

SirsiDynix's Voice Automation (SVA) is a convenient, automatic way for your library to contact users without spending staff members' time. With SVA your library also provides users with an additional means of around-the-clock access to the library via telephone.

Using SVA, library users can get up-to-date information on their accounts and about the library, such as:

- Materials checked out
- Listing of fines due
- Any overdue materials
- How to change your PIN
- Library announcements
- How to renew materials

### **Save Money and Time**

SVA's outbound notification reduces the time staff members spend calling users as well as the time and money spent preparing, stuffing, and mailing out paper overdue, hold, and bill notices. In addition to being able to select the primary notification method for each user – telephone, paper, or email – your library may also choose to follow up telephone notifications with subsequent email or paper notices, if desired. SVA enables your library to set up a schedule for automatically notifying users of overdue items, available holds, and bills. If a user doesn't answer, or the line is busy the first time, SVA will periodically retry over a specified time period.

### **Easy Access to the Library**

SVA's inbound calling capabilities ensure that regardless of work shifts or school schedules, users may call your library to renew library materials or get information anytime it's convenient. To keep personal information secure, the library has the option of assigning each user a personal identification number. After entering a PIN, the user may choose from several menu options that are set by library staff.

In addition to providing lists of items currently checked out to an individual user, holds available for pickup, and lists of overdue items or bills, your library has the option of recording messages (in more than one language, if desired) about library policies, hours, and events.

By using your choice of automated voice or recorded human voice, users may renew materials by phone. In the event that certain materials cannot be renewed, the user is advised that those titles have not been renewed and is reminded of each item's due date.

### **Tracking Information**

Your library can keep track of information about SVA system usage by generating statistical reports, such as the number of items renewed, from the SVA module.

### **Powerful Technology**

Given how limited library funds and resources are, SirsiDynix's SVA Telephone Notification System is also great for helping your library conserve valuable time, money, and human resources. Plus, it works in tandem with your Unicorn system. SVA is powerful technology for your library – today and in the future.

### **Basic Requirements**

SVA Application Server

- Windows 200X Server
- Dialogic cards
- P3 1GHz, 512MB RAM, 100GB HDD
- Soundblaster sound card

*Depending on a library's individual needs and usage, these basic requirements could vary.*

- Saves funds by reducing preparation and mailing costs for paper notices
- Provides contact with users, but requires no staff time
- Offers users convenient, 24-hour-a-day access to library and personal account information
- Provides users access that is both easy and secure, with user PIN options