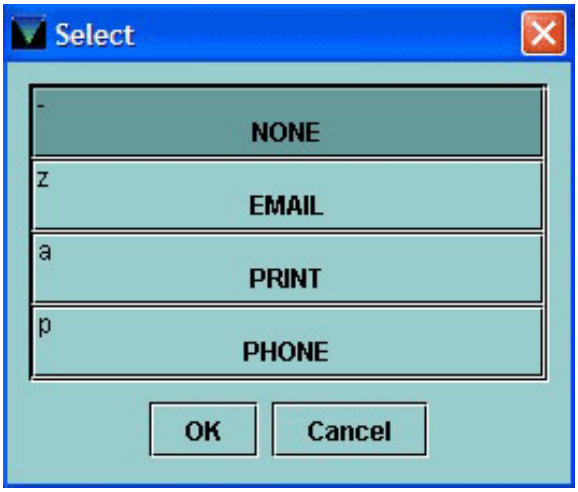
patron records

Patron records are the key to a functioning Teleforms system. On most Millennium systems there are two variable fields for telephone information. The Telephone1 field is generally field tag 't' and the Telephone2 field is generally field tag 'p'.
The system can potentially use 'p' in some circumstances (see below).

Patrons may specify telephone in their notice preferences in order to be contacted by Teleforms. This can be done in staff mode or in the Web OPAC. When a patron record is opened in staff mode, choose Notice Preference and select phone if the patron would like to be contacted via the telephone. *The patron record must have a 10-digit phone number (XXX-XXX-XXXX) for Teleforms to operate correctly.* The dialing rules then determine how to use/not use the 10-digits.



Patrons can also select their own notice preferences using your library's Web OPAC. To allow your patrons to do this, the My Millennium feature must be turned on, patrons must be allowed to change their own information though MyMillennium, and the patron_notice Web Option must be selected.

For additional information, refer to the Reference Manual, Page # 106380: Notice Delivery Preferences.

Once these options are turned on, patrons can log into their MyMillennium account and choose Modify Personal Information. From the window that appears, a patron can choose his or her own notice preference.

If a notice preference is not selected, notices default to the following order: email, phone, postal mail. This means that if a patron has an email address, a telephone number, and a mailing address, but has not selected a notice preference, the notices will be sent via email.

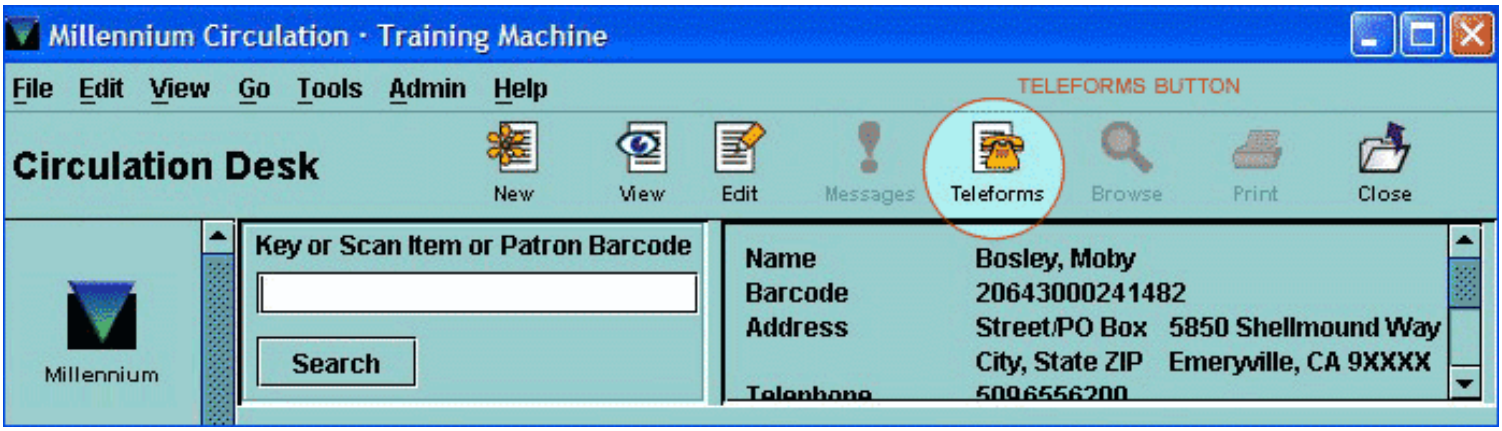
Patrons with a valid telephone number in their record are eligible to receive overdue and hold pickup notices via Teleforms. A valid telephone number is one that is in the t (Telephone) field, has 10 digits and not blocked. A block is placed by inserting the double pound (##) in front of the telephone number. If a patron has no t field, but does have a valid p (Telephone 2) field, then that is used for Teleforms.

A valid telephone number may contain non-numeric text such as symbols and letters. However, a telephone number with more or less than 10 digits will most likely fail and then print later as an unsuccessful (delaying the patron notice).

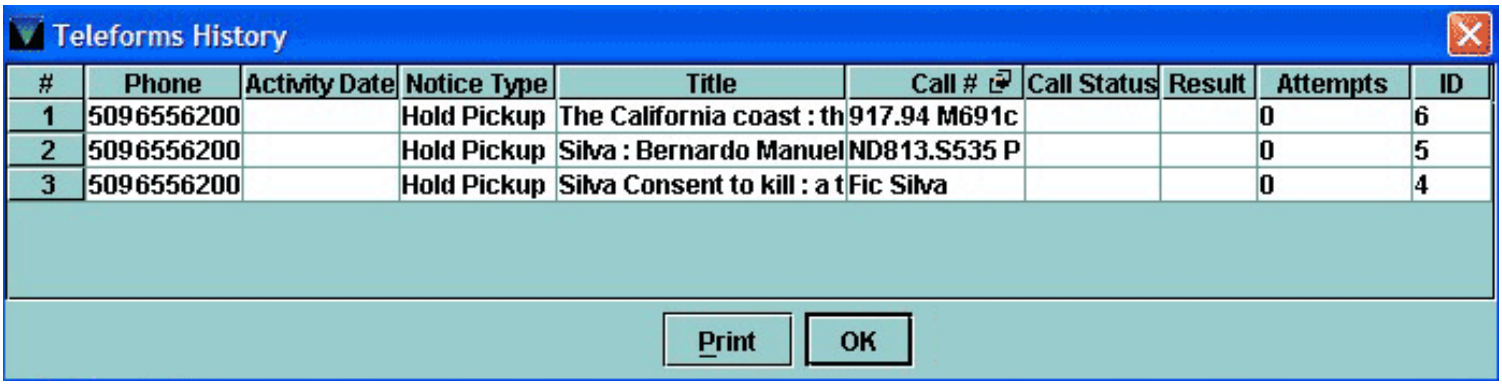
Patron records can also tell your library when and if Teleforms has contacted a particular patron. This is an option that your library can set.

For additional information, refer to the Reference Manual, Page # 106385: Teleforms History.

When this option is turned on, you will see a Teleforms button when in a Patron Record using the Circulation Desk function of Millennium.



Clicking on this button will bring up a new window that contains that patron's Teleforms history. You can print the Teleforms history by clicking print.



#	Phone	Activity Date	Notice Type	Title	Call #	Call Status	Result	Attempts	ID
1	5096556200		Hold Pickup	The California coast : th	917.94 M691c			0	6
2	5096556200		Hold Pickup	Silva : Bernardo Manuel	ND813.S535 P			0	5
3	5096556200		Hold Pickup	Silva Consent to kill : a t	Fic Silva			0	4

close window