

## **Email Notification Tips**

The library provides e-mail reminder notices as a courtesy to our patrons. Failure to receive these notices does not result in waiving of fines accrued on overdue items.

The library gives due date receipts upon checkout, patron records can be checked online to view due dates of items out, and the library can be phoned to check on due dates.

### **To help ensure you receive your email notifications, please do the following:**

- ✉ Make sure the library has your current email address and it is listed correctly.  
*You can do this by logging into your account through the Catalog and checking Contact Information and Preferences. If your email address is incorrect submit the correction via the Ask Us button under the Library Info tab of the Catalog.*
- ✉ Be sure to enter the library email address [masonplcir@masonpl.org](mailto:masonplcir@masonpl.org) as an approved address in your email account (in the manner required by your email provider).
- ✉ Make sure to check your Spam/Junk folder in your email
- ✉ Make sure that you do not have Spam/Junk mail set to be automatically deleted.
- ✉ If your mailbox has a storage quota, make sure that your mailbox is not full.

If you have provided the library with an email address, but do not wish to receive Almost Overdue reminders, please contact the library to exempt you from this type of notice. ***NOTE: email is currently the only form of sending Almost Overdue reminders and if there is an email address on record the system will attempt to send an Almost Overdue reminder.***

### **Using Work E-mails**

If you have provided a work email address, the setup of your workplace network may cause issues in receiving your email reminders. You may want to check with your workplace System Administrator to verify it is okay to receive these types of emails.

### **Typical Bounce Back Errors**

Some examples of typical bounce back errors we receive are:

- ✉ User does not have a Yahoo (insert your provider here) mail account
- ✉ Username does not exist
- ✉ Mailbox is unavailable
- ✉ Mailbox is over quota
- ✉ Mailbox is full

The library does not have any control over these issues.

A note is typically placed in your patron account when this occurs so staff may verify your email address the next time you check out.

If you have not received an Almost Overdue reminder when you thought you should, please first check to make sure that the library has your correct email address on file and that it is entered/spelled correctly by contacting the library or using the steps outlined in the first bullet point shown above under "To help ensure you receive your email notifications, please do the following".