

Patron Email Notification

The WISCAT interlibrary loan system can currently be configured by your library for its library users/patrons to receive an email notification (if they have supplied a valid email address) for up to 5 actions or status changes that have taken place on their requests. A library can elect to enable one or more of the available statuses to send automatic email notifications with customized text set by the library; or a library may choose to use none of them. Be aware that if you choose to use them, these email notifications will be sent to patrons for all staff-initiated requests as well as for patron-initiated requests. Note: For this functionality to work, an email address must be present in an ILL request or in the patron's user account when requests are created.

The email messages will appear to come from your library rather than from the WISCAT server. You may designate a specific email address from which the email is generated. These automatic email messages can be set up in your library's WISCAT Participant Record.

Remember to use the [Update](#) button to make any changes take effect!

While logged in as staff in your library WISCAT,

click on the [Staff Menu](#) to enter the administrative modules;

on the [ILL Admin](#) menu select the [Maintain Participant Record](#).

Click on the [Patron Notices](#) button or

scroll down the record to [Patron Notification Set-up](#).

In the [ILL Status dropdown menu](#) select a status to trigger sending an email.

In the [E-Mail Text](#) box enter the message the patron will see in the email.

Be sure to fill in the [Email Notice Set-Up](#) info which appears on all emails

[EMail Notice Subject:](#) [enter **Subject Line** appropriate to all messages]

[EMail Notice From Name:](#) [your **Library Name**]

[EMail Notice From Address:](#) [**yourstaff@yourlibrary.lib.wi.us**]

[CC EMail Address \(optional\):](#)

Again, remember to use the [Update](#) button to make any changes take effect!

Here are a few examples:

1. RECEIVED

The system can send a generic email message to the patron when the item has been received from the lending library and is ready for them to pick up at your library. This email is triggered as soon as you action the item to "Received".

In some cases, this could result in the patron being notified before the item is actually ready to be picked up. Libraries may need to rethink when the staff actions an item to received.

The text of the RECEIVED email is as follows:

From: [**Library Name**] [yourstaff@yourlibrary.lib.wi.us]
To: [**Patron email address from User Record or from the ILL request**]
Subject: [**EMail Notice Subject from Participant Record**]

Re your Inter Library Loan item entitled : [**Title field from request**]: (this field will always print): [**Received status email message**] (for example, You may pick up this item from [**Library Name**] tomorrow. If you cannot pick up the item within two days, please contact the library.

2. RECALL

The system can send your library email message to the patron when an item they have previously received and checked out has been recalled by the lending library.

The text of the email is as follows:

From: [**Library Name**] [yourstaff@yourlibrary.lib.wi.us]
To: [**Patron email address from User Record**]
Subject: [**EMail Notice Subject from Participant Record**]

Re your Inter Library Loan item entitled : [**Title field from request**]: An item that you have checked out on interlibrary loan from another library is being Recalled because it is overdue or another user needs the item. Please return the item to your library immediately.

3. OVERDUE

The system can send a generic email message to the patron when an item they have previously received and checked is "actioned" as overdue by the lending library.

The text of the email is as follows:

From: [**Library Name**] [yourstaff@yourlibrary.lib.wi.us]
To: [**Patron email address from User Record**]
Subject: [**EMail Notice Subject from Participant Record**]

Re your Inter Library Loan item entitled : [**Title field from request**]: An item you have checked out on interlibrary loan from another library is Overdue. Please return the item to your library immediately.