How do recall notices and overdue notices work together?

Last updated: Thu, 17 Mar 2022 14:57:41 GMT

Applies to

- WorldShare Circulation

Answer

Recall & overdue notices are independent of one another. Each notice type will be delivered on the schedule configured in its Notification Policy.

That said: Overdue notices will automatically adjust themselves if a loan's due date changes. Specifically, if an item is renewed, recalled, etc., and its due date changes, then the overdue notices will reset to honor the new due date.

Beyond those general rules, what matters most is when the recall happens in relation to the due date, recall period, and minimum loan period. And if the recall is done manually by library staff or as part of the automatic renewal process (since that processes overdue notices & recalls at the same time)

Additional information

For a well-configured example, imagine a Semester Loan Policy that uses the Default Overdue Policy with the 21 Day Recall Notification for emails.

21 Day Recall Notification sends one recall notice 5 minutes after the recall is processed. In practice, the recall notice will be sent the next time the batch job runs, i.e. usually 08:00 the next day.

Default Overdue Policy sends:

- Notice 1: 5 days before the due date
- Notice 2: 6 days after notice #1
- Notice 3: 7 days after notice #2

Here's an imaginary timeline where a recall results in a new due date & thus resets the overdue notices:

1. Item is due on 10 May
   - Overdue notice #1 is scheduled for 5 May
2. Item is recalled on 1 April.
   - **New due date** is 22 April per the loan policy's 21-day recall period
   - Overdue notice #1 is rescheduled for 17 April
   - Recall notice is sent the next time the batch job runs

3. Overdue notice #1 is sent on 17 April
   - Overdue notice #2 is scheduled for 23 April

4. Overdue notice #2 is sent on 23 April
   - Overdue notice #3 is scheduled for 30 April

5. Overdue notice #3 is sent on 30 April

Here's another scenario where a recall does *not* change the due date and, thus, the overdue notice schedule remains in place:

1. Item is due on 10 May
   - Overdue notice #1 is scheduled for 5 May

2. Overdue notice #1 is sent on 5 May
   - Overdue notice #2 is scheduled for 11 May

3. Overdue notice #2 is sent on 11 May
   - Overdue notice #3 is scheduled for 18 May

4. Item is recalled on 15 May
   - Due date remains 10 May: the system will *not extend* the loan during a recall (as long as the minimum loan period has elapsed)
   - Overdue notice #3 remains scheduled for 18 May (due date did not change)
   - Recall notice is sent the next time the batch job runs

5. Overdue notice #3 is sent on 18 May

And another permutation of no-due-date-change:

1. Item is due on 10 May
   - Overdue notice #1 is scheduled for 5 May

2. Overdue notice #1 is sent on 5 May
• Overdue notice #2 is scheduled for 11 May

3. Item is recalled on 6 May
• Due date remains 10 May: the system will not extend the loan
• Overdue notice #3 remains scheduled for 18 May
• Recall notice is sent the next time the batch job runs

Page ID
41307