

Contacting Library Patrons with One Call Now

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General

- ▶ Understand what One Call Now is
 - ▶ <https://www.onsolve.com/platform-products/critical-communications/one-call-now/>
- ▶ How does Bozeman Public Library use One Call Now?
- ▶ Similar resources to One Call Now
 - ▶ [DialMyCalls](#)
 - ▶ [Text-em-all](#)
 - ▶ [Call Multiplier](#)

One Call Now Reports

- ▶ Montana Shared Catalog can help build reports based on the kind alerts needed
 - ▶ Put in a ticket with the Montana State Library via the Knowledge Base:
<https://desk.zoho.com/portal/montanastatelibrary/en/home>
- ▶ Long Overdue reports are housed in BLUEcloud Analytics
- ▶ Daily Holds reports are housed in Sirsi Dynix WorkFlows Finished Reports

One Call Now Specifics

- ▶ Once the reports are ready, record the message patrons will hear for each alert
 - ▶ Bozeman has one recording for the Long Overdue Item alert and another for the Hold Available alert
- ▶ A “call back” number can be established prior to sending the first alert
- ▶ Set limitations on phone calls: not calling before or after a certain time, continue to attempt to call the follow day or not, etc.
- ▶ The first alert is now ready to send!

One Call Now Steps for Long Overdue:

1. Use BLUEcloud Analytics to generate a “contacts” file
 1. Submit a ticket to Montana Shared Catalog for BCA access
2. Export the applicable report to Excel
 1. Modify any errors in the Excel document and in WorkFlows (errors in phone numbers, etc)
3. Import contacts to One Call Now
 1. REPLACE all existing contacts for “Long Overdue” so people contacted the previous week are not get contacted again
 2. Do not import email addresses
4. Send an Alert
 1. Informational Alert, with source set to “Contacts”
 2. “Alert Selection” is “Phone”; enter an “alert name” if desired
 3. Choose “none” for “Polling Options”
 4. Choose the applicable Phone message from the library of recorded messages

One Call Now Steps for Long Overdue (continued):

5. Send to All Long Overdue Contacts, confirming number of contacts is correct based on the Excel file
 6. Delivery Date and Time should be “today’s” date and time
 7. Save the alert if desired, BPL does not save alerts
 8. Click “send”
5. The next day, download the “Results” file and update WorkFlows with pertinent information from the file
1. Example: disconnected phone - mark that the number needs to be updated

One Call Now Steps for Holds:

1. Use SirsiDynix WorkFlows Finished Reports to generate a “contacts” file
 1. Work with Montana Shared Catalog for help downloading the Excel form correctly
2. Export the applicable report to Excel
 1. Modify any errors in the Excel document and in WorkFlows (errors in phone numbers, etc)
3. Import contacts to One Call Now
 1. REPLACE all existing contacts for “Holds” so people contacted the previous day are not contacted again
4. Send an Alert
 1. Informational Alert, with source of information is “Contacts”
 2. “Alert Selection” is “Phone”; enter an “alert name” if desired
 3. Choose “none” for “Polling Options”
 4. Choose the applicable Phone message from the library of recorded messages

One Call Now Steps for Holds (continued):

5. Send to All Holds Contacts, confirming number of contacts is correct based on the Excel file
 6. Delivery Date and Time should be “today’s” date and time
 7. Save the alert if desired, BPL does not save alerts
 8. Click “send”
5. The next day, download the “Results” file and update WorkFlows with pertinent information from the file
1. Example: disconnected phone - mark that the number needs to be updated

One Call Now
POWERED BY ONSOLVE

Search Contact Us [C]

Welcome, Sarah Creech [Redacted]: Bozeman Public Library Account Status & News

Dashboard

My Information

Settings >

Manage Group >

Alerting >

View Reports >

OCN Mobile Experience

Renew

Sign Out

Download the app now!
Get access on the go.

First time user questions?
Click Here!

We welcome your feedback!
Click Here!

Send An Alert
Send a new or saved alert

NEW SAVED

Add Contacts
Quickly add or import new contacts

MANUAL IMPORT

Alert Reports
Generate a report of your alerts

RECENT SCHEDULED

Need Help?
Get more help on different topics

SUPPORT WEBINARS

Service Plan Summary

Group Status: Active
Expiration Date: [Redacted]
Service Plan: Pay Per Call Standard Plan

Current Group Usage

	Purchased	Used	Available
Call Credits	[Redacted]	[Redacted]	[Redacted]

Type

Phone Calls



- Alerts
- Completed deliveries
- In progress deliveries
- Call credits

Great News!

OnSolve | One Call Now is making some changes!

Continued Updated Branding

OnSolve is pleased to announce updated OnSolve | One Call Now branding for the Self Registration Portal, Mobile Web Site and the One Call Now Mobile app.

OnSolve is consistently working to enhance your user experience and provide a cohesive brand to our clients across all product platforms in the OnSolve family of products, including One Call Now. In doing so, we are updating our Self Registration Portal, Mobile Web Experience site and Mobile app to display an updated One Call Now logo, changing some menu names to better align with industry standards and OnSolve's product names, and updating site colors for a refreshed look and feel.

Some changes you will notice:

Updated One Call Now Logo: The sites will display our updated One Call Now Powered by OnSolve logo.

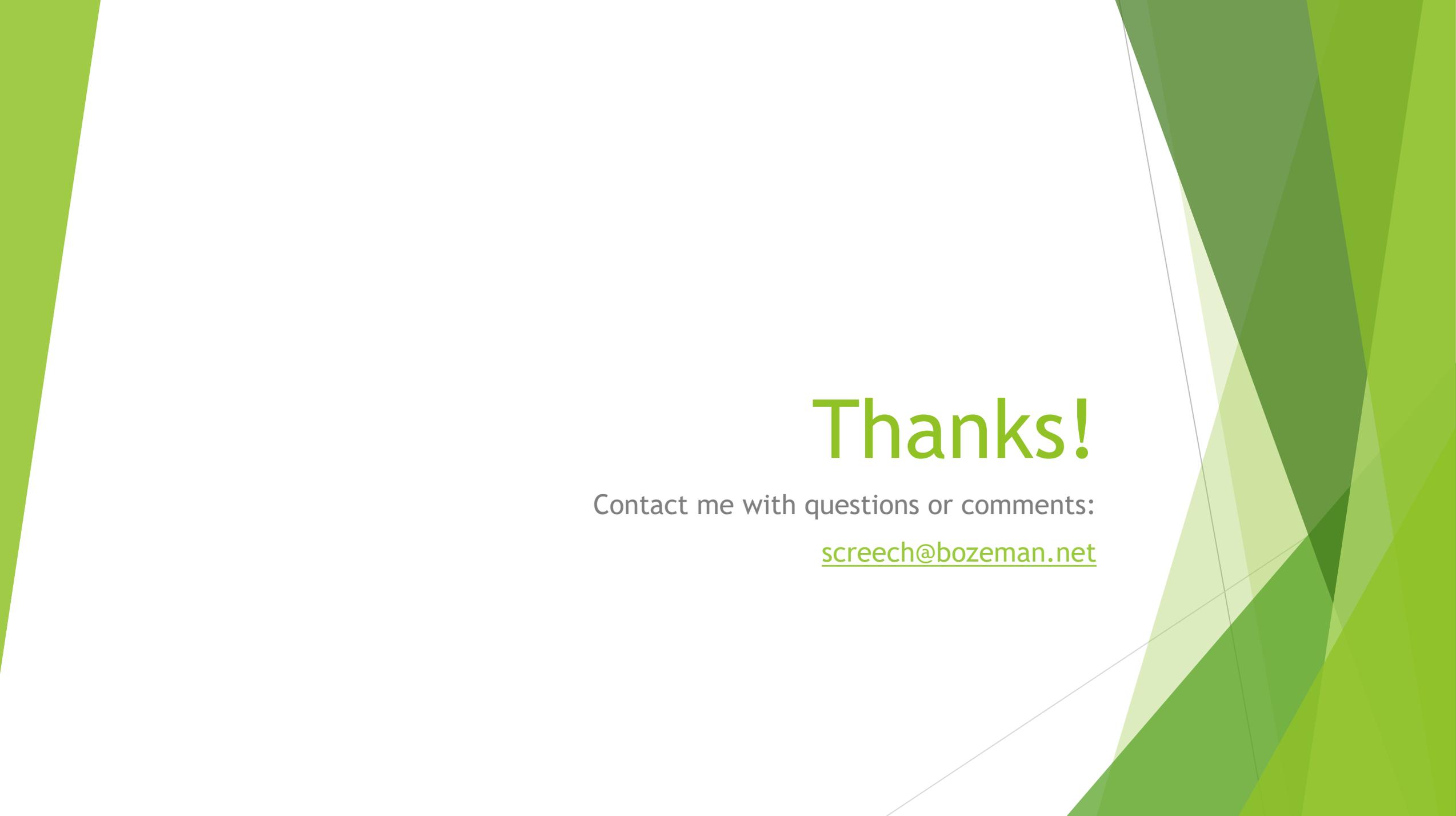
New Colors: The websites will have updated refreshed themes to reflect our new OnSolve colors.

Terminology Change: One Call Now terminology has changed to better align across all products, including all instances of "Message" You will now see "Alert" instead of Message, "Alerting" instead of "Messaging," and the menu option "Send an Alert" instead of "Send a Message."

We are proud to continue to be your essential partner in managing uncertainty in a turbulent world. Every day, we bring the combination of experienced people and innovative technology to keep you safe, informed, assured, and productive when it matters most.

If you have any questions about these changes, please reach out to our outstanding Customer Support at OCNSupport@onsolve.com, or call 877-698-3262.

One Call Now Dashboard

The background features abstract, overlapping geometric shapes in various shades of green, ranging from light lime to dark forest green. These shapes are primarily located on the left and right sides of the frame, creating a modern, layered effect. The central area is a plain white space where the text is located.

Thanks!

Contact me with questions or comments:

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