

# Will the patron get a Courtesy Notice if they do not have an email address in their record?

## Solution

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Question: Do courtesy notices get sent to print if the patron has no email in their patron record or do they just not get sent in these cases?

If the patron record does not have an email field stored, then the un-sent notices should roll over to whatever other method you use for printed notices. Due to the short turn around time from the Courtesy date to the due date, most libraries use email for these and do not print them, but you can use the method that suits your library and patron needs.

Question: If the patron has 'phone' set as the notice preference in their patron record, will they get a phone call for their Courtesy Notice?

Courtesy notices can only be sent via email. If the patron has a phone preference, and there is an email address stored in the patron's record they will get an emailed courtesy notice. If there isn't an email address in the patron record, the Courtesy Notice will go to the fallback printer, which is usually a staff email address or file save printer. Where these are sent is something the library can define in the autonotice job.

Also, Courtesy notices are different from the other notice types, again because of the short time frame, and the system will only prepare them on the day specified in the loan rule (many libraries have it set to run 3 days before the item's due date). If you do not prepare the courtesy notices one day, the system does not save those notice to run the next day. The majority of libraries use an auto-notice job for their Courtesy Notices, so that the system automatically takes care of running these on days the library might be closed.

Here is information about Courtesy Notices and Autonotice jobs in the Sierra guide:

[Sierra guide: Courtesy Notices](#)

[Sierra guide: Autonotices](#)

[Sierra: Selecting Notice Parameters](#)

and an FAQ: [Circulation Notices FAQ](#)

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