo>, phone 9427-3243 or email circ@slwa.wa.gov.au.

State Library of Western Australia

The second notice will be an overdue notice sent one day after the item is overdue. The notice will read:

The above item(s) have not been returned.

Please renew them or return them to avoid being invoiced and charged a non refundable \$41.97 admin fee. An invoice will be created in 21 days from the due date. Phone 9427-3243, or email circ@slwa.wa.gov.au.

State Library of Western Australia.

If you have any questions about the overdue process please email circ@slwa.wa.gov.au.

Please note:

- Before a public library receives an invoice document delivery staff ring the public library to let them know that they will be charged if the items are not returned. It is very rare for a Public Library to be charged the non refundable \$41.97.
- Items can only be renewed using Mylibrary Card before they become overdue.

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