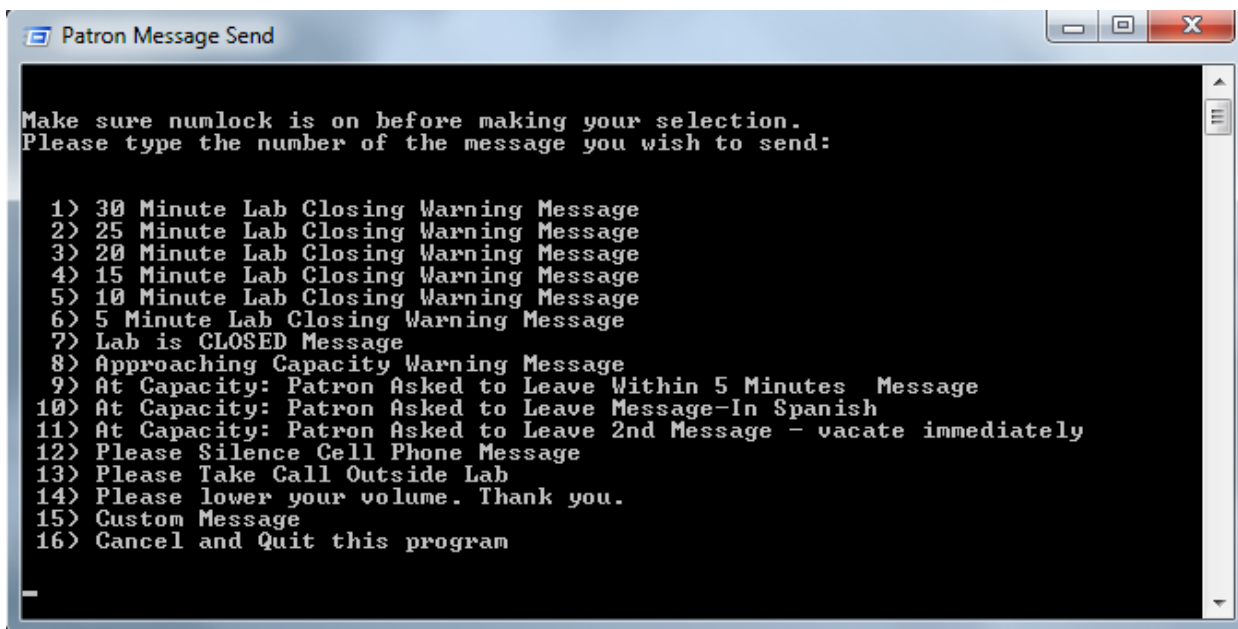


# HOW TO USE MESSAGE SEND



Message Send is a way to talk to all of the patron computers in the lab. Messages have been preprogrammed so that you have the convenience of hitting a single button to issue statements.

## How to access Message Send from the check-in machine

Click on the Patron Message Send icon that is on the desktop of your computer. This action will open the Patron Message Send program.



## How to use Message Send

1. After opening Message Send, determine the appropriate message (1-16: see usage **guidelines chart** on page 2). Type message number and then press enter.
2. Enter the appropriate computer number (**MAKE SURE YOU VERIFY THE USER THAT YOU WISH TO CONTACT. WE DO NOT WANT TO SEND INCORRECT MESSAGES TO PATRONS.**) and then press enter.
  - a. Use 0 (zero) for **all** computers.
3. The message will automatically send.
4. Leave the Message Send program open during the day by minimizing the program's window. Click on the Patron Message tab on the task bar to bring Message Send up again.
5. At the end of the day, close the Message Send window by clicking on the close button at the top of the desktop window.

# HOW TO USE MESSAGE SEND

Message #	Type of Message	Message text and guidelines for sending
1-6	X Minute Lab Closing Warning Message	Gives a message that the lab will be closing in X minutes. Send two or three times before a closing. No need to send a 5 minute warning when closing at a typical time.
7	Lab is CLOSED Message	Send this message when closing the lab at an atypical time as computers will not shut down automatically
8	Approaching Capacity Warning Message	<p>“The Computer Lab is operating at capacity. You may be asked to vacate your computer.”</p> <p>If desired, when the lab is having a busy spell, send as a warning to the next candidate for rotation out.</p>
9	At Capacity Patron Asked To Leave Message	“The Computer Lab has a waiting list now. As you have been signed on the longest, please vacate your station WITHIN 5 MINUTES. Thank you.”
10	At Capacity: Patron Asked to Leave Message-In Spanish	Same as above in Spanish
11	At Capacity Patron Asked To Leave Message - <b>2<sup>nd</sup> message</b>	<p>“This is a 2nd request to vacate your station due to a waiting list. We request your cooperation immediately. Failure to comply with requests to leave your computer may result in loss of Computer Lab privileges.”</p> <p><b>Send 5 minutes after 1<sup>st</sup> message and alert staff member.</b></p>
12	Please Silence Cell Phone Message	<p>“Please be aware that cell phones must be turned OFF or to VIBRATE while in the Computer Lab. Thank you for your cooperation.”</p> <p>Send to a patron whose phone has rung. Be certain you are sending this to the correct computer. <b>Staff use</b></p>
13	Please Take Call Outside Lab Message	<p>“Please take your phone call outside the Computer Lab. Thank you.”</p> <p>Send to a patron who is talking on their phone. Be certain you are sending this to the correct computer. <b>Staff use</b></p>
14	Volume Message	“Please lower your volume. Thank you”. <b>Staff use</b>
15	Custom Message	Used under special circumstances
16	Cancel and Quit this program	