

JACKSON-GEORGE REGIONAL LIBRARY SYSTEM

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JGRLS Launches MessageBee Patron Communication Platform Effective February 1

Pascagoula, MS. — JGRLS announces the launch of **MessageBee**, a new all-in-one patron communication platform that consolidates library messaging into a single, streamlined system. MessageBee is effective February 1.

The platform allows JGRLS to communicate with patrons through SMS text messages, email, and phone notifications, improving clarity, consistency, and accessibility across all channels.

MessageBee supports two categories of communication: **Notices**, including holds, reminders, overdue alerts, and card expiration messages; and **Marketing**, such as newsletters, branch updates, holiday hours, and special announcements.

“By replacing multiple messaging systems with a single interface, MessageBee reduces complexity for staff while enhancing the patron experience through timely, easy-to-understand communications,” said Jeanne Damiano, assistant director of CMS/IT.

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