ANSER HOLD NOTIFICATION

Hold items do not trigger any notifications until they arrive at the hold pickup library and are discharged (checked in). That causes the hold to have a status of "Available."

Hold Notifications are produced by running scheduled selection reports against the lists of all "Available" holds. The robocall, SMS, and email hold notice reports are scheduled and run by the ADMIN login (ANSER staff at RCLS).

ROBOCALLS*: The "SVA Prepare notices" report runs (one system wide instance) at about 7:10AM each morning. It selects "Available" holds which have Date Notified of "NEVER" and a user record "Notify_Via" field value of "PHONE." After this report runs, the Date Notified is set as that day's date and the Notices Sent count is set to 1. The SVS server will use the results of this report to attempt 3 calls starting at 10:00AM (12PM on Sundays). Typically, the SVA server is making active calls for 4-5 hours.

EMAILS: The "Email All Hold Pickup NOTICES" report runs (system wide instances) twice daily, at 7:10AM and at 1:00PM. It selects "Available" holds which have a Notice Sent count of "0" and a user record "Notify_Via" field value of "EMAIL." After this report runs, the Date Notified is set as that day's date and the Notices Sent Count is set to 1.

PAPER: The "Notify via PAPER Hold Notices" report runs (individual library instances) once daily, between 7:00AM and 11:20AM. It selects "Available" holds which have a Notice Sent count of "0" and a user record "Notify_Via" field value of "PAPER." After this report runs, the Date Notified is set as that day's date and the Notices Sent Count is set to 1. Each library is obligated to look in their CIRC login Finished Reports, print this report, and then either manually attempt a call or send via USMAIL. Notices sent via USMAIL, if not delivered within 4 days, may not give patrons time to react.

SMS (Currently): The "Hold Pickup Extract SMSPHONE" report runs (one system wide instance) at 11:00AM. It selects "Available" holds which have a Date Notified of "NEVER" and a user record with something present in the SMSPHONE field. After this report runs, the Date Notified is NOT set and it is NOT counted as a notice sent. This means that one of the other Hold Notification reports will ALSO be triggered-ROBOCALL, EMAIL, or PAPER.

*Libraries that have opted not to use the robocall system and instead phone manually are doing so from the phone numbers printed on Hold slips, according to their own staff schedule.

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