

Customize Your Name:

Can't understand how VELMA pronounces your name? Follow these steps to record your own name.

Steps:

- ☎ Dial 780-417-2171
- ☎ Press 2 for Account Options
- ☎ Press 6 for Customize Your Name
- ☎ Press 1 to Hear Your Name
- ☎ Press 2 to access the Record Name Menu
- ☎ You will be instructed to record your name after the beep. You can then go back to hear your recording to check it. Press 2 again if you would like to change your recording



Any questions?
Call the Check Out Desk at:
780-449-5802
during opening hours.

VELMA
(Voice Electronic Library
Message Access)

780-417-2171



 **Strathcona
County
Library**
www.sclibrary.ab.ca

Strathcona County Library
Sherwood Park Mall
780-449-5802

VELMA 780-417-2171

VELMA Calling

VELMA (short for **V**oice **E**lectronic **L**ibrary **M**essage **A**ccess) is your library's automated telephone circulation service.

VELMA can notify you about overdue items on your account or items being held for you to pick up.

VELMA also delivers messages to an answering machine or voice mail if you are not available to answer in person.

Anti-telemarketing devices installed on household phone lines that filter out automated calls may interfere with VELMA.

Please listen to the main body of the message after the introduction to determine what the call is about (example: overdue item or a hold item ready to pickup). If you hang up too soon, the call is considered an undelivered attempt. VELMA will attempt to call you up to 3 times about an item.







When YOU call VELMA 780-417-2171

VELMA enables you to call in and access your library account 24 hours a day.




Using a touch tone phone, dial 780-417-2171. Press "2" for account options. Enter your 14 digit library card barcode and your PIN (last 4 digits of your telephone number) to obtain your account information.

You can choose from the following options:

-  For Library information, Press 1
-  For your account options, Press 2
-  For Renewals, Press 5
-  For Holds, Press 6








Tips

-  Have your Strathcona County Library card barcode number and PIN handy
-  If you are renewing items, have them at hand so you can enter the item barcode numbers (found on the back right hand corner of most materials)
-  Press "*" to go back to a previous menu

Notes

Renewals are not possible if:

-  An item has reached the maximum number of renewals
-  An item is an Interlibrary Loan (from another library)
-  An item is on request for another person
-  The fines limit has been reached on your account
-  Your library card has expired

Strathcona County Library
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This card is also valid at Fort Saskatchewan Public Library