



Vega Interact—SMS

TRUSTED TEXT MESSAGES FOR PATRONS ARE AN EXPERIENCE DIFFERENTIATOR

Don't make them wait! Patrons can receive reliable alerts from your library using Vega Interact for SMS. Available for Sierra and Polaris libraries, SMS Alerts makes it easy to set up a cloud-based system that integrates with your ILS to send useful text reminders. Patrons love that the messages are short, succinct, and easy to read. Staff love that the system is low maintenance.

How do SMS Alerts help your library?



Improved patron experience



Increased community engagement



Library notices for non-internet homes



Save time for staff



Improved library reputation

What You Get

SMS Alerts is a trusted, cloud-based system for patron notices. Your package includes:

✓ Reliable Delivery

SMS messages are sent from an authorized and verified phone number.

✓ SMS Compliance

All SMS conversations start with a mandatory welcome message that includes instructions for Help and Unsubscribe. Welcome message copy is editable.

✓ ILS Integration

SMS Alerts work with Sierra and Polaris integrated library systems. Alerts can be sent for 3 ILS notice types: Hold pickup, Hold cancel, and Overdue.

✓ Reminder Notices

Each integrated notice type also includes 2nd and 3rd reminders for the notice, as set in the ILS.

✓ Multiple Languages

Messages can be sent in English, French, and Spanish.

✓ Editable Text

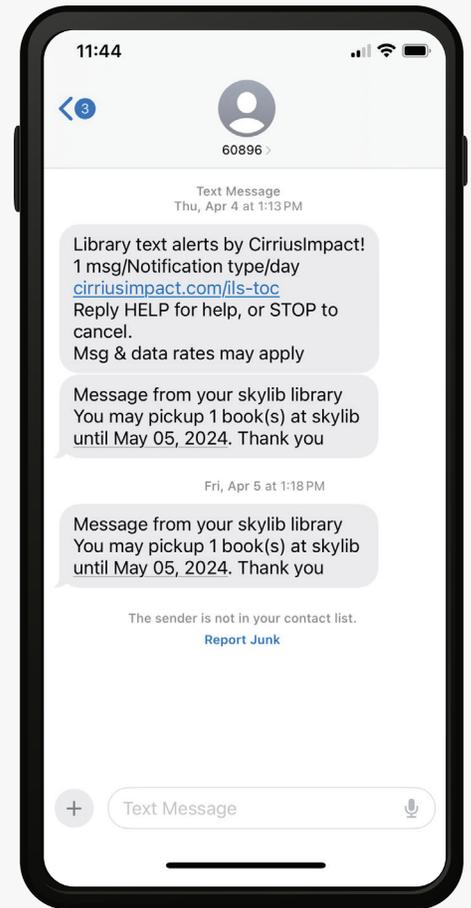
All messages are customizable but include some required text.

✓ Success Metrics

Performance metrics provided daily via email by request.

✓ No limits

Libraries can send an unlimited amount of SMS alerts to patrons.



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Deliver the right message to your patrons

With a quick implementation process and time for library testing, you can confidently give your patrons the communications they expect on the channel they prefer.

Request a demonstration

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