You can specify the delivery method for most notices as print, e-mail, text message to mobile phone, or patron preference (print, e-mail, phone, text message). Patron preference is set up during patron registration, when the patron selects a preferred delivery method for notices. The setting is available in the Notification option box on the Patron Registration workform - Addresses view. See “Printing Notices” for email and text delivery methods.

Note: If the Notification option is set to None in a patron's record, that patron will receive no notices at all.

In addition, you can optionally send text messages to patrons' mobile phones in addition to print and email. A patron will receive the additional text message only if the Additional TXT notice option is checked in the patron record, the TXT box is checked for Phone 1, Phone 2, or Phone 3, and a carrier is specified for that phone number. If a patron registers or updates account information online through the PAC and supplies a phone number for text messages and a carrier, this option is automatically checked.

If you select a delivery method for a particular kind of notice other than patron preference, the method you specify overrides the patron preference if the methods do not match.

There are certain exceptions. If the delivery method is e-mail or phone, but Polaris detects an e-mail failure or a phone failure, Polaris generates a printed notice. Also, if the delivery method is patron preference, and the patron’s preference is changed, notices are not duplicated. This means that if a notice is delivered by one method and then the patron record is changed to a different delivery method, Polaris does not deliver the same notice again by the new method.