**Proposed Emailed Expiration Notice**

Background: Sierra does not offer expiration notices. While Innovative had indicated this would be offered several years ago, there has been no progress, so OWLS is working on implementing a notice. The OWLSnet emailed expiration notice committee has discussed the issues and makes the following proposal:

**Notice details**

Emails will not be sent from the Sierra server, but they will originate from the same email address that current notices use. Example: Notices from the Waupaca library originate from wau@mail.owls.lib.wi.us.

Notice emails will be sent once a week. They will be triggered when a patron’s InfoSoup account will be expiring in 7 to 13 days.

**Notice text**

Subject Line: InfoSoup Library Account Renewal

Greetings:

Your InfoSoup library account will expire on mm/dd/yyyy, because your contact information needs to be updated. If you regularly visit the library, please verify your information with library staff on your next visit.

Please note that **you will no longer be able to check out electronic materials or renew items online after your account has expired**. To prevent this, please visit your local library prior to the expiration date to confirm your address/contact information.

If you have any questions, please contact library staff.

[View the hours and address for your library](http://www.owlsnet.org/infosoup/dir/bcl)