

SMS Notice Contact Info Tab

The SMS Notice Contact Info tab contains a user's contact information for sending SMS notification messages (for more information, see [SMS Notifications](#)). Users who choose to opt in for this service provide their mobile phone numbers, which are entered, displayed, and modified here. Users also can select which message types will be sent to a specific patron's phone number.

Most user notices can be sent manually through the [See "Send SMS Message Wizard"](#) or automatically through the [See "Notify Users Wanting Text Messages Report"](#).

If you are using the [See "Modify User Wizard"](#), [See "Copy User Wizard"](#), or [See "New User Registration Wizard"](#) to enter SMS contact information, you can add a field to the tab using the Add Phone helper in the upper left corner. Select the helper to add a new phone number field. If you need to remove an entry, select the field by inserting the cursor and use the Remove Phone helper to remove the field.

You can also have users directly enter their SMS preferences and information in e-Library. For more information, see the e-Library Administration online help.

The following fields are found in the SMS Notice Contact Info tab.

Label

The name given for a user's phone number.

Country Code

The region or country code to use when sending a text message to the user. The selection should match the region for the user's phone. The selected value will be used by the system to determine the regional dialing code to use when sending the text message.

The selection made here determines what regional dialing prefix is used when the system sends the text message from a phone number that is in a different country or region than the recipient. The actual dialing code used depends on the setting defined in the Country Code policy and the ISO standard used by the server that sends the SMS messages.

The default country code specified in the Country Code policy wizard is selected by default.

You must specify a value for this field.

Phone Number

The phone number to which SMS notification messages will be sent. This field only allows numbers.

This number should not include the plus sign (+) or the country code.

The SMS server will not accept any phone number greater than 14 characters.

Overdue Notice

When this option is selected, the user receives all SMS messages about their overdue items.

Hold Pickup Notice

When this option is selected, the user receives all SMS messages about held items that are available for pickup.

Bill Notice

When this option is selected, the user receives all SMS messages about their outstanding bills.

Manual Message

When this option is selected, the user receives all SMS messages that are manually created by the library and whose message type is generic. These messages can only be sent through the [See "Send SMS Message Wizard"](#).

User Announcements

When this option is selected, the user receives all SMS messages that are specified as user announcements.

Send SMS Message Wizard

The Send SMS Message wizard is located in the SMS Notifications toolbar and the Users toolbar in the Circulation module. Library staff use this wizard to send SMS notification messages to library patrons who have provided the library with the phone numbers from mobile devices. Users have the option to send SMS messages to one or multiple phone numbers associated with a given patron record.

To send a SMS notification message

- 1 Select the **Send SMS Message** wizard from the SMS Notification toolbar.
- 2 Enter the **User ID** of the patron to whom you wish to send a SMS notification message and select **Get User Information**.
If the desired User ID was already in use with another wizard, you may select the patron's User ID displayed next to the **User ID** field.
- 3 In the message setup box, select the patron's phone number from the **Phone number** dropdown menu.
Note: Some user records will have multiple phone numbers. If you wish to send a SMS notification message to all phone numbers, select **ALL** from the **Phone number** dropdown menu.
- 4 Select a message type from the **Message type** dropdown menu.
The **Message type** menu designates the type of SMS notification message you wish to send, as well as the message templates associated with that message type.
Note: Although the system allows you to select any message type for the user, the message will only get sent if the user opted into that type of message. For more information, see [SMS Notice Contact Info Tab](#).
- 5 Select a message template from the **Message template** dropdown menu.
The **Message template** menu contains standardized messages related to a particular message type. Message templates store messages in a standardized format and with standardized content.
Note: Message templates that contain tags do not display in the list. Those types of templates can only be sent through the [See "Notify Users Wanting Text Messages Report"](#).
For information about templates and tags, see [Message Template Manager Wizard](#).
- 6 If you wish to modify the content from the selected message template, use the **Message** text box.
Note: The Send SMS Message wizard does not save modifications to a message in its message template. The **Message** text box is meant for unique modifications for a one-off message.
- 7 Click the **Send SMS Message** button to send your SMS notification message.
If there are no problems, a message displays to inform you that the message has been sent to the SMS server and queued up for sending.
Note: If you selected to send to ALL the user's phone numbers, you get a message prompt for each number.
- 8 Click the **Close** button to exit the wizard.
You can check the [View SMS Message Logs Wizard](#) to check for when the message is actually sent.