Polaris Web Admin (Language Editor) Tool Guide

Polaris v.5.1

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Customizing Language Strings with the Polaris Web Admin Tool

The Polaris Web Admin (Language Editor) Tool is a web-based tool you can use to customize English and other licensed language strings in many parts of Polaris, including the following:

- Polaris® PowerPAC™, including Community Profiles information displayed in PAC
- Polaris® ExpressCheck™
- Polaris® MobilePAC™
- Notices (print, e-mail, and text message)
- Outbound telephony (telephone notices)
- Inbound telephony (Polaris Phone Attendant)
- PAC search results labels (ERMSPortal)
- PAC inter-library loan (ILL) messages
- eReceipts
- Polaris® Fusion™
- ContentXChange
- Staff client (missing part messages)

You can compare, add, edit and distribute language strings easily, without editing individual files.

You can add or customize language strings at the system, library, and branch levels. Branch settings override library settings; settings made at the library level override system-level settings.

The Web Admin Tool also provides tools specifically for PAC applications, including a language string identifier for Polaris PowerPAC and a Reload tool to clear page caches and reload Polaris PowerPAC, Polaris PowerPAC Children's Edition, and Mobile PAC pages.

> **Note:**
> The Polaris Web Admin tool also provides a tab for PAPI Key Management, where you can enter and edit access keys for the Polaris API. For more information about PAPI, see the "Polaris Application Programming Interface (PAPI) Reference Guide."

See also:

Requirements

The Polaris Web Admin Tool is automatically installed when you install Polaris Web Server software. In Polaris Administration, the server record must have a web connection defined, and a value defined for the PAC parameter **URL of the Mobile PAC's root** or **URL of the PowerPAC's root**.

The server must be registered as a workstation in Polaris Administration, and both the workstation and staff user must have the Polaris permission **WebAdmin access: Allow**. In Polaris Administration, this permission is available at the system level under the System Administration security node. For more information about registering workstations and setting Polaris permissions, see Polaris staff client online Help.

You must supply your Polaris username, password, and domain to log in to the Web Admin Tool.

Comparing and Editing Language Strings

To compare and edit language strings for any product:

1. Open your web browser and navigate to the Web Admin Tool site on your server. The Log On page opens.

2. Type your user name and password, and click **OK**. The Language Editor opens and the Edit page is displayed.

3. In the **Product** box, select the Polaris product with which you want to work:

- PowerPAC
- ExpressCheck
- Inbound Telephony
- Outbound Telephony
- Notices
- ILL (interlibrary loan messages that appear in PAC)
- Polaris Fusion
- Mobile PAC
- ERMSPortal (contains labels for elements in PowerPAC, Mobile PAC, and Community Information search results)
- Receipts (email and text message receipt content)
- ContentXChange
- Staff Client (missing part messages)

  Note:
  If a product is not licensed, no additional options are available.

4. Select the organization for which you are making the modification. You can edit language strings at the system, library, or branch level.

5. Select languages to compare and edit.

   Only licensed languages are available for selection. Select two languages (for example, English and Spanish) to compare the equivalent strings side-by-side. If you want to edit only one language (for example, English), set both languages to English.

6. (Optional) To limit the language strings that will be displayed, select one of the following options:

   - **Specific string ID** - Each language string is identified by a unique identification code (string ID). If you want to display a specific language string and you know the code, enter it here. See also:

   String IDs for PowerPAC - "Identifying Polaris PowerPAC Language Strings by ID" on page 11

   > **Note:**
   > Certain PAC messages related to hold requests are not automatically listed. To list these messages, select the ILL "product" and type a portion of the message text in the String contains box. To edit labels for elements in PAC brief and full search results, select the ERMSPortal "product."

   String IDs for notices and related reports - "Polaris Notice Strings Reference" on page 14

   String IDs for outbound telephony - "Outbound Telephony Strings Reference" on page 40

   String IDs for inbound telephony - "Inbound Telephony Strings Reference" on page 30

   String IDS for eReceipts - "Polaris Receipt Strings Reference" on page 48

   String IDs for Community Profiles displayed in PowerPAC - "Identifying Polaris PowerPAC Language Strings by ID" on page 11

   String IDs for ContentXChange content displayed on community organization web site - "Polaris ContentXChange Strings Reference" on page 50

   String IDs for Polaris Fusion - "Polaris Fusion Strings Reference" on page 26

   - **String contains** - You can display language strings that contain specific text. Enter the text here.
   - **Only show customized language strings** - Check this box to limit the list to strings that have already been customized.

7. Click **Load Strings**. The strings are displayed in a table with the first language on the left and the equivalent string in the second language on the right. The string ID is displayed above each string for both languages.
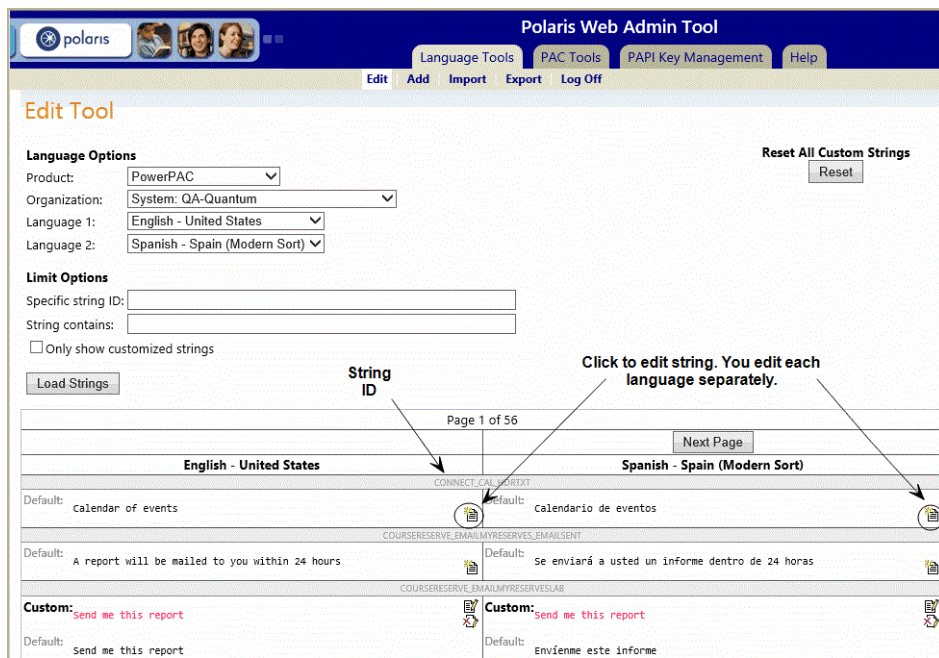
8. Click to edit a string. (If you are editing two languages, you edit each language separately.) The custom box for the string opens.
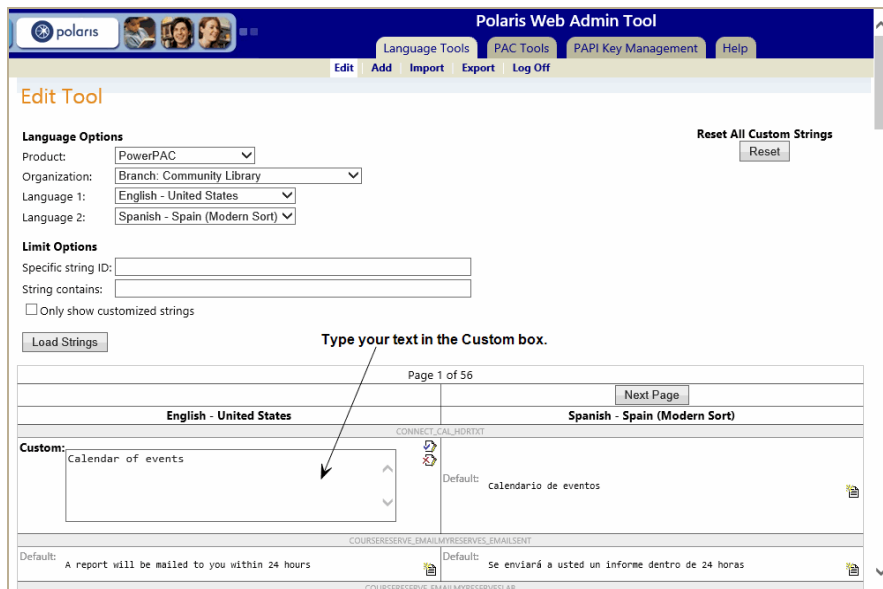
9. Type your custom text in the **Custom** box, and click to save your changes. (You can click to restore the default value.)

Important:

Variables supplied by the system from the database, such as specific dates, titles, and authors, are represented by a percent sign and a character in the language string; for example, %s. Do not edit these characters.

After you save your custom text, the string is labeled **Custom:** and the custom text is displayed in a different color.

You can click to open the custom box again, or click to restore the default value.

Note:

To restore all custom strings to their default values, click **Reset All Custom Strings** at the top of the page. If the system organization is selected in the **Organization** box, you will remove all inherited customizations for libraries and branches. If a library or branch organization is selected, only the customizations made at that level are reset.

10. If you have been working with Polaris PowerPAC strings, reload the page cache. See "Reload a PAC Application" on page 13.

Adding Language Strings

You can add your own language strings to a product instead of replacing default strings. When you add a string, it is added to all licensed languages for the selected product at the system level. You can edit each organization and each language as needed (see "Comparing and Editing Language Strings" on page 3).

> **Note:**
> You will also need to customize product pages or code to incorporate your new language string IDs.

To add language strings:

1. Log on to the Web Admin Tool.

2. Click **Add** on the Language Tools tabbed page.

3. Select a product in the **Product** box.

   > **Note:**
   > If a product is not licensed, no additional options are available.

4. Type a unique ID for the string in the **ID** box.

5. Type the text for the new string in the **Value** box.

6. Click **Add String**. The string is added to all licensed languages for the selected product. You can customize the string for each language using options on the Edit tabbed page. See "Comparing and Editing Language Strings" on page 3.

   > **Note:**
   > On the Edit tabbed page, if you click by the added string, the string is deleted from all languages. This ensures that the languages have an equal set of strings.

7. Click **Log Off** to end the current session.

Importing Language Strings

You can import custom strings into the database from an XML file for use in a licensed language in Polaris PowerPAC and Polaris ExpressCheck. The file must be set up in the same format as the default Polaris PowerPAC and Polaris ExpressCheck XML language files. Each supported language is identified by a **langid** code as follows:

- English - 1033
- Spanish - 3082
- French - 3084
- Hawaiian - 1141
- Korean - 1042
- Vietnamese - 1066
- Chinese - 2052
- Arabic - 12289
- Russian - 1049
- Haitian Creole - 15372

  Example (Language 1066=Vietnamese):

  <?xml version="1.0" encoding="utf-8" ?>

  <polarisstrings>

  <strings langid="1066">

  <string strid="PACML_SEARCHOPTIONS_XSL_1689"><![CDATA[custom string text]]></string>

  <string strid="PACML_SEARCHOPTIONS_XSL_1690"><![CDATA[custom string text]]></string>

  </strings>

  </polarisstrings>

  Note:
  Unlike **Add**, this method adds custom strings only to the language specified in the imported XML file, not to every language file.

To import language strings:

1. Log on to the Web Admin Tool.

2. Click **Import** on the Language Tools tabbed page.

3. Select a product in the **Product** box.

4. Select the organization for which you are importing the text. You can import language strings at the system, library, or branch level.

5. Type the path and filename for your file in the **File** box, or click **Browse** and browse to and select the file.

6. Click **Import XML**. The file is imported and your custom strings are added to the language specified in the file.

7. Click **Log Off** to end the current session.

Exporting Language Strings

To export language strings to an XML file:

1. Log on to the Web Admin Tool.

2. Click **Export** on the Language Tools tabbed page.

3. Select a product in the **Product** box.

4. Select the language to export.

5. Select the organization whose language strings you wish to export.

6. Select an exporting option:

- **Export current values** - Exports the current values for the specified product, language, and organization, including any customized strings.

- **Export custom values** - Exports only the customized strings set for the organization.

- **Export default Polaris values** - Export the default language strings that are stored in the default database table; does not include any customized strings.

7. Click **Export XML**. The File Download dialog box opens.

8. Click **Save** in the dialog box and specify a location for the exported file.

PAC Tools

The Polaris Web Admin Tool provides tools specifically for the PAC applications Polaris PowerPAC and Mobile PAC. These include a language string identifier for Polaris PowerPAC and a Reload tool to clear the Polaris PowerPAC or Mobile PAC cache and reload the appropriate application pages. (When you reload Polaris PowerPAC pages, Polaris PowerPAC Children's Edition pages are also reloaded.)

See:

- "Identifying Polaris PowerPAC Language Strings by ID" below
- "Reload a PAC Application" on page 13

Identifying Polaris PowerPAC Language Strings by ID

This tool identifies Polaris PowerPAC language strings by their unique IDs. You can use this information to find and customize specific strings in context (see "Comparing and Editing Language Strings" on page 3).To display the string IDs in Polaris PowerPAC:

Important:
This utility starts a live Polaris PowerPAC session for the purpose of identifying language strings within the PowerPAC context. However, certain Polaris PowerPAC features may not function correctly within the Web Admin Tool. To test and use Polaris PowerPAC, reload Polaris PowerPAC after making your language string changes. See "Reload a PAC Application" on page 13. Then log off the Web Admin Tool and connect to Polaris PowerPAC.

1. Log on to the Web Admin Tool, and click the **PAC Tools** tab.

2. Click **Identify String** on the PowerPACTools tabbed page.

3. Click **Begin session**. Polaris PowerPAC opens in Web Admin Tool window. Default language strings are marked with orange brackets. Language strings that have been customized are marked with green brackets.

Note:
Some strings may appear above the page. These contain the RSS information in the page header and are not visible to the PowerPAC user.
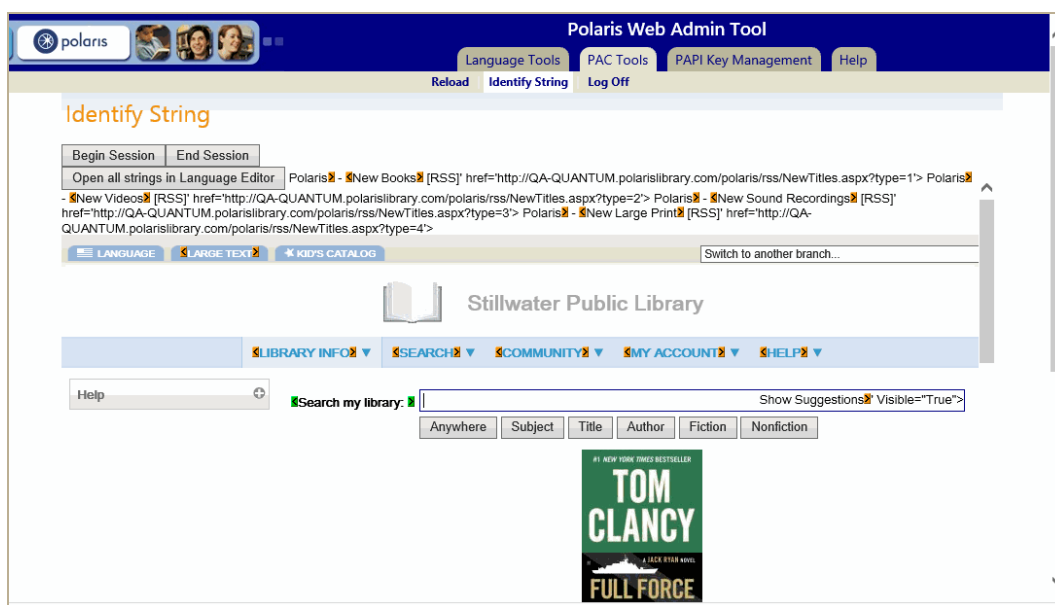
4. In the **Switch to another branch** box, select the organization whose strings you want to display.

5. Select the language from the list in the PowerPAC dashboard.

6. Hover the cursor over any of the highlighted brackets to show the string ID in a tooltip.

7. To customize a string, click a highlighted bracket to open the editor for that string. The Web Admin (Language Editor) Edit page opens with the organization and language already selected to match your PowerPAC choices. The selected string is listed in the edit table.

> **Note:**
> You can click **Open all strings in Language Editor** to open all the strings on the current PowerPAC page.

8. Edit the string as appropriate. See "Comparing and Editing Language Strings" on page 3.

> **Note:**
> You may have to scroll the screen to the far right to see the edit icon.

9. Select **PowerPAC Tools**, **Identify Strings**, and click **End Session**.

> **Important:**
> The Polaris PowerPAC session is live. If you do not select **End Session**, the colored brackets will continue to be visible to Polaris PowerPAC users.

10. Clear the PowerPAC page cache and reload PowerPAC. See "Reload a PAC Application" on the next page.

Reload a PAC Application

When you change Polaris PowerPAC, PowerPAC Children's Edition, or Mobile PAC settings in Polaris Administration, or customize language strings with the Web Admin Tool, you must update page caches to see the effects of your changes. Most cached information is stored at the application level on the specified Web server. You update that information with the Reload feature in the Web Admin Tool. Follow these steps to clear the page cache and reload Polaris PowerPAC and Polaris PowerPAC Children's Edition or Mobile PAC on a specified server. (When you reload Polaris PowerPAC pages, Polaris PowerPAC Children's Edition pages are also reloaded.)

> **Note:**
> Some information is stored at the session level (one session for each client browser currently connected to the PAC application), and you cannot reload each session's cached data for security reasons. In these cases, restart the Internet Information Server (IIS) to clear the cache and load any pages that have been changed. You may also need to close and re-open browsers.

To reload a PAC application:

1. Log on to the Web Admin Tool, and click the **PAC Tools** tab.
2. Click the appropriate Server/Application link for each application instance you want to reload. The links are listed by the PAC root URLs as defined for each server in Polaris Administration.

   After a few moments a confirmation message is displayed in the Status column.

3. Click **Log Off** to end the current session.

Polaris Notice Strings Reference

The following table lists English language strings for Polaris print, email, and text message (text to mobile phone) notices and related messages, as well as Borrow by Mail package materials.

If you edit text message notices, keep the following rules in mind:

- **Character limit** - Individual messages are limited to 160 characters. If you enter more characters, the text will be carried into a second message, provided the patron's carrier supports this feature.
- **URLs** - You can include a URL in the message, but note that the URL takes up message space and the link may not be active, depending on the patron's carrier.
- **Languages** - Text messaging does not support Unicode, so text message notices in languages with diacritics are not rendered accurately.

MNEMONIC	DEFAULT MESSAGE	CONTEXT
BBM_MAILER	A $[AMOUNT] per item delivery charge has been added to your record. The due date has been extended to include delivery time. To return item you may reuse our mailer and the label provided below. You pay return postage. Or, to save postage, return item with mailer to any library. Please return material before the due date to avoid overdue fines. You may renew online or by phoning your library. To review your account, go to your library website and click on MyLibraryAccount. You may mail checks to the address below or pay delivery charge at any library. Please be sure to include your library card number on your check.	Borrow by Mail - package insert body text. For English, do not edit [AMOUNT]; the system supplies the charge. For a foreign language translation, you must specify the charge as text.
BBM_MAILER_HEADER	Your Library Borrow-By-Mail	Borrow by Mail - package insert header
BBM_NOTICE_EMAIL_SUBJ	Borrow-By-Mail Error Notice	Borrow by Mail - Email error notice subject

MNEMONIC	DEFAULT MESSAGE	CONTEXT
BBM_NOTICE_EMAIL_TEXT	The items you requested to be sent to you via our Borrow-By-Mail service have arrived. Unfortunately, there is a problem with your library account. Please check your account online or call the library. Once your account has been updated please remember to ask the staff to react-ivate your request or, you may also react-ivate the requests online using your library account. Please call the library if you have any questions about your account.	Borrow by Mail - Email error notice text
BBM_NOTICE_HEADER	Borrow-By-Mail Error Notice	Borrow by Mail - Print error notice header
BBM_NOTICE_SMS_TEXT	The item you requested via our Borrow-by-Mail services cannot be delivered. Please check your account online or call the library.	Borrow by Mail - Text message error notice text
BBM_NOTICE_TEXT	The items you requested to be sent to you via our Borrow-By-Mail service have arrived. Unfortunately, there is a problem with your library account. Please check your account online or call the library. Once your account has been updated please remember to ask the staff to react-ivate your request or, you may also react-ivate the requests online using your library account. Please call the library if you have any questions about your account.	Borrow by Mail - Print error notice text
COURSERESERVE_ EMAILSUBJECT	Course Reserve Summary	Course reserve email report for instructors (requested from Patron Account page in PAC) - message subject
COURSERESERVE_FOOTER	Attached are your current course reserve statistics. Please note any additions or deletions and return this notice to the lib-rary.	Course reserve email report for instructors (requested from Patron Account page in PAC) - message footer
COURSERESERVE_HEADER	Attached are your current course reserve statistics. Please note any additions or deletions and return this notice to the lib-rary.	Course reserve email report for instructors (requested from Patron Account page in PAC) - message header
COURSERESERVE_ NOTICETYPE	Course Reserves Notice	Course reserve email report for instructors (requested from Patron Account page in PAC)

MNEMONIC	DEFAULT MESSAGE	CONTEXT
COURSERESERVE_ REPLYTOEMAILADDRESS	nobody@nowhere.com	Course reserve email report for instructors (requested from Patron Account page in PAC) - message reply-to address
COURSERESERVE_ RETURNEMAILADDRESS	nobody@nowhere.com	Course reserve email report for instructors (requested from Patron Account page in PAC) - message return address
LBL_AMOUNT	Amount	Column label used as needed in print and email notices and reports
LBL_ASSIGNEDBRANCH	Assigned Branch	Column label used as needed in print and email notices and reports
LBL_AUTHOR	Author	Column label used as needed in print and email notices and reports
LBL_BARCODE	Barcode	Column label used as needed in print and email notices and reports
LBL_CALLNO	Call No.	Column label used as needed in print and email notices and reports
LBL_CHECKINDATE	Check-in Date	Column label used as needed in print and email notices and reports
LBL_CHECKOUTDATE	Check-out Date	Column label used as needed in print and email notices and reports
LBL_CHECKOUTFROM	Check-out From	Column label used as needed in print and email notices and reports
LBL_CLAIMDATE	Claim Date	Column label used as needed in print and email notices and reports
LBL_COURSE	Course	Column label used as needed in print and email notices and reports
LBL_DATE	Date	Column label used as needed in print and email notices and reports

MNEMONIC	DEFAULT MESSAGE	CONTEXT
LBL_DUE?	Due?	Column label used as needed in print and email notices and reports
LBL_DUEDATE	Due Date	Column label used as needed in print and email notices and reports
LBL_EMAILADDRESS	E-mail Address	Column label used as needed in print and email notices and reports
LBL_FORMAT	Format	Column label used as needed in print and email notices and reports
LBL_FROM	From	Column label used as needed in print and email notices and reports
LBL_HELDTILL	Held-Till	Column label used as needed in print and email notices and reports
LBL_HOMEADDRESS	Home Address	Column label used as needed in print and email notices and reports
LBL_INSTRUCTOR	Instructor	Column label used as needed in print and email notices and reports
LBL_ITEM_REQUESTED	Item requested	Column label used in Borrow by Mail failure notice
LBL_LASTRENEWALDATE	Last Renewal Date	Column label used as needed in print and email notices and reports
LBL_MANBILL_ ADDITIONALINFO	Additional information	Column label used as needed in print and email notices and reports (manual bill)
LBL_MANBILL_ CHARGINGLIBRARYBRANCH	Charging library/branch	Column label used as needed in print and email notices and reports (manual bill)
LBL_MANBILL_ TOTALMSCCHARGES	Total Miscellaneous Charges	Column label used as needed in print and email notices and reports (manual bill)
LBL_MATERIALBARCODE	Material/Barcode	Column label used as needed in print and email notices and reports
LBL_NCKOS	Checkouts	Column label used as needed in print and email notices and

MNEMONIC	DEFAULT MESSAGE	CONTEXT
		reportsreports
LBL_NEWDUEDATE	New Due Date	Column label used as needed in print and email notices and reports
LBL_NOTICE	Notice	Column label used as needed in print and email notices and reports
LBL_NPATRONS	Patrons	Column label used as needed in print and email notices and reports
LBL_NRENEWALS	# of Renewals	Column label used as needed in print and email notices and reports
LBL_OVERDUECHARGE	Overdue Charge	Column label used as needed in print and email notices and reports
LBL_PHONENUMBER	Phone Number	Column label used as needed in print and email notices and reports
LBL_PROCESSINGFEE	Processing Fee	Column label used as needed in print and email notices and reports
LBL_REASON	Reason	Column label used as needed in print and email notices and reports
LBL_RENEWALS	Renewals	Column label used as needed in print and email notices and reports
LBL_REPLACEMENT	Replacement	Column label used as needed in print and email notices and reports
LBL_REPLACEMENTCOST	Replacement Cost	Column label used as needed in print and email notices and reports
LBL_ RESERVESTARTENDDATE	Reserve Start / End Date	Column label used as needed in print and email notices and reports
LBL_TITLE	Title	Column label used as needed in print and email notices and reports
LBL_TOTAL	Total	Column label used as needed in print and email notices and reports

MNEMONIC	DEFAULT MESSAGE	CONTEXT
LBL_TOTALAMOUNTOWED	Total Amount Owed	Column label used as needed in print and email notices and reports
LBL_TOTALDUE	Total Due	Column label used as needed in print and email notices and reports
LBL_TOTALRESERVECKOS	Total number of checkouts for all items / course:	Column label used as needed in print and email notices and reports
LBL_TOTRESERVEITEMS	Total number of items on reserve for the course:	Column label used as needed in print and email notices and reports
LBL_TXNDATE	Txn Date	Column label used as needed in print and email notices and reports
NOTICE_EBOOKREQAVAILBODY	The ebook you requested, {0}, is available from your 3M Cloud library account until {1}.	Email and text message request available (ebooks) - text. System supplies data for {0} and {1} - do not edit these characters.
NOTICE_EBOOKREQAVAILSUBJ	Your ebook is available	Email and text message request available (ebooks) - subject
NT_BILL_EM_HEADER	BILLING NOTICE	Email bill notice - header
NT_BILL_EM_TEXT	THIS IS A BILL. Your account has been charged for failure to return the following items. Please remit payment or contact the library as soon as possible.	Email bill notice - introductory text
NT_BILL_M_HEADER	BILLING NOTICE	Print bill notice - header
NT_BILL_M_TEXT	THIS IS A BILL. Your account has been charged for failure to return the following items. Please remit payment or contact the library as soon as possible.	Print bill notice - introductory text
NT_BILL_SMS_TEXT	Money is owed on your library account. Please call the library or check your account on line.	Text message bill - text
NT_CANCEL_EM_HEADER	Your request has been cancelled	Email cancelled request notice - header
NT_CANCEL_EM_TEXT	Your request for:	Email cancelled request notice - introductory text
NT_CANCEL_M_HEADER	Your request has been cancelled	Print cancelled request notice - header
NT_CANCEL_M_TEXT	Your request for:	Print cancelled request notice - introductory text
NT_CANCEL_SMS_TEXT	Your request has been cancelled for title: [TITLE].	Text message cancelled request notice - text. System supplies title;

MNEMONIC	DEFAULT MESSAGE	CONTEXT
		do not edit or translate [TITLE].
NT_COMBINE_EM_HEADER	Library notice	Email combined notice - header
NT_COMBINE_EM_TEXT	As of [DATE], our files show that the following are charged to your account and overdue. Please return them as soon as possible. Thank you.	Email combined notice - introductory text. System supplies date; do not edit or translate [DATE].
NT_COMBINE_M_HEADER	Library notice	Print combined notice - header
NT_COMBINE_M_TEXT	As of [DATE], our files show that the following are charged to your account and overdue. Please return them as soon as possible. Thank you.	Print combined notice - introductory text. System supplies date; do not edit or translate [DATE].
NT_COMBINE_SMS_TEXT	Please see contact the library or check your account on line.	Text message combined notice - text
NT-COMM_M_HEADER	Your organization's information may be out of date.	Stale Community records notice
NT_COMM_M_TEXT	According to our records, your organization's information has not changed since [DATE]. Please verify that the information contained in the library's online catalog is correct and contact us if you have any questions.	Stale Community records notice. System supplies date; do not edit or translate [DATE].
NT_EMAIL_FOOTER	If you do not wish to receive this information via email, please reply to this message or contact the library.	Email notice - generic footer
NT_FINE_EM_HEADER	FINE NOTICE	Email fine notice - header
NT_FINE_EM_TEXT	Our records show at least $50.00 in fines on your account. If not paid, the account may go to collections 2 weeks from the date on this notice.	Email fine notice - introductory text
NT_FINE_M_HEADER	FINE NOTICE	Print fine notice - header
NT_FINE_M_TEXT	Our records show at least $50.00 in fines on your account. If not paid, the account may go to collections 2 weeks from the date on this notice.	Print fine notice - introductory text
NT_FINE_SMS_TEXT	Money is owed on your library account. Please call the library or check your account on line.	Text message fine notice - text
NT_HOLD_EM_HEADER	Requested items are ready for you	Email request pickup notice - header
NT_HOLD_EM_TEXT	The following items are being held for you at the library. Please pick the items up on or before the date indicated.	Email request pickup notice - introductory text
NT_HOLD_M_HEADER	Requested items are ready for you	Print request pickup notice -

MNEMONIC	DEFAULT MESSAGE	CONTEXT
		header
NT_HOLD_M_TEXT	The following items are being held for you at the library. Please pick the items up on or before the date indicated.	Print request pickup notice - introductory text
NT_HOLD_SMS_TEXT	The item you requested [TITLE] is available for pickup at branch [BRANCH] until [DATE].	Text message request pickup notice - text. System supplies title, branch, and date; do not edit or translate [TITLE], [BRANCH], or [DATE].
NT_MANBILL_EMAIL_BODY	Please pay the following miscellaneous charges on your library account. See the individual charges for details.	Email manual bill - text
NT_MANBILL_EMAIL_ HEADER	Miscellaneous Charges (Bill)	Email manual bill - header
NT_MANBILL_POSTCARD	Your library account was billed $[AMOUNT] for [NUMCHARGES] charges. Please call the library or check your acount online,	Postcard manual bill - text. System supplies [AMOUNT] and [NUMCHARGES] - do not edit these characters.
NT_MANBILL_PRINT_BODY	Please pay the following miscellaneous charges on your library account. See the individual charges for details.	Print manual bill - text
NT_MANBILL_PRINT_ HEADER	Miscellaneous Charges (Bill)	Print manual bill - header
NT_MANBILL_SMS	Your library account has been charged [AMOUNT] ([FEEREASON]). Please call the library or check your account online.	Text message manual bill - text. System supplies [AMOUNT] and [FEE REASON]. Do not edit these chaarcters.
NT_MISSINGPART_EM_ HEADER	Missing library item	Email missing part notice - header
NT_MISSINGPART_EM_TEXT	An item was returned to the [BRANCH] missing a part(s). Please return the part(s) to the library within 48 hours to avoid fines.	Email missing part notice - text
NT_MISSINGPART_M_ HEADER	Missing library item	Print missing part notice - header
NT_MISSINGPART_M_TEXT	An item was returned to the [BRANCH] missing a part(s). Please return the part(s) to the library within 48 hours to avoid	Print missing part notice - text

MNEMONIC	DEFAULT MESSAGE	CONTEXT
	fines.	
NT_MISSINGPART_PH_TEXT	An item was returned to the [BRANCH] missing a part(s). Please return the part(s) to the library within 48 hours to avoid fines.	System use only. Do not edit.
NT_MISSINGPART_TXT_ TEXT	Missing library item. [TITLE] was returned to the library with parts missing. Please return the part(s) to the library within 48 hours to avoid fines.	Text message missing parts notice - text
NT_MSG_SECURED_NOPAY	Your account has been secured; please contact the library for information on how to clear your account.	
NT_OVD_EM_HEADER	OVERDUE NOTICE	Email overdue notice - header
NT_OVD_EM_TEXT	As of the date shown our files show that the following items charged to your account are overdue. Please return these items as soon as possible.	Email overdue notice - intro- ductory text
NT_OVD_M_HEADER	OVERDUE NOTICE	Print overdue notice - header
NT_OVD_M_TEXT	As of the date shown our files show that the following items charged to your account are overdue.Please return these items as soon as possible.	Print overdue notice - introductory text
NT_OVD_SMS_TEXT	Library items are overdue. Please call the library or check your account on line.	Text message overdue notice - text. Overdues 1, 2, 3 use the same message.
NT_OVD2ND_EM_HEADER OVERDUE	NOTICE	Email overdue notice 2 - header
NT_OVD2ND_EM_TEXT	As of the date shown our files show that the following items charged to your account are overdue. Please return these items as soon as possible.	Email overdue notice 2 - intro- ductory text
NT_OVD2ND_M_HEADER	OVERDUE NOTICE	Print overdue notice 2 - header
NT_OVD2ND_M_TEXT	As of the date shown our files show that the following items charged to your account are overdue. Please return these items as soon as possible.	Print overdue notice 2 - intro- ductory text
NT_OVD3RD_EM_HEADER OVERDUE	NOTICE	Email overdue notice 3 - header
NT_OVD3RD_EM_TEXT	As of the date shown our files show that the following items charged to your	Email overdue notice 3 - intro- ductory text

MNEMONIC	DEFAULT MESSAGE	CONTEXT
	account are overdue. Please return these items as soon as possible.	
NT_OVD3RD_M_HEADER	OVERDUE NOTICE	Print overdue notice 3 - header
NT_OVD3RD_M_TEXT	As of the date shown our files show that the following items charged to your account are overdue. Please return these items as soon as possible.	Print overdue notice 3 - introductory text
NT_REMINDER_EXPIRE_ EM_HEADER	Your library membership will expire soon	Email expiration reminder - header
NT_REMINDER_EXPIRE_ EM_TEXT	Your library membership will expire in 10 day(s). You can renew your membership by calling the library during business hours.	Email expiration reminder - text
NT_REMINDER_EXPIRE_ SMS_TEXT	Your library registration will expire in 10 days. Please contact the library to renew your registration.	Text message expiration reminder - text
NT_REMINDER_INACTIVE_ EM_HEADER	Visited your library lately?	Email inactivity reminder - header
NT_REMINDER_INACTIVE_ EM_TEXT	Our records show you have not used your library membership recently. Please call the library so we can update your records.	Email inactivity reminder - text
NT_REMINDER_INACT IVE_ SMS_TEXT	Visited your library lately? Please call or visit your library to update your library membership.	Text message inactivity reminder - text
NT_REMINDER_OTHER_EM_ HEADER	Other items checked out to you:	Email almost overdue reminder - otheritems checked out
NT_REMINDER_OVD_EM_ HEADER	A reminder from your library	Email almost overdue reminder - header
NT_REMINDER_OVD_EM_ TEXT	JUST A REMINDER. The following items are due back to the library on the dates indicated. Please return or renew these items at your convenience.	Email almost overdue reminder - text
NT_REMINDER_OVD_SMS_ TEXT	Just a reminder: library items checked out to you will be due soon. Contact the library or check your account on-line.	Text message almost overdue reminder - text
NT_REMINDER_RENEW_ EM_HEADER	We have automatically renewed the following items and they are now due back on the date indicated below.	Email almost overdue/auto-renew reminder - header
NT_REMINDER_RENEW_ SMS_HEADER	Just a reminder: library items checked out to you have been automartically renewed. Contact the library or check your account on-line.	Text message almost overdue/auto-renew reminder - header

MNEMONIC	DEFAULT MESSAGE	CONTEXT
NT_ROUTE_EM_HEADER	Routed Material	Email routing notice - header
NT_ROUTE_EM_TEXT	The following items will be routed to you.	Email routing notice - introductory text
NT_ROUTE_M_HEADER	Routed Material	Print routing notice - header
NT_ROUTE_M_TEXT	The following items will be routed to you.	Print routing notice - introductory text
NT_SERIALCLAIM_EM_TEXT	In accordance with our records, we are claiming the following issue(s). Please supply as soon as possible or respond to the contact listed below.	Email serial claim notice - introductory text
NT_SERIALCLAIM_M_TEXT	In accordance with our records, we are claiming the following issue(s). Please supply as soon as possible or respond to the contact listed below.	Print serial claim notice - introductory text
NT_SMS_HEADER	Message from your library	Text message - generic header
NVAVER_BLOCKTEXT	NVA - Verification Sent	Not currently used
NVAVER_PATRONCODEID	11,12,16,17	Not currently used
NVAVER_REASON	Address Verification	Not currently used
NVAVER_TEXT	Please bring this notice to the library to verify your address.	Not currently used
TXT_ALMOSTOVERDUE_ OTHERITEMS	Other items checked out to you:	Almost overdue reminder - text where other items are checked out to patron
TXT_BILLEDPATRON_ STATEMENT1	Please see the attached summary of all out standing charges on your library account	Patron billing statement report, used as needed.
TXT_BILLEDPATRON_ STATEMENT2	Our records show that the following items have been billed to your account	Patron billing statement report, used as needed.
TXT_BILLEDPATRON_ STATEMENT3	No balance due on this account.	Patron billing statement report, used as needed.
TXT_CANCELEDREQUEST_ DETAILS	[TITLE], placed on [DATE], cannot be filled. [REASON].	Cancelled request notice text (print, email). System supplies title, date, and reason; do not edit or translate [TITLE], [DATE], or [REASON].
TXT_CANCELEDREQUEST_ FOOTER	For assistance or for more information, please contact the library.	Cancelled request notice text (print, email) - closing paragraph.
TXT_CANCELREASON_ CANCELLED	The request was cancelled	Cancelled request notice text (print, email) - reason
TXT_CANCELREASON_ EXPIRED	The request has expired	Cancelled request notice text (print, email) - reason
TXT_CANCELREASON_	The library was unable to fill the request	Cancelled request notice text

MNEMONIC	DEFAULT MESSAGE	CONTEXT
UNFILLED		(print, email) - reason
TXT_FINE_MINORPATRON	You are receiving this notice on behalf of [MINOR].	Fine notice (print, email) text where notice is sent to guardian of minor patron. System supplies [MINOR] - do not edit these characters.
TXT_LOSTBILLEDITEMS	Lost/billed items	Fine notice (print, email) text for lost/billed item charges
TXT_OTHERCHARGES	Other charges:	Fine notice (print, email) text for other charges
TXT_OVERDUE_ CLAIMEDITEMS	The library is unable to locate the following items currently checked out to you:	Overdue notice (print, email) text where claimed items are included in notice

Polaris Fusion Strings Reference

The following table lists Polaris Fusion English language strings and where they appear in the Polaris Fusion product. You can use this information to find and customize specific language strings. See "Comparing and Editing Language Strings" on page 3.

Note:
For more information about Polaris Fusion, see Polaris Fusion online Help.

MNEMONIC	DEFAULT MESSAGE	CONTEXT
FUSIONML_ACCESSFAILUEMSG	The access token you have provided is either expired or invalid. Please contact the library for assistance.	ACL request form
FUSIONML_ACCREQCANCELLEDMSG	Access request cancelled, you may close this window.	Request access form
FUSIONML_ACCREQPLACEDMSG	Access request placed, you may close this window.	Request access form
FUSIONML_ ACLREQINFORMATIONTOPATRON	A library staff member will determine your eligibility to access this resource. If the library grants your request, you may access this resource from the library's catalog.	Request access form
FUSIONML_ADDITEMSHOPPINGCART	Add item to your shopping cart	Add to shopping cart form
FUSIONML_AGREESTRING	Yes, I agree	Add to shopping cart, request access, and content delivery forms
FUSIONML_ ALREADYINSHOPPINGCART	This item is already in your shopping cart.	Add to shopping cart form
FUSIONML_CANCELBUTTONTEXT	Cancel request	Request access form
FUSIONML_ CLOSEACCESSREQWINDOWMSG	Access request placed, you may close this window.	Request access form
FUSIONML_ CLOSESHOPPINGCARTWINDOWMSG	The item has been added to your shopping cart, you may close this window.	Add to shopping cart form
FUSIONML_ CLOSEWINDOWBUTTONLABEL	Close window	Request access form, shopping cart, and ACL Request form
FUSIONML_CONTACTINFORMATION	Please contact the library for more information	(Optional) Add to shopping cart, request access, and content delivery forms

MNEMONIC	DEFAULT MESSAGE	CONTEXT
FUSIONML_COPYRIGHTINFORMATION	This item is copyright protected	(Optional) Add to shopping cart, request access, and content delivery forms
FUSIONML_DISAGREESTRING	No, I do not agree.	Add to shopping cart, request access, and content delivery forms
FUSIONML_DOWNLOADBUTTONTEXT	Download	ACL request form
FUSIONML_DOWNLOADSREMAININGMSG	Downloads remaining:	
FUSIONML_FILENAME_GRIDLABEL	File name	Add to shopping cart and request access forms in the file information grid
FUSIONML_FILETYPE_GRIDLABEL	File type	Add to shopping cart and request access forms in the file information grid
FUSIONML_FILINFOLAB	File information	File information label
FUSIONML_MISSINGREQELEMENTS	The following element(s) are missing from your patron account:	Request access form (Required information missing message)
FUSIONML_MISSINGREQELEMENTSPROCEED	Use the patron account tab to update your patron information, before proceeding.	Request access form (Required information missing message)
FUSIONML_PATRONTEXTCOMMUNICATIONLAB	Additional information (if any)	
FUSIONML_PATRONACCTINFOMSG	Your library account currently includes the following information about you	Request access form
FUSIONML_PATRONADDRESS_GRIDLABEL	Address	Request access form (Required information missing message)
FUSIONML_PATRONEMAIL_GRIDLABEL	E-mail address	Request access form (Required information missing message)
FUSIONML_PATRONNAME_GRIDLABEL	Name	Request access form, Patron information area
FUSIONML_PATRONPHONE_GRIDLABEL	Telephone number	Request access form (Required information missing message)
FUSIONML_PENDINGACCESSREQUEST	You already have a pending request for this resource. A library staff member will determine your eligibility to access this resource. If the library grants your request, you may access this resource from the libraries cata-	Duplicate access request message

MNEMONIC	DEFAULT MESSAGE	CONTEXT
	log.	
FUSIONML_PRICE_GRIDLABEL	Price	Add to shopping cart and request access forms in the file information grid
FUSIONML_PRIVACYPOLICYLINK	Click <a href-f="privacypolicy.htm">here</A> to view the libraries privacy policy	(Optional) Privacy policy link, Add to shopping cart, request accessand content delivery forms
FUSIONML_REQACCESS	Request access	Request access form
FUSIONML_ REQREASONDROPDOWNLAB	Select a reason for your request	Request access form
FUSIONML_ REQUIRESPURCHASELABEL	After the library determines your eligibility to access to this resource, purchase may be required. No charges will be added to your library account as a result of this access request.	Request access form
FUSIONML_SHOPPINGCARTINSTR	After adding this item to your shopping cart, use the shopping cart link to complete your purchase. No charges will be added to your library account unless you decide to purchase this item.	Request access form
FUSIONML_TERMSOFUSE	This item may be copyright protected. If so, fair use printing and downloading are allowed for educational purposes only. Distribution, particularly for commercial purposes, requires permission from the copyright owner. This material is restricted and subject to the libraries' terms of use. For more information on these terms, contact the library.	(Optional) Terms of use. Add to shopping cart, request access, and content delivery forms
FUSIONML_TERMSOFUSE_AGREE	Do you agree to follow the library's terms of use?	Terms of use agreement. Add to shopping cart,

MNEMONIC	DEFAULT MESSAGE	CONTEXT
		request access, and content delivery forms
FUSIONML_TITLE_GRIDLABEL	Title	Add to shopping cart and request access forms in the file information grid

Inbound Telephony Strings Reference

The following table lists English language strings for Polaris inbound telephony (Polaris Phone Attendant).
You can use this information to find and customize specific language strings. See "Comparing and Editing
Language Strings" on page 3.

Note:
For more information about setting up inbound telephony, see Polaris staff client online Help.

MNEMONIC	DEFAULT MESSAGE	CONTEXT
PA_LANGUAGE_MENU	press 1 for english, press 2 for spanish.	Cached .wav file for main menu language message (Spanish licensed only) - if you are overriding this message with a human voice message, override this file.
PA_LANGUAGE_MENU_FOR	for	Not used
PA_LANGUAGE_MENU_OPTION	For %s, press %d .	Main menu language message (Spanish licensed only). For human voice override, use PA_LANGUAGE_MENU
PA_LANGUAGE_MENU_PRESS	press	Not used
PA_MENU_CONTINUERENEW	To accept the charge and continue with the renewal, press 1. To cancel the renewal, press 2.	Renew single item - item is overdue
PA_MENU_ENDOFLIST	To hear the list again, press 1 To return to the main menu, press star. To quit, press zero.	End list message (Patron Account menu options 4, 5, 6)
PA_MENU_ENDOFLIST_ITEMSOUT	To hear the list again, press 1. To renew all items, press 6. To return to the main menu, press star. To quit, press zero.	Items out - end message
PA_MENU_INVALIDLOGIN	To enter your barcode and password again, press 1. To return to the main menu, press star. To quit, press zero.	Log-in failure message
PA_MENU_LOGIN_ALPHA_ NUMERIC_PASSWORD	Please enter your password using the number key appropriate to the letter. Press 0 for all special characters.	Password message when alphanumeric passwords are enabled.

MNEMONIC	DEFAULT MESSAGE	CONTEXT
PA_MENU_LOGINBARCODE	Please enter your patron bar-code and press the pound key when complete.	Log-in message 1 (barcode)
PA_MENU_LOGINPASSWORD	Please enter your password and press the pound key when complete.	Log-in message 2 (password)
PA_MENU_MAIN	To log in to renew or get library account information, press 1. To hear the library's hours, press 2. To hear other announcements, press 3. At anytime, you may press star to quit.	Main menu
PA_MENU_PATRONMAIN	To hear an activity summary, press 1. To hear a list of all items out with an option to renew, press 2. To renew a specific item, press 3. To hear a list of overdue items, press 4. To hear a list of all requests, press 5. To hear a list of items held, press 6. To hear an account statement, press 7. To hear accrued fines, press 8. At anytime, you may press star to quit.	Patron Account menu (after log-in)
PA_MENU_RENEWANOTHERITEM	To enter another barcode, press 1. To return to the main menu, press star .To quit, press zero.	Renew another single item
PA_MENU_RENEWDETAILS	To hear a detailed list of the renewed items, press 1. To return to your list of items out, press 2.	Review renewed items
PA_MENU_RENEWITEM	Enter the barcode of the item you would like to renew, fol-lowed by the pound key.	Renew single item (follows Patron Account menu option 3)
PA_TEXT_ANNOUNCEMENTS	There are no special announce-	No announcements (main menu

MNEMONIC	DEFAULT MESSAGE	CONTEXT
	ments at this time.	option 3)
PA_TEXT_ERROR	I received an unexpected problem accessing your account. Please notify the library. I will return you to the main menu.	Log-in error
PA_TEXT_GREETING	Thank you for calling the library automated renewal system. If you do not have a touch tone phone, please call your local county library branch. To continue, please select one of the following options.	Greeting message
PA_TEXT_INVALIDCHOICE	Invalid menu option.	Menu key error
PA_TEXT_LIBRARYHOURS	The library is open Monday thru Friday from 8am to 9pm. Saturday from 9am to 7pm. Closed on Sundays.	Library hours (main menu option 2)
PA_TEXT_MAXLOGINATTEMPTS	You have attempted to login too many times. If you are having problems logging in, please contact the library.	Log-in error
PA_TEXT_NORESPONSE	No response has been received. Good bye.	Error - no patron input
PA_TEXT_OPTIONDISABLED	I'm sorry, this option has been disabled.	Menu option disabled
PA_TEXT_PATREC_ ACCOUNTSTATEMENT_CHARGES	You have outstanding charges of $%3.2f.	Patron account statement, charges. System supplies amount $%3.2f - do not edit these characters.
PA_TEXT_PATREC_ ACCOUNTSTATEMENT_ CREDITS	You have a credit in the amount of $%3.2f.	Patron account statement, credit. System supplies amount $%3.2f - do not edit these characters.
PA_TEXT_PATREC_ ACCOUNTSTATEMENT_ DEPOSITS	You have a deposit in the amount of $%3.2f.	Patron account statement, deposit. System supplies amount $%3.2f - do not edit these characters.
PA_TEXT_PATREC_ACCRUED_ ITEM_COUNT	You have %d items overdue.	Patron account statement, multiple items overdue. System supplies count %d - do not edit these characters.
PA_TEXT_PATREC_ACCRUED_ ITEM_ONE	You have one item overdue.	Patron account statement, one item overdue.
PA_TEXT_PATREC_ACCRUED_	You have no items overdue.	Patron account statement, no items

MNEMONIC	DEFAULT MESSAGE	CONTEXT
ITEMS_NONE		overdue.
PA_TEXT_PATREC_ ACCRUEDFINE	estimated fine is $%3.2f	Estimated fine on one item. System supplies amount $%3.2f - do not edit these characters.
PA_TEXT_PATREC_ ACCRUEDFINE_NONE	You have no accrued fines	Patron account statement, no fines.
PA_TEXT_PATREC_ ACTIVITYSUMMARY_BALANCE	You have outstanding charges of $%3.2f and a credit of $%3.2f.	Patron account statement, charges and credit. System supplies amount $%3.2f - do not edit these characters.
PA_TEXT_PATREC_ ACTIVITYSUMMARY_HELD	and %d held items.	Patron account activity summary, multiple held items. System supplies number of items %d. Do not edit these characters.
PA_TEXT_PATREC_ ACTIVITYSUMMARY_HELD_NONE	and no held items.	Patron account activity summary, no held items.
PA_TEXT_PATREC_ ACTIVITYSUMMARY_HELD_ONE	and 1 held item.	Patron account activity summary, one held item.
PA_TEXT_PATREC_ ACTIVITYSUMMARY_ITEMSOUT	%d items out.	Patron account activity summary, multiple items out. System supplies number of items %d. Do not edit these characters.
PA_TEXT_PATREC_ ACTIVITYSUMMARY_ITEMSOUT_ NONE	No items out.	Patron account activity summary, no items out.
PA_TEXT_PATREC_ ACTIVITYSUMMARY_ITEMSOUT_ ONE	1 item out.	Patron account activity summary, one item out.
PA_TEXT_PATREC_ ACTIVITYSUMMARY_OVERDUE	%d items overdue.	Patron account activity summary, multiple items overdue. System supplies number of items %d. Do not edit these characters.
PA_TEXT_PATREC_ ACTIVITYSUMMARY_OVERDUE_ NONE	No items overdue.	Patron account activity summary, no items overdue.
PA_TEXT_PATREC_ ACTIVITYSUMMARY_OVERDUE_ ONE	1 item overdue.	Patron account activity summary, one item overdue.
PA_TEXT_PATREC_ ACTIVITYSUMMARY_REQUESTS	%d hold requests,	Patron account activity summary, multiple hold requests. System supplies number of requests %d. Do not edit these characters.
PA_TEXT_PATREC_ ACTIVITYSUMMARY_REQUESTS_ NONE	No hold requests,	Patron account activity summary, no hold requests.

MNEMONIC	DEFAULT MESSAGE	CONTEXT
PA_TEXT_PATREC_ ACTIVITYSUMMARY_REQUESTS_ ONE	1 hold request,	Patron account activity summary, one hold request.
PA_TEXT_PATREC_ ACTIVITYSUMMARY_START	Our records show that you have,	Patron account activity summary start (Patron Account menu option 1)
PA_TEXT_PATREC_ADDITIONAL_ ACCRUEDFINE	Additional charges are due for lost or claimed items. Please contact the library for more information.	Played when patron has opted to hear estimated fines on overdue items and there are uncharged fines on lost or claimed items.
PA_TEXT_PATREC_ AUTHORNOTAVAILABLE	Author not available.	Items out list (Patron Account menu option 1), item title type error
PA_TEXT_PATREC_BRANCH	Belongs to %s.	Items out list (Patron Account menu option 1), item's assigned branch. System supplies library names %s - do not edit these characters.
PA_TEXT_PATREC_BY	by %s.	Used when building author details for items out, items overdue and items held. System supplies author name %s - do not edit these characters. Example: The Firm by Grisham, John
PA_TEXT_PATREC_DUEDATE	Due on %s.	Items out list (Patron Account menu option 1), item due date. System supplies date %s - do not edit these characters.
PA_TEXT_PATREC_ EXPIRATIONWARNING	Our records show that your library registration will expire soon. Please contact the library to renew your registration.	Expiration warning (after log-in)
PA_TEXT_PATREC_EXPIRED	Our records show that your library registration has expired. Please contact the library to renew your registration.	Error - expired account (after log-in)
PA_TEXT_PATREC_HELDCOUNT	You have %d held items.	Held items list (Patron Account menu option 6), multiple held items. System supplies number of items %d - do not edit these characters.
PA_TEXT_PATREC_HELDCOUNT_ NONE	You have no held items.	Held items list (Patron Account menu option 6), no held items.
PA_TEXT_PATREC_HELDCOUNT_ ONE	You have 1 held item.	Held items list (Patron Account menu option 6), one held items
PA_TEXT_PATREC_ HOLDUNTILDATE	until %s.	Held items list (Patron Account menu option 6), held until date. System supplies date %s - do not edit these char-

MNEMONIC	DEFAULT MESSAGE	CONTEXT
		acters.
PA_TEXT_PATREC_ ITEMSOUTCOUNT	You have %d items checked out.	Items out list (Patron Account menu option 1), multiple items out. System supplies number of items %d - do not edit these characters.
PA_TEXT_PATREC_ ITEMSOUTCOUNT_NONE	You have no items checked out.	Items out list (Patron Account menu option 1), no items out.
PA_TEXT_PATREC_ ITEMSOUTCOUNT_ONE	You have 1 item checked out.	Items out list (Patron Account menu option 1), one item out.
PA_TEXT_PATREC_ MATERIALTYPE	Format is %s.	Items out list (Patron Account menu option 1), item format. System supplies format %s - do not edit these characters.
PA_TEXT_PATREC_OVERDUE	Please note, this item is over-due.	Items out list (Patron Account menu option 1), overdue item.
PA_TEXT_PATREC_ OVERDUECOUNT	You have %d items overdue.	Overdue list (Patron Account menu option 4), multiple items. System supplies number of items %d - do not edit these characters.
PA_TEXT_PATREC_ OVERDUECOUNT_NONE	You have no items overdue.	Overdue list (Patron Account menu option 4), no items.
PA_TEXT_PATREC_ OVERDUECOUNT_ONE	You have 1 item overdue.	Overdue list (Patron Account menu option 4), one item.
PA_TEXT_PATREC_ PICKUPBRANCH	Available for pickup at %s.	Held items list (Patron Account menu option 6), pick-up library. System supplies library name %s - do not edit these characters.
PA_TEXT_PATREC_RENEW	To renew an item, press 5, while the title is read.	Items out list (Patron Account menu option 1), renew single item option.
PA_TEXT_PATREC_RENEW_ALL	To renew all items, press 6.	Items out list (Patron Account menu option 1), renew all items option.
PA_TEXT_PATREC_RENEW_ BLOCK_COLLAGENCY	Your renewal request has been stopped. Money is owed on your account. Please contact the library for more information.	Renewal block, patron - account in collection
PA_TEXT_PATREC_RENEW_ BLOCK_CURCLAIMS	Your renewal request has been stopped. Please contact the library regarding claimed items.	Renewal block, patron - current claims
PA_TEXT_PATREC_RENEW_ BLOCK_HOLD	This item cannot be renewed because it has been requested by another patron.	Renewal block, item - hold request
PA_TEXT_PATREC_RENEW_	Item cannot be renewed.	Renewal block, item - free-text block

MNEMONIC	DEFAULT MESSAGE	CONTEXT
BLOCK_ITEMFREETEXT		
PA_TEXT_PATREC_RENEW_ BLOCK_ITEMLIBASSIGNED	Item cannot be renewed.	Renewal block, item - library-assigned block
PA_TEXT_PATREC_RENEW_ BLOCK_ITEMNOTOUTTOPATRON	This item was not found on your check out list.	Single item renewal (Patron Account menu option 3), item not found error
PA_TEXT_PATREC_RENEW_ BLOCK_LIMIT	Item cannot be renewed.	Renewal block, item - renewal limit
PA_TEXT_PATREC_RENEW_ BLOCK_LONGOVERDUE	This item is overdue and cannot be renewed.	Renewal block, patron - long overdue item
PA_TEXT_PATREC_RENEW_ BLOCK_LONGOVERDUEITEMS	Your renewal request has been stopped. Please contact the library regarding overdue items.	Renewal block, patron - long overdue items
PA_TEXT_PATREC_RENEW_ BLOCK_LOSTITEM	Your renewal request has been stopped. Please contact the library regarding lost items.	Renewal block, patron - unresolved lost items
PA_TEXT_PATREC_RENEW_ BLOCK_MONEYOWED	Your renewal request has been stopped. Money is owed on your account. Please contact the library for more information.	Renewal block, patron - money owed
PA_TEXT_PATREC_RENEW_ BLOCK_OVERDUE	This item is overdue and cannot be renewed.	Renewal block, patron - overdue item
PA_TEXT_PATREC_RENEW_ BLOCK_OVERDUEITEMS	Your renewal request has been stopped. Please contact the library regarding overdue items.	Renewal block, patron - overdue items
PA_TEXT_PATREC_RENEW_ BLOCK_PATEXPDATE	Your registration will expire before item due date. Your account expiration date is %s.	Renewal block, patron - expiring registration. System supplies expiration date %s - do not edit these characters.
PA_TEXT_PATREC_RENEW_ BLOCK_PATFREETEXT	Your renewal request has been stopped. Please contact the library regarding your account.	Renewal block, patron - free-text block
PA_TEXT_PATREC_RENEW_ BLOCK_PATLIBASSIGNED	Your renewal request has been stopped. Please contact the library regarding your account.	Renewal block, patron - library-assigned block
PA_TEXT_PATREC_RENEW_ BLOCK_PCODE	I'm sorry, renewal is not permitted.	Renewal block, patron - patron code
PA_TEXT_PATREC_RENEW_ BLOCK_TOTALCLAIMS	Your renewal request has been stopped. Please contact the library regarding claimed items.	Renewal block, patron - total claims
PA_TEXT_PATREC_RENEW_ BLOCK_VERIFY	Your renewal request has been stopped. Please contact the library regarding your account.	Renewal block, patron - verify patron

MNEMONIC	DEFAULT MESSAGE	CONTEXT
PA_TEXT_PATREC_RENEW_CANCELLED	Renewal cancelled.	Response to key-press 2 (cancel) when an item is selected for renewal but is overdue
PA_TEXT_PATREC_RENEW_COMPLETE	Item has been renewed. Due date is %s.	Items out list (Patron Account menu option 1), renewal confirmation. System supplies due date %s - do not edit these characters.
PA_TEXT_PATREC_RENEW_COMPLETE_CHARGE	Item has been renewed. Your account has been charged $%3.2f. Due date is %s.	Items out list (Patron Account menu option 1), renewal confirmation for overdue item. System supplies charge amount $%3.2f and due date %s - do not edit these characters.
PA_TEXT_PATREC_RENEW_EBOOK	Renewals are not permitted for electronic items	Items out list (Patron Account menu option 1), renew specific ebook item; renew all,soem are ebook items.
PA_TEXT_PATREC_RENEW_ITEMNOTFOUND.	This item was not found on your check out list.	Renew specific item (Patron Account menu option 3), error message
PA_TEXT_PATREC_RENEW_OVERDUE	This item is overdue. Your account will be charged $%3.2f.	Renew specific item, overdue item. System supplies charge amount $%3.2f - do not edit these characters.
PA_TEXT_PATREC_RENEW_WAIT	Please wait while we process your renewals.	Wait message
PA_TEXT_PATREC_RENEWITEM_CHARGE	Your account will be charged $%3.2f to renew this item.	System supplies charge amount $%3.2f - do not edit these characters.
PA_TEXT_PATREC_RENEWITEM_OVDANDCHARGES	Overdue and renewal charges will apply. Your account will be charged $%3.2f.	System supplies charge amount $%3.2f - do not edit these characters.
PA_TEXT_PATREC_RENEWITEMS_ACCOUNT_CHARGED	Your account has been charged. Select the account option for a summary of charges.	Items out list (Patron Account menu option 1), renew all, some overdue. Charge confirmation.
PA_TEXT_PATREC_RENEWITEMS_BLOCKED	It is not possible to renew these items at this time. Please call the library for assistance.	Items out list (Patron Account menu option 1), renew all, error.
PA_TEXT_PATREC_RENEWITEMS_CHARGE	Your account will be charged $%3.2f to renew these items.	System supplies charge amount $%3.2f - do not edit these characters.
PA_TEXT_PATREC_RENEWITEMS_COMPLETE_ALL	All items have been renewed.	Items out list (Patron Account menu option 1), renew all, confirmation.

MNEMONIC	DEFAULT MESSAGE	CONTEXT
PA_TEXT_PATREC_ RENEWITEMS_COMPLETE_SOME	%d items could not be renewed.	Items out list (Patron Account menu option 1), renew all, some not renewed. System supplies number of items %d - do not edit these characters.
PA_TEXT_PATREC_ RENEWITEMS_LIST	%s was renewed. Due date is %s.	Items out list (Patron Account menu option 1), renew specific item, confirmation. System supplies due date $s - do not edit these characters.
PA_TEXT_PATREC_ RENEWITEMS_LIST_ NOTRENEWED	%s was not renewed.	Items out list (Patron Account menu option 1), renew all, title not renewed. System supplies title %s - do not edit these characters.
PA_TEXT_PATREC_ RENEWITEMS_NONE	The system was unable to renew any items. Please call the library for assistance.	Items out list (Patron Account menu option 1), renew all error message.
PA_TEXT_PATREC_ RENEWITEMS_OVERDUES	Some items are overdue. Your account will be charged $%3.2f.	Items out list (Patron Account menu option 1), renew all, some overdue. System supplies charge amount $%3.2f - do not edit these characters.
PA_TEXT_PATREC_ REQUESTCOUNT	You have %d requests.	Request list (Patron Account menu option 5), multiple requests. System supplies number of requests %d - do not edit these characters.
PA_TEXT_PATREC_ REQUESTCOUNT_NONE	You have no requests.	Request list (Patron Account menu option 5), no requests.
PA_TEXT_PATREC_ REQUESTCOUNT_ONE	You have 1 request.	Request list (Patron Account menu option 5), one request.
PA_TEXT_PATREC_ REQUESTDATE	, requested on %s,	Request list (Patron Account menu option 5), request date (follows title info). System supplies date %s - do not edit these characters.
PA_TEXT_PATREC_ REQUESTSTATUS	has a status of %s.	Request list (Patron Account menu option 5), request status (follows request date). System supplies status %s - do not edit these characters.
PA_TEXT_PATREC_SKIP	At anytime, you may press 2, to skip to the next item.	Items out list (Patron Account menu option 1), skip item.
PA_TEXT_PATREC_TOTAL_ ACCRUEDFINE	As of today the estimated accrued fines are $%3.2f	Estimated fines total. System supplies amount $%3.2f - do not edit these characters.
PA_TEXT_PATRONNOTFOUND	I'm sorry, I could not find a matching record.	Log-in error

MNEMONIC	DEFAULT MESSAGE	CONTEXT
PA_TEXT_PATRREC_ MATERIALTYPENOTAVAILABLE	Format not available.	Items out list (Patron Account menu option 1), item material type error
PA_TEXT_PATRREC_ TITLENOTAVAILABLE	Title not available.	Items out list (Patron Account menu option 1), item title type error
PA_TEXT_QUIT	Thank you. Good Bye	Final message (after star key-press)

Outbound Telephony Strings Reference

The following table lists English language strings for Polaris outbound telephony (telephone notification). You can use this information to find and customize specific language strings. See "Comparing and Editing Language Strings" on page 3.

> **Note:**
> For more information about setting up outbound telephony, see Polaris staff client online Help.

MNEMONIC	DEFAULT MESSAGE	CONTEXT
PN_BBM_ERROR_MESSAGE	The item you requested to be sent to you via our Borrow-By-Mail service have arrived. Unfortunately, there is a problem with your library account. Please check your account online or call the library.	Borrow by Mail - error notice
PN_CANCELS_CONCLUSION	If you would still like these items, please place a new hold request.	Canceled hold request notice: message end
PN_CANCELS_COUNTA	records indicate that you have	Used when the patron is being notified of more than one canceled hold request. Example: PN_ CANCELS_ COUNTA [computer generated number] PN_ CANCELS_ COUNTBPLURAL
PN_CANCELS_COUNTBPLURAL	hold requests that are now cancelled.	Used when the patron is being notified of more than one canceled hold request. Example: PN_ CANCELS_ COUNTA [computer generated number] PN_ CANCELS_ COUNTBPLURAL

MNEMONIC	DEFAULT MESSAGE	CONTEXT
PN_CANCELS_COUNTBSINGULAR	hold request that has been cancelled.	Not used at this time.
PN_CANCELS_COUNTSINGULAR	Our records indicate that you have a hold request that is now cancelled.	Used when the patron is being notified of a single canceled hold request.
PN_CANCELS_INTRO	Our records indicate that you have hold requests that have been cancelled.	Canceled hold request notice: message start
PN_CENT	Cent.	Used when notifying the patron of overdue fees. Example: 1 cent
PN_CENTS	Cents.	Used when notifying the patron of overdue fees. Example: 2 cents
PN_CLAIMS_CONCLUSION	Please return the missing parts as soon as possible.	Missing parts notice - end of message
PN_CLAIMS_COUNTA	Our records indicate that you returned	Missing parts notice - before count (multiple items)
PN_CLAIMS_COUNTBPLURAL	items with parts missing.	Missing parts notice - after count (multiple items)
PN_CLAIMS_COUNTBSINGUAL	item missing parts.	
PN_CLAIMS_COUNTBSINGULAR	an item with parts missing.	Missing parts notice - single item
PN_CLAIMS_INTRO	Our records indicate that you returned items with parts missing.	Missing parts notice - introduction
PN_DOLLAR	Dollar	Used when notifying the patron of overdue fees. Example: 1 dollar
PN_DOLLARS	Dollars	Used when notifying the patron of overdue fees.

MNEMONIC	DEFAULT MESSAGE	CONTEXT
		Example: 2 dollars
PN_GENERIC_ALSO	also,	Used when the patron is called for more than one type of notice. It concatenates phrases. Example: also, our records indicate…
PN_GENERIC_AND	and,	Used when notifying the patron of overdue fees and pickup libraries. Example: 2 dollars and 50 cents
PN_GENERIC_NOTAVAILABLE	I'm sorry. This function is not available at this time. Please try again later.	Not used at this time.
PN_HOLDS_CONCLUSION	Please pick up these items as soon as possible.	Hold request notice: final
PN_HOLDS_COUNTA	Our records indicate that you have	Used when the patron is being notified of more than one held item. Example: PN_ HOLDS_ COUNTA [computer generated number] PN_ HOLDS_ COUNTBPLURAL
PN_HOLDS_COUNTBPLURAL	items being held for you.	Used when the patron is being notified of more than one held item. Example: PN_

MNEMONIC	DEFAULT MESSAGE	CONTEXT
		HOLDS_ COUNTA [computer generated number] PN_ HOLDS_ COUNTBPLURAL
PN_HOLDS_COUNTBSINGULAR	item being held for you.	Not used at this time.
PN_HOLDS_COUNTSINGULAR	Our records indicate that you have an item being held for you.	Used when the patron is being notified of a single held item
PN_HOLDS_INTRO	Our records indicate that you have items being held for you.	Hold request notice: message start
PN_HOLDS_PICKUPLIBRARY	These items can be picked up at the following locations.	Hold request notice: pickup locations (system supplies branch names)
PN_MAIN_CONCLUSION	Thank you.	Final message of the notification
PN_MAIN_INTRO	Hello. This is your local library calling.	Main opening message, part 1
PN_MAIN_INTRO_NAME_FOR	for	Main opening message, part 2 (system supplies patron name)
PN_MENU_BBM_DETAILS	Press 5 for more details on your books by mail request	Borrow by mail request details option
PN_MENU_CANCELDETAILS	Press 4 for more details on your cancels.	Canceled hold request notice: menu option for details
PN_MENU_CLAIMDETAILS	Press 6 for more details on your claims.	Claim details option
PN_MENU_ENDCALL	Or press 9 to end this call.	End call option.
PN_MENU_HOLDDETAILS	Press 3 for more details on your holds.	Hold request notice: menu option for details
PN_MENU_INVALIDRESPONSE	That is not a valid response.	Error - invalid keypress
PN_MENU_NORESPONSE	No response received, terminating call.	Error - no patron

MNEMONIC	DEFAULT MESSAGE	CONTEXT
		input
PN_MENU_OVERDUEDETAILS	Press 2 for more details on your overdues.	Overdue notice: menu option for details
PN_MENU_RECALLDETAILS	Press 5 for more details on your recalls.	Not used.
PN_MENU_REPLAY	Press 1 to replay this message.	Replay message option
PN_NO_DETAILS	No Detail Information is available.	Used when over-due, held item or canceled request details are reques-ted that do not exist
PN_OVERDUES_CONCLUSION	Please return these items as soon as possible.	Overdue notice: message end
PN_OVERDUES_CONCLUSTION	Please return these items as soon as possible.	Not used
PN_OVERDUES_COUNTA	Our records indicate that you have	Used when the patron is being notified of more than one overdue item. Example: PN_ OVERDUES_ COUNTA [com-puter generated number]
PN_OVERDUES_ COUNTBPLURAL	overdue items.	Used when the patron is being notified of more than one overdue item. Example: PN_ OVERDUES_ COUNTA [com-puter generated number]
PN_OVERDUES_ COUNTBSINGULAR	overdue item.	Not used

MNEMONIC	DEFAULT MESSAGE	CONTEXT
PN_OVERDUES_ COUNTSINGULAR	Our records indicate that you have an overdue item.	Used when the patron is being notified of a single overdue item
PN_OVERDUES_FEES	You have accrued fines in the amount of	Used when notifying the patron of overdue fees. Example: You have accrued fines in the amount of [computer generated dollar amount]…
PN_OVERDUES_INTRO	Our records indicate that you have overdue items.	Overdue notice: message start
PN_RECALLS_CONCLUSION	Please return these items as soon as possible.	Not used.
PN_RECALLS_COUNTA	Our records indicate that you have	Not used.
PN_RECALLS_COUNTBPLURAL	items that are now being recalled.	Not used.
PN_RECALLS_ COUNTBSINGULAR	item that is now being recalled.	Not used.
PN_RECALLS_INTRO	Our records indicate that you have items that are now being recalled.	Not used.
PN_ROUTING_MULTIPLE	Several serial publications have been routed to you. For more information please contact the library.	Routing notice (multiple items)
PN_ROUTING_SINGLE	A serial Publication has been routed to you. For more information please contact the library.	Routing notice (1 item)
PN_TEXT_HELD_BRANCH	Can be picked up at %s	Hold request notice - pickup library. System supplies name of library %s - do not edit these characters.
PN_TEXT_PATREC_ AUTHORNOTAVAILABLE	Author not available.	Used when building details for an overdue item or canceled hold request message and the author field is empty

MNEMONIC	DEFAULT MESSAGE	CONTEXT
PN_TEXT_PATREC_BRANCH	Belongs to %s.	Used when building details for an overdue item message. System supplies organization name %s - do not edit these characters. Example: Belongs to Main Library
PN_TEXT_PATREC_BY	by %s.	Used when building author details for an overdue item, canceled hold request or held item message. System supplies author name %s - do not edit these characters. Example: The Firm by Grisham, John
PN_TEXT_PATREC_CLAIMDATE	Claimed on %s.	System supplies date %s - do not edit these characters.
PN_TEXT_PATREC_CLAIMTYPE	Claim type is %s.	System supplies claim type %s - do not edit these characters.
PN_TEXT_PATREC_DUEDATE	Due on %s.	Used when building due date details for an overdue item message. System supplies date %s - do not edit these characters. Example: Due on Tuesday, January 5th, 2016
PN_TEXT_PATREC_ HOLDUNTILDATE	until %s.	Hold request notice - held until date. System sup-

MNEMONIC	DEFAULT MESSAGE	CONTEXT
		plies date %s - do not edit these characters.
PN_TEXT_PATREC_ MATERIALTYPE	Format is %s.	Used when building material type details for an over-due item, canceled hold request, or held item message. System supplies format %s - do not edit these characters.
PN_TEXT_PATREC_ MATERIALTYPENOTAVAILABLE	Format not available.	Used when building material type details for a held item message and the material type field is empty.
PN_TEXT_PATREC_ TITLENOTAVAILABLE	Title not available.	Used when building details for an overdue item or canceled hold request message and the title field is empty.
PN_TEXT_QUIT	Thank you. Good Bye.	Used when the user quits by pressing '9' or if too many invalid menu options were supplied.
PN_TEXT_UNKNOWN	Unknown	Not used at this time.

Polaris Receipt Strings Reference

The following table lists English language strings for Polaris eReceipts (email and text message receipts). You can use this information to find and customize specific language strings. See "Comparing and Editing Language Strings" on page 3.

Note:
For more information about setting up eReceipts, see Polaris staff client online Help.

MNEMONIC	DEFAULT MESSAGE	CONTEXT
RECEIPT_ CHECKOUT_EMAIL_ SUBJECT	Checked-out from your library	Email check-out receipts: subject
RECEIPT_ CHECKOUT_EMAIL_ INTRO	The following items were checked out by you on [DATE] from [BRANCH]	Email check-out receipts: introduction. System supplies [DATE] and [BRANCH] - do not edit these characters.
RECEIPT_EMAIL_ FOOTER	Please do not reply to this message.	Email check-out receipts: footer
RECEIPT_RENEWAL_ EMAIL_SUBJECT	You renewed library items	Email renewal receipts: subject
RECEIPT_RENEWAL_ EMAIL_INTRO	Items renewed on [DATE].	Email renewal receipts: introduction. System supplies [DATE] - do not edit these characters.
RECEIPT_ CHECKOUT_TXT_ SUBJECT	Checked-out from your library	Text message check-out receipts: subject

MNEMONIC	DEFAULT MESSAGE	CONTEXT
RECEIPT_TXT_ FOOTER	Access your library account for additional information.	Text message check-out receipts: footer
RECEIPT_RENEWAL_ TXT_SUBJECT	You renewed library items	Text message renewal receipts: subject
RECEIPT_ INNREACH_PICKUP	This item is available for pickup at the designated location.	Pickup notice for item requested through INN-Reach
RECEIPT_YOUSAVED	You just saved [Value] by using your library. You have saved [YTDValue] this past year and [LifetimeValue] since you began using the library!	Optional "You Saved" eReceipt message appended to checkout and (optionally) renewal receipts. Do not edit text in brackets.

Polaris ContentXChange Strings Reference

Polaris Community Profiles and ContentXChange are related but separately licensed products. Community profile information for participating organizations is displayed in Polaris PowerPAC. You can see these strings in context using Web Admin's PAC Tools (see "Identifying Polaris PowerPAC Language Strings by ID" on page 11.

ContentXChange widgets are displayed on the participating organizations' web sites. The following table lists English language strings for ContentXChange. You can use this information to find and customize specific language strings. See "Comparing and Editing Language Strings" on page 3.

Note:
For more information about setting up Community Profiles and ContentXChange, see Polaris staff client online Help.

MNEMONIC	DEFAULT MESSAGE	CONTEXT
CXC_ASKALIBRARIAN	Ask a librarian	Ask a Librarian widget
CXC_BLOG	Check out our Blog	Content drawer widget
CXC_CAL_ADDRESS	Address:	Calendar of Events widget
CXC_CAL_EMAIL	Email:	Calendar of Events widget
CXC_CAL_HDRTXT	Calendar of events	Calendar of Events widget
CXC_CAL_HOSTED	Hosted by:	Calendar of Events widget
CXC_CAL_HOURS	Hours:	Calendar of Events widget
CXC_CAL_PHONE	Phone:	Calendar of Events widget
CXC_CAL_SUMMARY	Summary:	Calendar of Events wid-

MNEMONIC	DEFAULT MESSAGE	CONTEXT
		get
CXC_CAL_URL	URL:	Calendar of Events widget
CXC_COPYRIGHT	Software Copyright © 2014 – Innovative Interfaces, Inc.	All widgets
CXC_DRAWER	Connect with us	Content drawer widget
CXC_EVTPRG	Events and programs	Personalized page - Calendar feature
CXC_FACEBOOKTXT	Find us on Facebook	Content drawer widget
CXC_GOOGLEPLUS	Add us to your circles on Google+	Content drawer widget
CXC_LIBCONN	Connect with the library	Personalized Page
CXC_LIBRARY	Connect with the library	Library catalog search widget
CXC_LINKEDIN	Connect with us on Linked in	Content drawer widget
CXC_MAPITDIRECTIONS	Print directions	Personalized Page - Map It feature
CXC_MAPITFROM	From:	Personalized Page - Map It feature
CXC_MAPITFULLMAP	Return to Full Map	Personalized Page - Map It feature
CXC_MAPITGO	Go!	Personalized Page - Map It feature
CXC_MAPITSTR	Map it	Personalized Page - Map It feature
CXC_MAPITTO	To:	Personalized Page - Map It

MNEMONIC	DEFAULT MESSAGE	CONTEXT
		feature
CXC_MYSPACE	Find us on MySpace	Content drawer widget
CXC_POWEREDBY	Powered by:	All widgets
CXC_PRODUCT	Polaris ContentXChange	Not used.
CXC_SEARCH	Search the Library	Library catalog search box widget
CXC_SEARCHBY	Search by:	Library catalog search box widget
CXC_SEARCHFOR	Search for:	Library catalog search box widget
CXC_TWITTERTXT	Follow us on Twitter	Content drawer widget