
What kinds of notification letters are available in Alma?

- **Product:** Alma
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Question

We currently send a warning letter after 14 days, then after 28 days the loan is set to lost. We would rather like to send an additional first e-mail after 7 days.

Would you have any information as to when overdue letters might become available?

Answer

It is not planned to have additional letters for different claim levels. To sum up the management of notifications in Alma:

1. Courtesy notifications

a. The renew job sends courtesy notices to all non-renewable loans (which may be configured to be all loans) x number of days before the loans are due, where x is configurable at the institution level.

b. Another notification is sent on the day the item is due

2. Overdue notices are configurable via the lost/notification profiles

a. A notification profile may be set up to send warning if loans are overdue more than x number of days, where x is configurable per library/location, user group, item type and material type.

b. A lost item profile may be set up to mark a loan as lost and send a lost item bill if loans are overdue more than x number of days, where x is configurable per library/location, user group, item type and material type.

3. Activity report – A general report, including all on loan and all overdue loans may be sent regularly, on a weekly or monthly basis. The report includes separate lists of on loan items and of overdue items. It also includes the patron's fine/fee balance

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