Send notifications to borrowing libraries

Learn how to send an email notification to a borrowing library and find information about the available Lending Library to Borrowing Library notification types in Tipasa. When notifications are set up and configured, lending libraries can send standard and custom email messages to borrowing libraries using the Email button located on the request screen.

Send a notification

To send an email notification to a borrowing library:

If you have enabled manual notifications, you can send these at any time in the Tipasa interface. Any notifications you have enabled as Manual sending in WorldShare interface will be available to send.

Note: Depending on the request, the list of templates enabled for manual sending will be pre-filtered:

- **Borrowing Library to Patron** - These notifications are available when viewing an interlibrary request as a Borrower. The To Email defaults to the patron's email.
- **Lending Library to Borrowing Library** - These notifications are available when viewing an interlibrary loan request as a Lender. The To Email must be entered.
- **Document Delivery Library to Patron** - These notifications are available when viewing a Document Delivery request. The To Email defaults to the patron's email.
- **Other** - The Full Request Details (the default Tipasa template) and the Custom notifications are always available. The To Email must be entered.

To send a manual notification:

1. In the Tipasa interface, locate the request you want to send a notification about.
2. Open the request and click Email.
3. On the Send Message window, click Choose a template.
4. All applicable notifications that you have enabled for Manual sending in the WorldShare interface will appear in the...
list. Standard notifications appear first (in order of the workflow), followed by custom notifications (in alphabetical order). Select the notification you want to send.

5. The message information is populated with the customized data you supplied for the notification in Service Configuration.

6. You can edit the message and add any information you want before sending the notification.

7. Click Send.

Note: Sending a manual notification will not override automated notifications. If a manual notification is sent to alert the patron of an event, the system will also automatically generate a notification to the patron when the status of the item changes.

Lending Library to Borrowing Library notification types

Libraries can choose from the following standard notifications or create up to 50 custom notifications. To learn more about creating and sending custom notifications, see Edit and send notifications.

<table>
<thead>
<tr>
<th>NOTIFICATION TYPE</th>
<th>DESCRIPTION</th>
<th>MANUAL SENDING?</th>
<th>AUTO SENDING?</th>
<th>AUTO MESSAGE SENT OUT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Additional information required</td>
<td>Request for the borrowing library to provide more information about the request or the item desired.</td>
<td>Yes</td>
<td>No</td>
<td>NA</td>
</tr>
<tr>
<td>Item about to be due</td>
<td>Reminder to borrowing library that the due date for an item is approaching.</td>
<td>Yes</td>
<td>No</td>
<td>NA</td>
</tr>
<tr>
<td>Item overdue - 1st notice</td>
<td>Reminder to borrowing library that an item is overdue.</td>
<td>Yes</td>
<td>Yes</td>
<td>NA</td>
</tr>
</tbody>
</table>

When the due date has occurred and the amount of time you selected has passed. You can select for the notification to be sent out days or weeks after the patron due date.
<table>
<thead>
<tr>
<th>NOTIFICATION TYPE</th>
<th>DESCRIPTION</th>
<th>MANUAL SENDING? (EMAIL ONLY)</th>
<th>AUTO SENDING? (EMAIL/SMS)</th>
<th>AUTO MESSAGE SENT OUT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Item overdue - 2nd notice</td>
<td>Reminder to borrowing library that an item is very overdue.</td>
<td>Yes</td>
<td>Yes (Email Only)</td>
<td>When the due date has occurred and the amount of time you selected has passed. You can select for the notification to be sent out days or weeks after the patron due date.</td>
</tr>
<tr>
<td>Item overdue - 3rd notice</td>
<td>Reminder to borrowing library that an item is very, very overdue and additional recourse may be necessary.</td>
<td>Yes</td>
<td>No</td>
<td>NA</td>
</tr>
</tbody>
</table>