

NOTIFICATION

Insignia Library System provides features that can be used to notify patrons who have overdue books, fines, and items on reserve. These features are located in Administration > System Setting > Notification. There are four tabs available in this window:

- 1. Automated Message: Provides set up for autodialer messages and email messages. A set threshold must be met for messages to be sent.
- 2. Manual Message: Provides the ability to send a message immediately by phone (the patron does not have to meet a threshold).
- 3. Log: Tracks Autodialer messages.
- 4. Renew Message: Allows you to set up a renew message which will be sent to the patrons.

Tip: Audiodialer settings can be changed in Administration > Library Setting > Configuration under "Autodialer Voice Setting".

Tip: Voice messages go to the number in the Phone Number field in Patron > Find/Add Patron.

AUTOMATED MESSAGE

The Automated Message tab allows users to set up autodialer phone messages and email messages.

- 1. Go to Administration > System Setting > Notification.
- 2. Use the Message Type and Select Message dropdown menus to select the message you would like to edit.
- 3. Click Edit.
- 4. Check Enabled to enable this message.
- 5. Set the dates for how long this type of message will be enabled for.
- 6. Use the checkboxes to specify the Phone Notification Method (Phone, Text, and/or Email). The notifications are all sent at the same time.
- 7. The Email Subject field reflects what will appear as the title of the email when a patron receives it.
- 8. Specify the content for each language for the message.
- 9. The attempts made to contact the patron and the thresholds for initiating contact can be set.
 - 9.1. Send Notification Every ___ Day(s) At Time. This will send the notification once at a set time, then every set amount of days after the first notification.
 - 9.2. Send Notification Once At Time. This will send the notification to the patron once they fulfill the threshold. The same notification will not send again.
- 10. In the grid on the right, use the checkboxes to select the patron groups who will receive this message.
- 11. Execute Daily Check Program At Time: This time is when the system checks to see if thresholds are met. 12. Click Save.
- 13. To send the message immediately, click **Send Now**.



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MANUAL MESSAGE

Manual messages are customized messages which can be set without a threshold to cue them.

- 1. Go to Administration > System Setting > Notification.
- 2. Select the Manual Message tab.
- 3. Enter the message to be sent in the appropriate language field.
- 4. Click **Find Patron**, **Import Patrons**, or use the checkbox beside the patron group(s) from the right grid to add to the bottom left grid to be contacted.
 - 1.1. Click **<< Add** to add patrons by selected patron group.
 - 1.2. To remove patrons from the bottom left grid, use the checkboxes beside their name and click **Remove.**
- 5. Select the Message Type(s) by using the checkboxes for Phone, Text, and/or Email.
- 6. Click **Send Now** to send the message immediately.



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Log

This tab of the notification window tracks Autodialer calls.

- 1. Go to Administration > System Setting > Notification.
- 2. Specify the search criteria using the dropdown and entering information into the field.
- 3. Click Find.

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Status	- Message Type -	Message	Name -	Email ····	Date Notified	More . *		
Successful	Phone	You have 2 them(s) overdue.	Wickson, John	insigniasupp	10/02/2017			
Nocessful	Phone	You have 2 item(s) overdue	Wickson, John	insignasupp.	10/02/2017			
Indelivered	Phone	You have 2 tem(s) overdue	Wickson, John	insigniasupp.	10/02/2017			
luccessful	Phone	You have 4 ttem(s) overdue.	Wickson, John	Insigniasupp	00/18/2017			
Indelivered	Phone	This message is for John WI	Wickson, John	insigniasupp	09/18/2017			
Sending	Text	This message is for John WI	Wickson, John	insigniasupp	09/18/2017			
Indelivered	Phone	You have \$21.30 in fines owi	Wickson, John	insignasupp	09/18/2017			
Sanding	Text	You have \$21.30 in fines owl.	Wickson, John	n, John insignissupp				
Successful	Text	You have 3 tem(s) overdue	Wickson, John	n insignasupp 09/18/2017				
Successful	Text	You have 3 item(s) overdue	Wickson, John	insigniasupp	09/18/2017			
Indelivered	Text	You have 2 item(s) overdue	Wickson, John	Insigniasupp	09/14/2017			
Indelivered	Phone	You have 2 item(s) overdue	Wickson, John	insignasupp	09/14/2017			
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RENEW MESSAGE

The Renew Message tab allows users to set up a renew message which is included in the Overdue and Pre-Overdue messages.

- 1. Go to Administration > System Setting > Notification.
- 2. Select the Renew Message tab.
- 3. Click Edit.
- 4. Enter the message to be sent in the appropriate language field. Make sure the number to be pressed is included in the body of the message.
- 5. Select the number the patron will need to press to confirm they would like their items renewed.
- 6. Click **Save** when finished.

Administration > System Setting > Notification									- 0 X	
Automated M	lesmage	Manual Messa	ige Log	Renew Message						
Emplish	Would y	ou like to renew	your overdue	books? Press 7 to r	eneu.					
French										
Sparish										
Press	7.	1	lo Renew				C Life	Save 0	ancel	Non Y