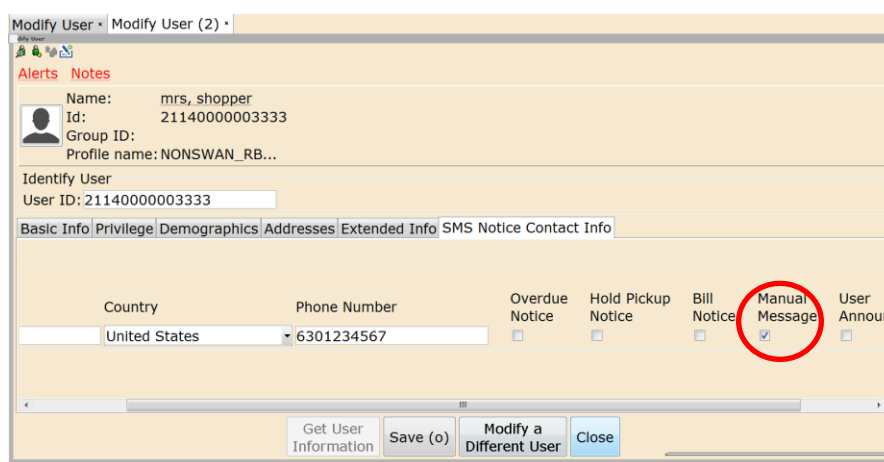
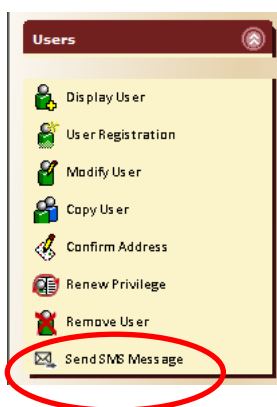


Send SMS Message

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.



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 SMS Message *

Send SMS Message

User Information

| | | | | | | |
|------------------|---------------|--------------------|-----------|------------------|-----|-----|
| Name: | mrs, shopper | Status: | OK | Library: | SWS | Not |
| Profile name: | NONSWAN_RB... | Amount owed: | \$0.00 | Available holds: | 0 | Pre |
| User categories: | Y | Overdues: | 0 | Checkouts: | 1 | Act |
| Group ID: | | Privilege expires: | 9/28/2018 | | | Ina |

Identify User

User ID:

Message Setup

Phone number:

Message type:

Message template:

Message:

Get User Information **Send SMS Message (0)** Send SMS Message To New User Close

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 help@swanlibraries.net.

