





We need your help!

In an effort to provide patrons with faster notifications and save taxpayer dollars, PINES is phasing out mailed paper notices for items 10 days overdue. Effective July 15, 2011, these notifications will be issued by e-mail and phone.

Please be sure we have your up-to-date preferred e-mail address or phone number!

Patrons who prefer to receive e-mail notices will also qualify for the new PINES "preminder" notice, which will be sent to you via e-mail two to three days before the item is due.

You can ensure quicker delivery of all your notices by updating your contact information with PINES as soon as possible. Verify or update your e-mail address simply by logging in to your PINES account and making the necessary changes in the account summary.

For those who prefer to receive 10-day notices by phone, please verify or update that information in person at any PINES-participating library. Please note that phone calls will not be personalized, so if you share a phone number with others, you may wish to alert them to the possibility of receiving a PINES notification on your behalf. If multiple PINES cardholders share a phone number, please contact your library and ask for whom any notification is intended.

As stated by law, 30-day overdue notices will continue to be printed and mailed via the U.S. Postal Service.

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