

# Wording of Automated Notices



The wording here is outdated as of July 2023 when the messages were converted to HTML format.

## 1 Day Overdue Email Notification

**Type: Email**

**Frequency: Nightly**

Subject: [PINES] Overdue Library Materials

Attention: [% user.first\_given\_name %] [% user.family\_name %] Card Number: [% user.card.barcode %]

Our records indicate the following item(s) are overdue.

[% FOR circ IN target %] [%- copy\_details = helpers.get\_copy\_bib\_basics(circ.target\_copy.id) -%] Title: [% copy\_details.title FILTER ucfirst %] Author: [% copy\_details.author FILTER ucfirst %] Call No: [% circ.target\_copy.call\_number.label %] Barcode: [% circ.target\_copy.barcode %] Checked Out At: [% circ.circ\_lib.name %] Due Date: [% date.format(helpers.format\_date(circ.due\_date), '%m-%d-%Y') %] [% END %]

Please note that items returned while the library is closed will remain on your account until the library reopens. These items will be backdated upon checkin to the last open day. Please contact your local library if you feel you have received this message in error or if you have additional questions:

[% homelib.parent\_ou.name %] [% homelib.name %] [%- SET addr = homelib.mailing\_address -%] [%- IF !addr -%] [%- SET addr = homelib.billing\_address -%] [%- END %] [% addr.street1 %] [% addr.street2 %] [% addr.city %], [% addr.state %] [% addr.post\_code %] [% homelib.phone %] [% homelib.email %]

[%- SET liburl = helpers.get\_org\_setting(homelib.id, 'lib.info\_url') -%] [% liburl %]

You may also access your account online at: <https://gapines.org/login>

## 1 Day Overdue Notice by SMS

**Type: SMS Text**

**Frequency: Nightly**

Subject: PINES Overdue Items

Visit <http://gapines.org/login> for details.

[% FOR circ IN target %] [%- copy\_details = helpers.get\_copy\_bib\_basics(circ.target\_copy.id) -%] "[% copy\_details.title FILTER ucfirst %]" by [% copy\_details.author FILTER ucfirst %] due on [% date.format(helpers.format\_date(circ.due\_date), '%m-%d-%Y') %]- [% END %]

## 10 Day Overdue Email Notification

**Type: Email**

**Frequency: Nightly**

Subject: [PINES] Overdue Library Materials

Attention: [% user.first\_given\_name %] [% user.family\_name %]

Card Number: [% user.card.barcode %]

Our records indicate the following items are 10 days or more overdue.

[% FOR circ IN target %]

Title: [% copy\_details.title FILTER ucfirst %]

Author: [% copy\_details.author FILTER ucfirst %]

Call No: [% circ.target\_copy.call\_number.label %]

Barcode: [% circ.target\_copy.barcode %]

Due Date: [% date.format(helpers.format\_date(circ.due\_date), '%m-%d-%Y') %]

[% END %]

Overdue fines will continue to accrue until items are returned. Items may be returned and fines paid at any PINES member library. Some libraries also accept online payments at: <https://gapines.org/login>

If you have any questions, please contact:

[% homelib.parent\_ou.name %]

[% homelib.name %]

[%- SET addr = homelib.mailing\_address -%]

[%- IF !addr -%] [%- SET addr = homelib.billing\_address -%] [%- END %]

[% addr.street1 %] [% addr.street2 %]

[% addr.city %], [% addr.state %] [% addr.post\_code %]

[% homelib.phone %]

[% homelib.email %]

[% liburl %]

(Please have your library card number available.)

You may also access your account online at: <https://gapines.org/login>

## 10 Day Overdue Notice in PMC

**Type: PMC**

**Frequency: Nightly**

Title: Overdue Library Materials

Our records indicate the following items are 10 days or more overdue.

[% FOR circ IN target %]

Title: [% copy\_details.title FILTER ucfirst %]

Author: [% copy\_details.author FILTER ucfirst %]

Call No: [% circ.target\_copy.call\_number.label %]

Barcode: [% circ.target\_copy.barcode %]

Due Date: [% date.format(helpers.format\_date(circ.due\_date), '%m-%d-%Y') %]

[% END %]

Items may be returned and fines paid at any PINES member library. Fines will continue to accrue until items are returned.

If you have any questions, please contact:

[% homelib.parent\_ou.name %]

[% homelib.name %]

[%- SET addr = homelib.mailing\_address -%]

[%- IF !addr -%] [%- SET addr = homelib.billing\_address -%] [%- END %]

[% addr.street1 %] [% addr.street2 %]

[% addr.city %], [% addr.state %] [% addr.post\_code %]

[% homelib.phone %]

[% homelib.email %]

[% liburl %]

(Please have your library card number available.)

## 3 Day Courtesy Notice

**Type: Email**

**Frequency: Nightly**

Subject: [PINES] Library Materials Due Soon

Attention: [% user.first\_given\_name %] [% user.family\_name %]

Card Number: [% user.card.barcode %]

This is a courtesy reminder that the following items will be due soon:

[% FOR circ IN target %]

Title: [% copy\_details.title FILTER ucfirst %]

Author: [% copy\_details.author FILTER ucfirst %]

Call No: [% circ.target\_copy.call\_number.label %]

Barcode: [% circ.target\_copy.barcode %]

Due Date: [% date.format(helpers.format\_date(circ.due\_date), '%m-%d-%Y') %]  
[% END %]

Please return or renew your items by the due date in order to avoid late charges. You may renew your items online (<https://gapines.org/login>) or by contacting your library. (You may be unable to renew items if other patrons have holds on them, if your account is expired, or if you owe more than \$10.00 in fines and fees.)

If you have any questions, please contact:

[% homelib.parent\_ou.name %]  
[% homelib.name %]  
[%- SET addr = homelib.mailing\_address -%]  
[%- IF !addr -%] [%- SET addr = homelib.billing\_address -%] [%- END %]  
[% addr.street1 %] [% addr.street2 %]  
[% addr.city %], [% addr.state %] [% addr.post\_code %]  
[% homelib.phone %]  
[% homelib.email %]  
[% liburl %]  
(Please have your library card number available.)

You may also access your account online at: <https://gapines.org/login>

## 3 Day Courtesy Notice by SMS

**Type: SMS Text**

**Frequency: Nightly**

Subject: PINES Items Due Soon

[% FOR circ IN target %]  
“[% copy\_details.title FILTER ucfirst %]” by [% copy\_details.author FILTER ucfirst %] due on [% date.format(helpers.format\_date(circ.due\_date), '%m-%d-%Y') %]-  
[% END %]  
Go to <https://gapines.org/login> to renew

## 3 Day Courtesy Notice in PMC

**Type: PMC**

**Frequency: Nightly**

Title: Library Materials Due Soon

This is a courtesy reminder that the following items will be due soon:

[% FOR circ IN target %]  
Title: [% copy\_details.title FILTER ucfirst %]  
Author: [% copy\_details.author FILTER ucfirst %]  
Call No: [% circ.target\_copy.call\_number.label %]  
Barcode: [% circ.target\_copy.barcode %]  
Due Date: [% date.format(helpers.format\_date(circ.due\_date), '%m-%d-%Y') %]  
[% END %]

Please return or renew your items by the due date in order to avoid late charges. You may renew your items online (<https://gapines.org/login>) or by contacting your library. (You may be unable to renew items if other patrons have holds on them, if your account is expired, or if you owe more than \$10.00 in fines and fees.)

If you have any questions, please contact:

[% homelib.parent\_ou.name %]  
[% homelib.name %]  
[%- SET addr = homelib.mailing\_address -%]  
[%- IF !addr -%] [%- SET addr = homelib.billing\_address -%] [%- END %]  
[% addr.street1 %] [% addr.street2 %]  
[% addr.city %], [% addr.state %] [% addr.post\_code %]  
[% homelib.phone %]  
[% homelib.email %]  
[% liburl %]  
(Please have your library card number available.)

## 3 Month Long Overdue Notice

**Type: Email**

**Frequency: Nightly**

Subject: [PINES] Long Overdue Library Materials

Attention: [% user.first\_given\_name %] [% user.family\_name %]  
Card Number: [% user.card.barcode %]

The following items checked out to your account have been overdue for 3 months or longer. They have been marked "Long Overdue" and the replacement costs have been billed to your account.

[% FOR circ IN target %]  
Title: [% copy\_details.title FILTER ucfirst %]  
Author: [% copy\_details.author FILTER ucfirst %]  
Call Number: [% circ.target\_copy.call\_number.label %]  
Due Date: [% date.format(helpers.format\_date(circ.due\_date), '%m-%d-%Y') %]  
Bill Amount: \$[% circ.billable\_transaction.summary.balance\_owed %]  
[% END %]

Items may be returned and fines paid at any PINES member library. Some libraries also accept online payments at: <https://gapines.org/login>

If you have any questions, please contact:

[% homelib.parent\_ou.name %]  
[% homelib.name %]  
[%- SET addr = homelib.mailing\_address -%]  
[%- IF !addr -%] [%- SET addr = homelib.billing\_address -%] [%- END %]  
[% addr.street1 %] [% addr.street2 %]  
[% addr.city %], [% addr.state %] [% addr.post\_code %]  
[% homelib.phone %]  
[% homelib.email %]  
[% liburl %]  
(Please have your library card number available.)

You may also access your account online at: <https://gapines.org/login>

## 3 Month Long Overdue Notice in PMC

**Type: PMC**

**Frequency: Nightly**

Title: Long Overdue Library Materials

The following items checked out to your account have been overdue for 3 months or longer. They have been marked "Long Overdue" and the replacement costs have been billed to your account.

[% FOR circ IN target %]  
Title: [% copy\_details.title FILTER ucfirst %]  
Author: [% copy\_details.author FILTER ucfirst %]  
Call Number: [% circ.target\_copy.call\_number.label %]  
Barcode: [% circ.target\_copy.barcode %]  
Due Date: [% date.format(helpers.format\_date(circ.due\_date), '%m-%d-%Y') %]  
Bill Amount: \$[% circ.billable\_transaction.summary.balance\_owed %]  
[% END %]

If you have any questions, please contact:

[% homelib.parent\_ou.name %]  
[% homelib.name %]  
[%- SET addr = homelib.mailing\_address -%]  
[%- IF !addr -%] [%- SET addr = homelib.billing\_address -%] [%- END %]  
[% addr.street1 %] [% addr.street2 %]  
[% addr.city %], [% addr.state %] [% addr.post\_code %]  
[% homelib.phone %]  
[% homelib.email %]

[% liburl %]

(Please have your library card number available.)

## 30 Day Account Expiration Courtesy Notice

**Type: Email**

**Frequency: Nightly**

Subject: [PINES] Time to Renew Your Library Card!

Attention: [% user.first\_given\_name %] [% user.family\_name %]

Card Number: [% user.card.barcode %]

[% IF user.profile.id == '61' %]

Your PINES public library card account registered through your school will expire on October 15.

If this is an error, please contact your school's administrative office.

To apply for a regular PINES account, please visit: <https://gapines.org/eg/opac/register>

[% ELSE %]

Your library card is set to expire soon. Please visit any PINES library to renew to avoid an interruption in service.

### HOW TO RENEW:

Renewal is easy! Just bring your library card and current photo ID to any PINES library and we will do the rest.

If you have moved and the address on your photo ID doesn't match your current address, please bring additional proof of address (such as a utility bill or a rental agreement) in order to renew your card with no delay.

If you have any outstanding fines or fees on your account, they will need to be paid before your card can be renewed.

### DON'T MISS OUT!

Have you been taking advantage of everything your library has to offer?

- Books, audiobooks, DVDs and other materials from nearly 300 PINES libraries and service outlets across Georgia delivered to your local library for free
- Free downloadable ebooks and audiobooks
- Online research databases, reference books, genealogy tools, and interactive language-learning resources through GALILEO
- Online holds, renewals, and account management

- 'Georgia PINES' app for Android or iPhone
- Ability to store lists of books
- Option to save your checkout history
- Book recommendations based on books you enjoyed reading
- Free storytimes, classes, activities, and special events for all ages

FIND A PINES LIBRARY NEAR YOU:

<https://pines.georgialibraries.org/pinesLocator/locator.html>

[% END %]

FOR QUESTIONS:

If you have any questions, please contact:

[% lib.parent\_ou.name %]

[% lib.name %]

[%- SET addr = lib.mailing\_address -%]

[%- IF !addr -%] [%- SET addr = lib.billing\_address -%] [%- END %]

[% addr.street1 %] [% addr.street2 %]

[% addr.city %], [% addr.state %] [% addr.post\_code %]

[% lib.phone %]

[% lib.email %]

[% liburl %]

(Please have your library card number available.)

You may also access your account online at: <https://gapines.org/login>

## 60 Day Overdue Email Notification

*New as of: January 2022*

**Type: Email**

**Frequency: Nightly**

Subject: [PINES] Overdue Library Materials

Attention: [% user.first\_given\_name %] [% user.family\_name %]

Card Number: [% user.card.barcode %]

Our records indicate the following items are 60 days or more overdue.

[% FOR circ IN target %]

Title: [% copy\_details.title FILTER ucfirst %]

Author: [% copy\_details.author FILTER ucfirst %]

Call No: [% circ.target\_copy.call\_number.label %]

Barcode: [% circ.target\_copy.barcode %]



Due Date: [% date.format(helpers.format\_date(circ.due\_date), '%m-%d-%Y') %]  
Item Price: \$[% circ.target\_copy.call\_number.price %] (Additional processing charge may apply)  
[% END %]

Please return these items so that other patrons may use them. If you do not return these items, you will be charged the owning library's item price plus any additional processing fees. Items may be returned and fines paid at any PINES member library. Some libraries also accept online payments at:

<https://gapines.org/login>

If you have any questions, please contact:

[% homelib.parent\_ou.name %]  
[% homelib.name %]  
[%- SET addr = homelib.mailing\_address -%]  
[%- IF !addr -%] [%- SET addr = homelib.billing\_address -%] [%- END %]  
[% addr.street1 %] [% addr.street2 %]  
[% addr.city %], [% addr.state %] [% addr.post\_code %]  
[% homelib.phone %]  
[% homelib.email %]  
[% liburl %]  
(Please have your library card number available.)

You may also access your account online at: <https://gapines.org/login>

## 60 Day Overdue Notice in PMC

*New as of: January 2022*

**Type: PMC**

**Frequency: Nightly**

Title: 60-Day Overdue Library Materials

Our records indicate the following items are 60 days or more overdue.

[% FOR circ IN target %]  
Title: [% copy\_details.title FILTER ucfirst %]  
Author: [% copy\_details.author FILTER ucfirst %]  
Call No: [% circ.target\_copy.call\_number.label %]  
Barcode: [% circ.target\_copy.barcode %]  
Due Date: [% date.format(helpers.format\_date(circ.due\_date), '%m-%d-%Y') %]  
Item Price: \$[% circ.target\_copy.call\_number.price %] (Additional processing charge may apply)  
[% END %]

Please return these items so that other patrons may use them. If you do not return these items, you will be charged the owning library's item price plus any additional processing fees. Items may be returned and fines paid at any PINES member library. Some libraries also accept online payments at:

<https://gapines.org/login>

If you have any questions, please contact:

[% homelib.parent\_ou.name %]  
[% homelib.name %]  
[%- SET addr = homelib.mailing\_address -%]  
[%- IF !addr -%] [%- SET addr = homelib.billing\_address -%] [%- END %]  
[% addr.street1 %] [% addr.street2 %]  
[% addr.city %], [% addr.state %] [% addr.post\_code %]  
[% homelib.phone %]  
[% homelib.email %]  
[% liburl %]  
(Please have your library card number available.)

## Email Checkout Receipt

**Type: Email**

**Frequency: On Demand**

Subject: [PINES] Checkout Receipt

To: [% user.first\_given\_name %] [% user.family\_name %]

Card No: [% user.card.barcode %]

You checked out the following items on [% date.format(date.now, '%m/%d/%Y %l:%M %p') %]:

[% FOR circ IN target %]  
[%- copy\_details = helpers.get\_copy\_bib\_basics(circ.target\_copy.id) -%]  
Title: [% copy\_details.title %]  
Author: [% copy\_details.author %]  
Call Number: [% circ.target\_copy.call\_number.label %]  
Barcode: [% circ.target\_copy.barcode %]  
Due Date: [% date.format(helpers.format\_date(circ.due\_date), '%m-%d-%Y') %]  
Library: [% circ.circ\_lib.name %]  
  
[% END %]

If you have any questions, please contact your home library at:

[% lib.parent\_ou.name %]  
[% lib.name %]  
[% lib.mailing\_address.street1 %] [% lib.mailing\_address.street2 %]  
[% lib.mailing\_address.city %], [% lib.mailing\_address.state %]  
[% lib.mailing\_address.post\_code %]  
[% lib.phone %]  
[% lib.email %]  
[% liburl %]  
(Please have your library card number available.)

You may also access your account online at: <https://gapines.org/login>

## Fine Limit Exceeded

**Type: Email**

**Frequency: Nightly**

Subject: [PINES] Fine Limit Exceeded

Attention: [% user.first\_given\_name %] [% user.family\_name %]

Card Number: [% user.card.barcode %]

Our records indicate your account has exceeded the fine limit allowed for use of your PINES library card.

Please visit your nearest PINES library location to pay your fines and restore full access to your account. If your home library accepts payments online, you can pay at: <https://gapines.org/login>

If you have any questions, please contact your home library at:

[% homelib.parent\_ou.name %]

[% homelib.name %]

[%- SET addr = homelib.mailing\_address -%]

[%- IF !addr -%] [%- SET addr = homelib.billing\_address -%] [%- END %]

[% addr.street1 %] [% addr.street2 %]

[% addr.city %], [% addr.state %] [% addr.post\_code %]

[% homelib.phone %]

[% homelib.email %]

[% liburl %]

(Please have your library card number available.)

You may also access your account online at: <https://gapines.org/login>

## Hold Canceled (Shelf-Expired) User Message

**Type: PMC**

**Frequency: Nightly**

Title: Hold Request Canceled

The following holds have been canceled because they were not picked up from the library.

[% FOR hold IN target %]

Title: [% copy\_details.title FILTER ucfirst %]

Author: [% copy\_details.author FILTER ucfirst %]

Request Date: [% date.format(helpers.format\_date(hold.request\_time), '%m-%d-%Y') %]

[% END %]

If you have any questions, please contact:

[% homelib.parent\_ou.name %]

[% homelib.name %]

[%- SET addr = homelib.mailing\_address -%]

[%- IF !addr -%] [%- SET addr = homelib.billing\_address -%] [%- END %]

[% addr.street1 %] [% addr.street2 %]

[% addr.city %], [% addr.state %] [% addr.post\_code %]

[% homelib.phone %]

[% homelib.email %]

[% liburl %]

(Please have your library card number available.)

## Hold Ready for Pickup Email Notification

**Type: Email**

**Frequency: Hourly**

Subject: [PINES] Hold Available for Pickup at Your Library

Attention: [% user.first\_given\_name %] [% user.family\_name %]

Card Number: [% user.card.barcode %]

The items you requested are available for pickup at:

[% FOR hold IN target %]

Title: [% helpers.escape\_xml(copy\_details.title) FILTER ucfirst %]

Author: [% helpers.escape\_xml(copy\_details.author) FILTER ucfirst %]

Call Number: [% hold.current\_copy.call\_number.label %]

Barcode: [% hold.current\_copy.barcode %]

Pickup Library: [% hold.pickup\_lib.name %] ([% hold.pickup\_lib.phone %])

[% END %]

If you have any questions, please contact:

[% homelib.parent\_ou.name %]

[% homelib.name %]

[%- SET addr = homelib.mailing\_address -%]

[%- IF !addr -%] [%- SET addr = homelib.billing\_address -%] [%- END %]

[% addr.street1 %] [% addr.street2 %]

[% addr.city %], [% addr.state %] [% addr.post\_code %]

[% homelib.phone %]

[% homelib.email %]

[% liburl %]

(Please have your library card number available.)

You may also access your account online at: <https://gapines.org/login>

## Hold Ready for Pickup PMC Notification

**Type: PMC**

**Frequency: Hourly**

Title: Hold Available for Pickup

The items you requested are available for pickup at your library:

[% FOR hold IN target %]

Title: [% helpers.escape\_xml(copy\_details.title) FILTER ucfirst %]

Author: [% helpers.escape\_xml(copy\_details.author) FILTER ucfirst %]

Call Number: [% hold.current\_copy.call\_number.label %]

Barcode: [% hold.current\_copy.barcode %]

Pickup Library: [% hold.pickup\_lib.name %]

[% END %]

If you have any questions, please contact:

[% homelib.parent\_ou.name %]

[% homelib.name %]

[%- SET addr = homelib.mailing\_address -%]

[%- IF !addr -%] [%- SET addr = homelib.billing\_address -%] [%- END %]

[% addr.street1 %] [% addr.street2 %]

[% addr.city %], [% addr.state %] [% addr.post\_code %]

[% homelib.phone %]

[% homelib.email %]

[% liburl %]

(Please have your library card number available.)

## Hold Ready for Pickup SMS Notification

**Type: SMS Text**

**Frequency: Hourly**

Subject: PINES-[% target.size %] hold(s) ready for pickup:

[% FOR hold IN target %]

"[% title FILTER ucfirst %]" by [% author FILTER ucfirst %] (pickup at [% hold.pickup\_lib.name %])--

[% END %]

Go to <https://gapines.org/login> or call [% homelib.phone %] for questions.

## Item Lost and Billed Email Notification

**Type: Email**

**Frequency: Hourly**

Subject: [PINES] Lost Library Materials

Attention: [% user.first\_given\_name %] [% user.family\_name %]

Card Number: [% user.card.barcode %]

The following items checked out to your account have been marked “Lost” and the replacement costs have been billed to your account.

[% FOR circ IN target %]

Title: [% copy\_details.title FILTER ucfirst %]

Author: [% copy\_details.author FILTER ucfirst %]

Call Number: [% circ.target\_copy.call\_number.label %]

Barcode: [% circ.target\_copy.barcode %]

Due Date: [% date.format(helpers.format\_date(circ.due\_date), '%m-%d-%Y') %]

Bill Amount: \$[% circ.billable\_transaction.summary.balance\_owed %]

[% END %]

You may log into your online account to view your total bill including any other charges, or you may contact your home library for additional information. Some libraries also accept online payments at: <https://gapines.org/login>

If you have any questions, please contact:

[% homelib.parent\_ou.name %]

[% homelib.name %]

[%- SET addr = homelib.mailing\_address -%]

[%- IF !addr -%] [%- SET addr = homelib.billing\_address -%] [%- END %]

[% addr.street1 %] [% addr.street2 %]

[% addr.city %], [% addr.state %] [% addr.post\_code %]

[% homelib.phone %]

[% homelib.email %]

[% liburl %]

(Please have your library card number available.)

You may also access your account online at: <https://gapines.org/login>

## Item Lost and Billed PMC Notification

**Type: PMC**

**Frequency: Hourly**

## Title: Lost Library Materials

The following items checked out to your account have been marked “Lost” and the replacement costs have been billed to your account.

[% FOR circ IN target %]

Title: [% copy\_details.title FILTER ucfirst %]

Author: [% copy\_details.author FILTER ucfirst %]

Call Number: [% circ.target\_copy.call\_number.label %]

Barcode: [% circ.target\_copy.barcode %]

Due Date: [% date.format(helpers.format\_date(circ.due\_date), '%m-%d-%Y') %]

Bill Amount: \$[% circ.billable\_transaction.summary.balance\_owed %]

[% END %]

Click on the Fines link to view your total bill including any other charges, or you may contact your library for additional information:

[% homelib.parent\_ou.name %]

[% homelib.name %]

[%- SET addr = homelib.mailing\_address -%]

[%- IF !addr -%] [%- SET addr = homelib.billing\_address -%] [%- END %]

[% addr.street1 %] [% addr.street2 %]

[% addr.city %], [% addr.state %] [% addr.post\_code %]

[% homelib.phone %]

[% homelib.email %]

[% liburl %]

(Please have your library card number available.)

## New User Created Welcome Notice

**Type: Email**

**Frequency: Every 10 minutes**

Subject: [PINES] Welcome to Your PINES Public Library!

[%- USE date -%]

[%- user = target -%]

[%- lib = user.home\_ou -%]

To: [%- params.recipient\_email || user.email %]

From: [%- helpers.get\_org\_setting(lib.id, 'org.bounced\_emails') || lib.email || params.sender\_email || default\_sender %]

Reply-To: [%- helpers.get\_org\_setting(lib.id, 'org.bounced\_emails') || lib.email || params.sender\_email || default\_sender %]

Date: [%- date.format(date.now, '%a, %d %b %Y %T -0000', gmt ⇒ 1) %]

Subject: [PINES] Welcome to PINES!

Auto-Submitted: auto-generated

Attention: [% user.first\_given\_name %] [% user.family\_name %]

Card Number: [% user.card.barcode %]

*[% IF user.profile.id == '2' %] (The following section gets sent to accounts with the Patron permission group.)*

Thank you for registering for a PINES library card! Your account gives you access to a wide variety of library materials and services:

- Books, audiobooks, DVDs and more from nearly 300 PINES libraries across Georgia
- Free downloadable ebooks and audiobooks
- Online research databases, test preparation resources, interactive language-learning resources and much more through GALILEO
- Online holds and renewals
- 'Georgia PINES' app for Android or iPhone
- Option to save your checkout history
- Free courier delivery of library materials you place on hold from any other PINES library to your local library
- Series information and recommendations
- Free storytimes, classes, activities, and special events for all ages

*[% ELSIF user.profile.id == '61' %] (The following section gets sent to accounts with the PLAY Card permission group.)*

Your school has registered you for a PINES public library card! Your account gives you access to a wide variety of public library materials and services:

- Books, audiobooks, DVDs and more from nearly 300 PINES libraries across Georgia
- Free downloadable ebooks and audiobooks
- Online research databases, test preparation resources, interactive language-learning resources and much more through GALILEO
- Online holds and renewals
- 'Georgia PINES' app for Android or iPhone
- Option to save your checkout history
- Free courier delivery of library materials you place on hold from any other PINES library to your local library
- Series information and recommendations
- Free storytimes, classes, activities, and special events for all ages

If you do not wish to use your PINES account, your parent or guardian may contact your school's administrative office to opt out of the library card program.

*[% ELSIF user.profile.id == '64' %] (The following section gets sent to patrons who register online and get assigned to the Quipu permission group.)*

Welcome to PINES!

You have successfully registered for a PINES e-card! You now have access to:



- Free downloadable ebooks and audiobooks
- Online research databases, test preparation resources, interactive language-learning resources and much more through GALILEO

In order to take full advantage of all library services, please visit your local PINES-member library with your e-card number and your photo ID (as well as your proof of address, if it is different from what is shown on your ID). Once you receive your full PINES card, you will have access to:

- Books, audiobooks, DVDs and more from nearly 300 PINES libraries across Georgia
- Online holds and renewals
- 'Georgia PINES' app for Android or iPhone
- Option to save your checkout history
- Free courier delivery of library materials you place on hold from any other PINES library to your local library
- Series information and recommendations
- Free storytimes, classes, activities, and special events for all ages

[% ELSE %] *(The following section gets sent to accounts with any other permission group.)*

Thank you for registering for a PINES library card! Your account gives you access to wide variety of library materials and services. Please contact your library for additional details.

[% END %]

To access your account, go to <https://gapines.org/login>

Enter your library card number and your temporary password. After you are logged in, click on "Account Preferences" to add a username, change your password, set up your Hold notification preferences, and more.

[% IF user.profile.id == '61' %] - Your barcode number is: [% user.card.barcode %] (be sure to use capital letters)

- Information about your password will be provided by your school district.

[% END %]

If you have any questions, please contact your home library at:

[% lib.parent\_ou.name %]

[% lib.name %]

[%- SET addr = lib.mailing\_address -%]

[%- IF !addr -%] [%- SET addr = lib.billing\_address -%] [%- END %]

[% addr.street1 %] [% addr.street2 %]

[% addr.city %], [% addr.state %] [% addr.post\_code %]

[% lib.phone %]

[% lib.email %]

Check your library's web site for more information: [%- SET liburl = helpers.get\_org\_setting(lib.id, 'lib.info\_url') -%] [% liburl %]

Please have your library card number ([% user.card.barcode %]) ready.

## Password reset request notification

**Type: Email**

**Frequency: On-Demand**

Subject: [PINES] Password Reset Request

Attention: [% user.first\_given\_name %] [% user.family\_name %]

Card Number: [% user.card.barcode %]

You have received this message because you, or someone else, requested a reset of your PINES library account password. If you did not request a reset of your password, you may ignore this message and your current password will continue to work.

To reset your password:

1. Go to [https://gapines.org/eg/opac/password\\_reset/\[% target.uuid %\]](https://gapines.org/eg/opac/password_reset/[% target.uuid %])
2. Complete the password reset form.

If you require additional assistance, please contact your library:

[% homelib.parent\_ou.name %]

[% homelib.name %]

[%- SET addr = homelib.mailing\_address -%]

[%- IF !addr -%] [%- SET addr = homelib.billing\_address -%] [%- END %]

[% addr.street1 %] [% addr.street2 %]

[% addr.city %], [% addr.state %] [% addr.post\_code %]

[% homelib.phone %]

[% homelib.email %]

[% liburl %]

(Please have your library card number available.)

## SMS Call Number

**Type: SMS Text**

**Frequency: On Demand**

Subject: [PINES] Call Number

Title: [% title FILTER ucfirst %]

Author: [% author FILTER ucfirst %]

Call Number: [% target.label %]

Location: [% helpers.get\_most\_populous\_location( target.id ).name %]

Library: [% target.owning\_lib.name %]

# Notices Sent by Vendor

## 10-day Notice

**Type: If patron does not have email address, vendor attempts phone call. If no valid phone, vendor sends letter via USPS**

FIRST OVERDUE NOTICE

Dear [name],

According to our records, the following items were checked out on your library card and are now overdue. Please return them as soon as possible to avoid increasing fines. Returning all the past due materials and paying your late fines will also allow you to check materials out in the future.

[Title] [Author] [Call #] [Due Date] [Item ID]

Your prompt assistance in returning these materials will help us make these items available for use by other customers. If you have questions about these items or your library account, please call [library] at [phone number].

Thank you for your help.

## 30-day Notice

**Type: USPS Mail**

FINAL OVERDUE NOTICE

Dear Valued Library Customer,

According to our records, the following items checked out on your library card and are now more than 30 days past due. Please return these items as soon as possible to avoid additional fines and maintain your library card's validity.

[Title] [Author] [Call #] [Due Date] [Item ID]

Your prompt assistance in returning these materials will help us make these items available for use by other customers. If you have questions about these items or your library account, please call [library] at [phone number].

Thank you for your help.

OCGA 20-5-53

Any person who borrows from any public library any book, newspaper, magazine, manuscript, pamphlet,

publication, recording, video product, microfilm, computer software, film, or other article or equipment necessary to its display or use belonging to or in the care of such public library under any agreement to return it and thereafter fails to return such book, newspaper, magazine, manuscript, pamphlet, publication, recording, video product, microfilm, computer software, film, or other article or equipment necessary to its display or use shall be given written notice, mailed to his last known address or delivered in person, to return such article or equipment within 15 days after the date of such notification. Such notice shall contain a copy of this Code section. If such person shall thereafter willfully and knowingly fail to return such article or equipment within 15 days, such person shall be guilty of a misdemeanor and, upon conviction thereof, shall be punished by a fine of not more than \$500.00 or imprisonment for not more than 30 days and shall be required to return such article or equipment or provide reimbursement for the replacement cost of such article or equipment.

From:

<https://pines.georgialibraries.org/dokuwiki/> - **PINES Documentation**

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