2.4   ELECTRONIC NOTIFICATION

Parameters for electronic notification on the library level are maintained by the **Home library / Electronic notification** method. By setting up these parameters, the library specifies which types and methods of notification (e-mail or SMS or both) will be available to its members. Library members can subscribe only to those types of electronic notifications which are available in the library.

The **E-notification** window will open, where you can tick the checkbox under individual types of notifications to select the method of notification that will be available to your members.

> Note:
>
> *To turn on automatic e-notifications (*notif. about the loan period expiry date, notif. about forth. overdue notice, notif. about membership expiry), *no special written request has to be sent to IZUM; the service can be turned on and off by the library.*
>
> *If a library does not want to send a particular type of notifications to its members anymore, a tick must be deleted in the check-box for this type of notifications. The change will become effective on the following day.*

2.4.1   Notification types

You can choose between e-mail notifications, push notifications, or SMS notifications:

- Notification about reservation expiry

  A member subscribed to this type of notification will receive a notification if a copy which was reserved or waiting for the member (statuses *O, W* or *R*) is deleted from the member's list of recorded material and if the reservation validity period expired. The event can be activated individually if the person in charge of loan deletes such a copy from the member's records or as a batch if deletion of expired reservation is performed (see chapter *4.13.4*).

- Notification about received reserved material

  A member subscribed to this type of notification will receive a notification if the material that was reserved by the member was returned to the library or if the available reserved material is ready for collection (status *W*). If the member is the first on the list of reservations, he/she will receive a notification when another member returns the material at the lending desk. The member can receive a notification even if the reservation whose validity expired is deleted, or if the member who was before him/her on the list of reservations

cancelled the reservation (statuses *O* and *W*).

- Notification about loan expiry date

  A member subscribed to this type of notification will receive a notification when a certain number of days is left before the loan period expires (the default values is 3 days for loan and 5 days for interlibrary loan) for any copy on outside loan or borrowed through interlibrary loan. The member will receive the notification only once for each item. The notifications are sent out automatically once a day in a batch of notifications.

- Notification about a forthcoming overdue notice

  A member subscribed to this type of notification will receive a notification when the loan validity period expires for any copy on loan and when a certain number of days is left before the overdue notice will be sent out (e.g. 3 days). The member will receive as many notifications about a forthcoming overdue notice for each copy of material as are set by the library (1st overdue notice, 2nd overdue notice, 3rd overdue notice and 4th overdue notice), but no more than four. The notifications are sent out automatically once a day in a batch of notifications.

- Notification about membership expiry

  A member subscribed to this type of material will receive a notification that his/her membership will expire soon (e.g. in a week). A member will receive the notification about the membership expiry only once when a specified number of days is left before the membership expires. The notifications are sent out automatically once a day in a batch of notifications.

- General notifications

  A member subscribed to this type of notification will receive general notifications from the library (e.g. changes in the opening hours, etc.). SMS notifications of this type are free of charge for the member.

- Notification about outstanding debts

  A member subscribed to this type of notification will receive a notification about outstanding debts when the specified number of days exceeds the date when the debt was entered (the default value is 3 days). The notifications are sent our automatically once a day in a batch of notifications.

Note:

To ensure that the member knows from which library the notification was sent when he/she receives an SMS notification, the library must define the Abbreviated library name or lib. dpt. name *local code list (CODE 316). At the beginning of an SMS notification, a library or department name is displayed if it is entered in the local code list. A library acronym represents the code in the local code list for libraries without departments (e.g. FFLJ), while the abbreviated library name represents the code resolution. In libraries with*

departments, a two-digit department ID must be added to the acronym (e.g. SIKMB01). Abbreviated library name must not exceed 30 characters.

Note:

You can change the text for e-mail notifications according to your needs. If you wish to do that, copy the appropriate system variable to user variables and change the text there.

2.4.2   Creating and sending general notifications

General notifications can be created and sent as follows:

Procedure

1. First select the **Member** class and then the **Class / Send general notification** method.

    The **General notification** window will open, where you can specify:

    - contents of notification

        By clicking the **Enter text** button, a new window will open, where you can enter a notification text or transfer (copy) it from some other document if you saved sample texts to your workspace. If you wish to enter an SMS-notification, the text should not exceed 155 characters.

Tip:

In the general notification for sending by e-mail you can specify the title and greeting arbitrarily. In the **COBISS3/Reports** software module in the **Report variables / Standard / Loan / E-notifications** the variables **General notification title** in **General notification – greeting** are included for this purpose. If you wish to change the default value, copy the variable to the **User definitions** folder and change the content accordingly. If you do not wish to include a greeting in the e-notification, delete the variable content so that the variable will be blank.

    - type of notification

        Under the selected methods of notification, the methods of notification that a library set under *General notifications* by using the **Home library / Electronic notification** method are displayed and set as default. If a library does not wish to send a general notification with default methods of notification, a tick must be removed from the relevant check-box.

2. To confirm your entry in the window, click the **OK** button.

3. In the **General notification** window, click the **OK** button again.

A search window for members will open, where, based on any criteria you enter, you can search for a member, several members or all members (e.g. you wish to send a general notification only to a certain member category). In the search window, the button **Select all** is available, which enables you to confirm the selection of all found members or all library members that you found by using the **Find all** button.

General notifications via e-mail, SMS notifications and push notifications will be sent immediately when you confirm the selected members in the search window. If you wish to check the notification before distributing it, send a notification as a test to your destination.

If you are sending an SMS notification, it will be sent immediately.

Note:

*The notifications sent are stored in the **Notification** class, where you can find them, view them, and send them again if necessary.*