# Polaris Leap: Notices / Notifications

## Notice Types & Methods

Notice types available:

* Reminders
* Holds pick-up & cancellation
* Overdue items
* Bills/Fines
* Missing parts notification

Notification methods available:

* Email (LX Starter)
* Print (manually generated)
* Text message/SMS (supported by Shoutbomb LLC)
* Phone call (automated)

All notices & notification methods can be customized for your library and delivered based on each library’s preferences. Please contact the ODIN Office for customization and configuration assistance.

## Patron Notification Options

*Notification Options* for each patron account may be selected during account creation and updated at any time under the *Registration* screen of the account:

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Scroll down to the *Notification Settings* area of the registration screen or use the navigation menu on the left-hand side to jump directly:

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Once all updates are complete, click **Save.**

**Important Note:** Notices will not be generated in any form for patron accounts that have *None* selected for *Notification Option*:

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*Mailing Address* is the recommended *Notification Option* if a patron is unable to receive emails, texts, or phone calls. This ensures print notifications may still be generated for the account. For assistance identifying accounts with *Notification Options* set to *None*, please contact the ODIN Office.

## Generating Print Notices

Print notices generated in bulk will only be for those patron accounts with *Mailing Address* selected for *Notification Option* in the registration details:

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Open the **Utilities** menu and choose **Print Notices**:

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The *Notices* tab lists 4 folders (Claims, Fines, Holds, and Overdues) and 3 combined notice options:

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The *Recent* tab will list all print notices generated within the last 24 hours:

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Under the *Notices* tab, open your desired folder to view options and choose your notice format:

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Check the box to select your library/branches under the Organizations area of the *Parameters tab.* You may also change your sorting preference under the *Sorting Options* tab, but this is optional. **Submit Report**:

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Your notices queue (i.e. print preview) will appear and the notices created will be in .pdf format. You may download and/or print as needed by using the corresponding icons found in the upper right of the screen.

## Posting to the Database

Upon closing the notices queue, you will receive the following message:

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* **Yes** = Generated notices will be listed in the patron’s record under the *Notices* tab and the notices will be marked as *Issued.* This selection assumes the notices have already been downloaded/printed for delivery,so**the queue for that notice type and branch is cleared**. Any new notices will go into the queue until the notice is triggered to be printed again.

**Note:** For billing notices, posting to the database will apply charges to the patron’s account as well as give any billed materials a circulation status of *Lost.*

* **No** = The notice queue will remain intact. Notices will not be listed in the patrons’ accounts, charges will not be applied, and circulation status for materials will not be updated.

## Printing Individual Bills

Bills may still be generated and printed individually for patrons who typically receive their notices by other methods. This may be necessary if they did not receive a previous bill and require a replacement. Navigate to **Utilities > Print Notices > Overdues folder > Patron Billing Statement by Patron Barcode.**

Enter your patron’s barcode and **Submit Report:**

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The print preview screen will appear and the bill will be in .pdf format. You may download and/or print as needed by using the corresponding icons found in the upper right of the screen.

## Viewing Notices in the Patron Account

Notices that have been sent and posted to the database will be visible in the patron’s account under the *Notices* tab:

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Notices may be filtered by keyword or billed amount:

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Click on a selection from the list to view the notification history for that specific item:

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Select **Item Record** to view additional details about the item.