



## SERVICE REQUEST

Date Submitted: 4/17/2024 Desired Date: Spring 2025  
 Requested By: Jessica Owens Hard Deadline Date\*\*: \_\_\_\_\_  
 Title of Requestor: Librarian College or District: Grossmont College  
 Approved By: \_\_\_\_\_ Department: Librarian  
 Title of Approver\*: \_\_\_\_\_ Functional Contact: \_\_\_\_\_

\*Approval required by AVC/VP level or above.

\*\*Only enter a hard deadline if absolutely required.

Type of Request:  New Feature  Fix Issues  Reports  Email  Other

Systems Involved:  Self Service  Colleague  Other (Twilio, Workday)

Estimated Costs: \$ 0

### Business Purpose or Impact:

The Grossmont and Cuyamaca libraries would like to implement SMS text notifications for circulation related information to enhance accessibility and improve user engagement. By offering timely updates on due dates, holds, and overdue items directly to patrons' mobile devices, we streamline communication and foster greater satisfaction with library users. This proactive approach will help reduce instances of lost items, thus will help with the cost of replacing those items.

*Cuyamaca Library Contact: Matt Takasugi*

### Description of Request:



## *SERVICE REQUEST*

The Grossmont and Cuyamaca Library Management System, Alma – ExLibris, supports SMS text messages which will notify students of circulation related library information including updates on due dates, holds, and overdue items. To enable this feature, we require assistance from IT in two key areas:

1. Integration with the campus's SMS service, Twilio, to facilitate SMS texting within Alma.
2. Update the user import profiles originating from Colleague and Workday, which are loaded into Alma daily. Currently, all patron phone numbers are imported as "home" in Alma. To enable text messaging, we will need this updated to "mobile."

For more information on SMS use in Alma please refer to: [SMS Communication](#)

This request does not require the purchase of new technology.

Please note that our request focuses solely on making SMS texting available, we do not require assistance in creating the messages.