Contact staff

Learn how to enable the Contact staff feature so patrons and other libraries can send messages to library staff. If this option is configured, patrons and other libraries are able to create and send messages to library staff.

As soon as the user clicks Submit, the message is sent to the address that is configured.

In addition to the text entered, the message includes:

- The patron's name, surname, id and email address (if available); or
- The institution and library names, the library symbol, contact name, phone number and email address (if available).

Configuration options

Both the subject of the email received and the email address to which the message is sent are configurable.

The Contact Library Staff option displays by default, but it can be hidden if you prefer.

To change the subject or email address, or to hide/display Contact Library Staff submit a configuration change to Relais Support describing the desired changes.