



MONASH University



One of Australia's most prominent Universities has added value to its library system by using MessageNet to communicate with staff and students.

The University has recently integrated their library management system with MessageNet to send out notifications of books and other items being borrowed from all libraries across all campuses. The service is now an integral part of life at Monash, servicing hundreds of staff and students on a daily basis.

In 2005, almost 200,000 requests were made for items to be sent from one library to another, so that users could borrow from their home campus library, rather than from a remote campus. This represented a huge amount of time and effort sending items between libraries. Once an item arrives, the requesters have 5 days to collect them, which means, they are not usable during the time that they sit awaiting pickup. However, it was found that over 35% of items were never picked up after requesters were notified, via email, that they were available.

The solution, as Simon Huggard, Systems Manager at Monash University explains, was straight forward. "We believed the SMS system could be used to give more immediate notification that these items were available and ready for pickup. Because so many of our users are used to communicating in such an instant way via SMS, we felt that by notifying users at the time they were on campus, then they would respond immediately and pick up items that they may have otherwise forgotten or not known about."

During a 2 month trial last year, they found that users were responding to the SMS messages they received 2 days quicker than they did when they received an email, with the majority responding (picking up their reserved items) on the same day.

Following the successful trial, integration and roll out was very straight forward. Users simply register their mobile phone number on the Monash web portal. A system program automatically retrieves the required information and matches all notices to the user database and the database of SMS recipients. A Java program created the notices for each recipient and emails this off to the MessageNet gateway which in turn converts them to SMS.

The system has been positive received by everybody. "The fact that we offer the system to our students and staff for free means that they find it a very convenient and highly relevant service", explains Simon.

## **Company Profile**

Monash University is Australia's most internationalized university. It has eight campuses including one in Malaysia and one in South Africa, and centres in London, UK and Prato, Italy. An energetic and dynamic university, Monash is committed to quality education and research<sup>1</sup>.

## **The Challenge**

Library staff members have done a huge amount of work in trying to ensure that books or other items which are requested from various campuses are shipped over to the correct library where these items are needed.

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## **The Solution**

MessageNet's SMS system is now used to give immediate notification that these items are available and ready for pickup. The results have been staggeringly positive with a majority of users responding to the SMS notices two days quicker than if they just received normal email notifications.

## **Benefits**

The application of SMS communication has enabled Monash University Library to keep both staff and students informed of important library information whilst saving both time and money.

The system runs automatically and SMS messages are delivered to students immediately, encouraging faster response times.

For further information  
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<sup>1</sup> [www.monash.edu.au/about/overview/](http://www.monash.edu.au/about/overview/)