

Honorable Mayor and Members  
of the City Council  
City Hall  
Torrance, California

Members of the Council:

**SUBJECT: Community Services – Introducing the Torrance Public Library’s  
E-mail Notification Service**

**BACKGROUND**

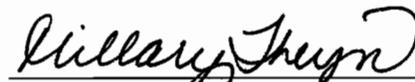
Identified in the City’s Strategic Plan was the goal to expand communication and information distributed through electronic media, and to target green efforts and cost reduction in communications. The Torrance Public Library has developed an email notification service to alert library patrons to overdue items and fines.

Library patrons who sign up for email notification will get an email three days before an item is due (a “pre-due” notice), then overdue notices at three, seven, and 14 days late. The email will include information on renewing library items online or over the telephone. A patron may have multiple email addresses attached to their library account. This will cut the costs of printing and mailing overdue notices, and inform patrons sooner about overdue items.

The email notification system works through the Library’s current Integrated Library System so there is no need to purchase new software.

Respectfully Submitted,

JOHN JONES  
COMMUNITY SERVICES DIRECTOR



Hillary Theyer  
Acting City Librarian

CONCUR:



John Jones  
Community Services Director



LeRoy J. Jackson  
City Manager