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NEWS RELEASE

FOR IMMEDIATE RELEASE:

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Library Now Has Automated Telephone Calling System

April 18, 2008 – Your library is now using an automated telephone calling system as one method of notifying you that items you requested are available. The system has three choices for sending out **Pick-up and Overdue Notices:** 1) Email 2) Phone 3) Postal Mail.

If you have not chosen your Notice preferences, the system will use the default, which is 1) Email 2) Phone 3) Postal Mail. This means the system will first try to Email the notice, then the automated system will call, and finally a notice will be printed and mailed.

If you would like to choose how you will be notified, you can do so **in the online catalog** by logging into your account, and clicking on the button on the right hand portion of the page that reads **Modify Personal Information**. From there, you can change your Email address in addition to selecting your Notification Preference. **Of course, you can always call or stop by your local library and ask a staff person for assistance in setting your preferences.**

The automated system will be making calls **Monday through Saturday, 9:00 am to 8:00 pm** and it will make **3 attempts to call**. If a call does not “complete” after 3 tries, then it will move on to try to notify the patron via Email (if there is an Email in the patron record), and then by postal mail. The system *will* leave a message on an answering machine. **The calls do not identify patron names nor item titles.**

If you absolutely do **not want to be called, contact the library and your library patron record can be set so that you do not receive calls**. Since Postal Mail is the notice of last resort, if you **always want a print notice via postal mail**, you *must* update your Notice Preference, or have a library staff member update it for you.

The system will consolidate all of your items ready for pickup or overdue items into one call. Unfortunately, it cannot consolidate calls to the same telephone number for *different* library card numbers.

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