

PatronPoint Hold Notices

SEO has partnered with PatronPoint to create branded and enhanced notices for hold, overdue, and courtesy notices. Hold notices are to go live on February 7, 2022, with the other two in the upcoming months.

Benefits & Features:

- Branded with your library logo
- Cover images
- Link to My Account
- Pickup by date listed for each item
- New SMS verbiage: Hi <name>. You have item(s) to pickup at <pickup location>.
- Patron engagement measurements (e-mail sent/viewed tracking)

Here's a link to a sample hold notice:

<https://seoooh.patronpoint.com/email/view/61f84ee37f2c2675299799>

Other Changes:

- Notices will now be sent at 9 am and 4 pm
- Subject line: Your library hold is ready for pickup!
- Sender: noreply@servingeveryohioan.org

Staff Tips & Reminders

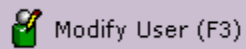
- SMS address goes in the Address 2 field, SMS line
- Separate multiple e-mail addresses in the e-mail field with a comma (,) not a semicolon (;)

Spanish Language Notices

Your users can receive e-mails and SMS in Spanish.

To update the user preferred language:

1. Open the **Modify User** Wizard.



2. Input the user library card number or search for the user.
3. Click on the **Demographics** tab.

A screenshot of the "Demographics" tab in a user modification wizard. The "Demographics" tab is highlighted with a red box. The form contains the following fields:

- First name: STELLA
- Preferred name: (empty)
- Middle name: ESMERALDA
- Last name: MILEY-POPA

4. Change the Language from ENGLISH to SPANISH.

A screenshot of the "Demographics" tab in a user modification wizard. The "Demographics" tab is highlighted with a red box. The form contains the following fields:

- Gender - Decade of Birth: FDOB00_09
- School District: (empty)
- Internet use: Y
- Birth date: 5/10/2010
- Language: A dropdown menu is open, showing a list of languages: ITALIAN, NORWEGIAN, POLISH, PORTUGUESE, ROMANIAN, RUSSIAN, SPANISH (highlighted in blue), and SWEDISH.

5. Click **Save**.

A row of four buttons: "Get User Information", "Save (o)", "Modify a Different User", and "Close". The "Save (o)" button is highlighted with a red box.