

## Send SMS Message

If a patron has signed up for SMS Text Messaging, one of the options they can register for is "Manual Message." This feature allows staff logged in under CIRCSR to send a text message to the user's phone. This message is sent immediately, thereby allowing patrons to be easily notified when you need to contact them. The perfect example of the use of this feature would be if a patron walked away from the Circulation Desk and left an item behind: gloves, wallet, umbrella, etc. Staff can bring up the user record in "Modify User" and check to see if they have opted in to SMS Manual Message under the SMS Notice Contact Info tab.

Modify User · Modify User (2) ·									
Alerts Notes									
Name: mrs, shopper Id: 2114000003333 Group ID: Profile name: NONSWAN_RB									
Identify User									
User ID: 211400	User ID: 2114000003333								
Basic Info Privilege Demographics Addresses Extended Info SMS Notice Contact Info									
Cour	itry	Phone Numb	er	Ov No	verdue otice	Hold Pickup Notice	Bill I Notice I	Manual Message	User Annour
Unite	ed States	• 6301234567	7					<b>Z</b>	
• • • • • • • • • • • • • • • • • • •									
		Get User Information	Save (o)	Modify Different	a User	Close			

If they have opted into "Manual Message," staff can click on the "Send SMS Message" wizard under Users.



Staff can then identify the patron by entering their User ID or choosing the Current User (if appropriate). The screen will repaint and staff can enter the SMS message for the individual. The patron's phone number and Manual Message will be chosen by default. Once the message is complete, click on "Send SMS Message." A pop-up box will appear with a note "(phone number): QUEUED", staff then click OK. The SMS Message is sent and almost immediately received by patron (see below).

Modify User * Modify	/ User (2) × Send S	MS Message *							
User Information									
Name: m Profile name: No User categories: Y Group ID:	<u>rs, shopper</u> ONSWAN_RB	Status: Amount owed: Overdues: Privilege expires	OK \$0.00 0 :9/28/2018	Library: Available holds Checkouts:	SWS P :0 P 1 A Ir	lot Pre Pre Act			
Identify User User ID: 21140000	0003333								
Message Setup									
Phone number:	my phone 630123	234567							
Message type:	Manual Message								
Message template:			Ł						
message.	at the circulation c	ella in the library, lesk.	, you can pick it up						
•	-				1				
	Get Use Informat	er ion Send SMS M	essage (o) Send SMS To Ne	5 Message w User					

Patrons can also register for SMS User Announcements. User Announcements allow library staff to send a text message to all of their users registered for this service at one time. Please open a ticket (help@swanlibraries. net) to request this report to be run with your special announcement message, date to be run, and any other criteria.

If you should have any questions, don't hesitate to call 630-734-5153 or email <u>help@swanlibraries.net</u>.