

# TEXT MESSAGE NOTIFICATIONS ARE HERE!



## What are Text Notifications?

Text Notifications are an optional subscription service that enables subscribers to connect to their library accounts via text message. Users can receive notifications, renew checked out items, and request information about their holds, checked out items, and late fees with this service.

This is a free service offered to anyone registered at an Allegheny County public library. Depending on your cellular phone plan, additional per-message charges may be assessed by your carrier.

## How do I sign up?

1. Add [einetwork@shoutbomb.com](mailto:einetwork@shoutbomb.com) to your cellphone contacts. This is not required, but it is recommended.
2. Simply text SIGNUP+your-14-digit-barcode+PIN to [einetwork@shoutbomb.com](mailto:einetwork@shoutbomb.com).

Please note, you must include the plus signs (+) between each element of the text.

Once you sign up, you will receive texts confirming your successful sign up and asking if you want to supply an email address as an additional contact. This is optional and will only be used to contact you in the event that your notices are undeliverable.

## What types of notices can I get?

You can opt in or out of any of the following notice types by texting the associated keyword to [einetwork@shoutbomb.com](mailto:einetwork@shoutbomb.com). When you sign up you will be enrolled in hold pickup, renewal, and overdue notices by default.

Notice Type	Keyword	Default
Hold pickup	HOLDS	Enrolled
Renewal	RENEW	Enrolled
Overdue	OVERDUE	Enrolled
Late Fee	LATEFEE	Not Enrolled

Additionally, all registered users will receive library card expiration notices 30 days before their library cards expire.

Text notifications are supplemental to existing notification methods (phone, email, regular mail) and you will continue to receive notices via these methods when you sign up for this service.

## **How can I renew items?**

To renew individual items by list, text the keyword RL.

To renew all checked out items, text the keyword RA.

## **Will I continue to receive library notices via email, US mail, or phone call?**

Yes. Text notifications are supplemental to existing notification methods (phone, email, regular mail) and you will continue to receive notices via these methods when you sign up for this service.

## **When are notices sent?**

Notices are sent daily between the hours of 9:00 AM and 8:00 PM, however you can access your account information at any time using the keywords listed in the Keyword Quick Reference section under "How can I use this service get information about my account?".

### *Hold Pickup Notices*

Hold pickup notices are sent when a requested item is available at your pickup location.

### *Late Fee Notices*

If you opt in to late fee notices, you will receive notices the first notice when you owe \$10 or more.

Subsequent notices will be sent at 7 days, 14 days, and 21 days.

### *Renewal Notices*

Renewal notices are sent 3 days before an item is due.

### *Overdue Notices*

The first overdue notice will be sent when the item is past due. Subsequent overdue notices will be sent when an item is 7 days, 14 days, and 21 days overdue.

### *Library Card Expiration Notices*

Library card expiration notices are sent 30 days before your library card expires.

## **More information:**

**<http://librarycatalog.einetwork.net/MyResearch/SMShelp>**