



### Text Message Notifications

Opt-in for our text notification service through Shoutbomb, in addition to regular notices. Text messages are sent from (833) 568.6649. **The Library charges no fee for text service, but standard text rates apply according to your cell phone service plan.**

#### Receive text messages on your phone when:

- Requested items are ready for pickup
- Items are due in two days
- Items are two days overdue

#### Send text messages to:

- Renew items
- View list of holds ready for pick up
- Cancel holds
- View list of items overdue
- Add multiple library card numbers to one number

#### How to receive text notices:

1. Come to the Library’s first floor Customer Services desk, update your online account by adding a text number or email your library card number to [library.customerservice@mountainview.gov](mailto:library.customerservice@mountainview.gov) and request text message notices.
2. By default, you will receive these notices: HOLD, OVERDUE, RENEW, ANNOUNCEMENTS.
3. Please note that you will also continue to receive email notices.



TEXT Command (not case-sensitive)	Description
HELP	Get list of command words
HELP+COMMAND	Get information on commands (listed below)
NOTICES	View which types of notices you are receiving
MYBOOKS	Status of all your library items
HL	List of hold items available for pick up
RL	List of items eligible for renewal. Text line # renew.
RI	List of items not eligible for renewal
RA	Renew all items
OL	List of overdue items
OI	List overdue items that can't be renewed
OA	Renew all eligible overdue items
ISBN+10 or 13 digit ISBN	Search Catalog for a book title
UPC+12 digit UPC	Search Catalog for a media title
HOLDS	Hold notices Opt In/Out
RENEW	Renew notices Opt In/Out
OVERDUE	Overdue notice Opt In/Out
CARDS	Display all library cards linked to text phone number