

# Library Text Alerts

Keep up-to-date with your library account on your mobile phone using the library's text alert messaging service. Receive text notices about items available to pick up, items due soon, overdue items and bills.

These brief messages won't include all the details like titles or due dates, but you can log into your account online to get full details, or call the library.

Text Alerts include:

- Item Ready for Pick-Up
- Courtesy Notice—Reminder that items are soon due
- 7 day Overdue Notice
- 14 day Overdue Notice
- 31 day Overdue Notice (*This reminder notes that items will soon be billed*)
- Bill Notification (*After 45 days overdue items are billed to account and include non-refundable fees for processing.*)

## What You Need

1. A text messaging-capable mobile phone
2. Subscription to text messaging (confirm with your cell phone service plan)

### *Please note:*

1. Text message charges from your cell phone carrier may apply.
2. The automated text message notices go out 7 a.m. - 10 p.m. seven days a week.
3. Replies to these texts are not received by staff.



## 3 Ways to Sign Up

1. **Call** the Library at (573) 686-8639
2. **Ask a Staff Member** to sign you up on your next visit
3. **Login to [poplarbluff.org/myaccount](http://poplarbluff.org/myaccount)**
  - Once logged in to your library card account, click the "Account Preferences" tab
  - Next select "Notification Preferences" and complete the three following fields:
    - Checkmark the "Notify by Text" box
    - Select 'Default Mobile Carrier' from dropdown menu
    - Enter your phone number (*Hint: use the full 10 digits of your phone #, no spaces, no dashes*)
    - Click Save



## FAQ's

### What if I switch phones but keep the same number?

If you switch to a new cell phone and the phone number remains the same it doesn't always transfer the service to the new phone. Please login to My Account and select your new 'Default Mobile Carrier' from the dropdown menu, or call the Library for assistance. Be sure to click Save to apply changes made in My Account.

### How do I report an issue?

If you are experiencing any issues with the service or you would like to make a suggestion for improvement, please email your comments to [library@poplarbluff.org](mailto:library@poplarbluff.org).

We are unable to tell if a text notice was sent or received. You can always sign up for Email Alerts, as an additional notification option to help you manage your library account easier on your phone, computer, office, or wherever you may be.

### How do I quit using the Library Text Alert service?

To end all text notifications, login to My Account and deselect 'Notify by Text,' or call the Library for staff assistance. Be sure to click Save to apply changes made in My Account.

### What if I do not receive my Text Alert messages?

If you do not receive your Text Alert messages, you might check that your phone number and default carrier are correct by logging into My Account, or by calling the Library. Some carriers might mark Text Alert messages from the Library as Spam. If this seems to be the case with your mobile carrier, consider signing up for Email Alerts.

## 3 Ways to Sign Up for Email Alerts

1. **Call** the Library at (573) 686-8639
2. **Ask a Staff Member** to sign you up on your next visit
3. **Login to [poplarbluff.org/myaccount](http://poplarbluff.org/myaccount)**
  - Once logged in to your library card account, click the "Account Preferences" tab
  - Verify your email address is correct
  - If not, click 'Change' next to Email Address to update or add your email address to your library card account
  - Next select "Notification Preferences"
    - Checkmark the "Notify by Email" box
    - Click Save



[www.poplarbluff.org/myaccount](http://www.poplarbluff.org/myaccount)