Text Message Notifications

The Mountain View Public Library offers a text notification service in addition to regular notices on an opt-in basis. Our vendor's product is called Shoutbomb.
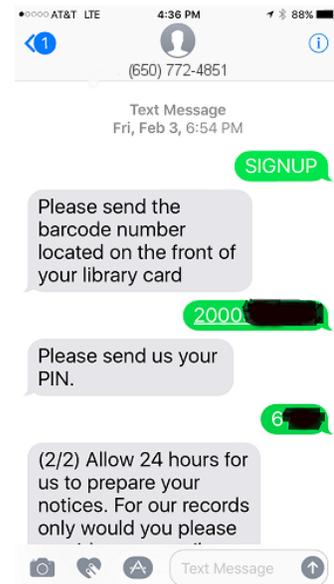
The Library charges no fee for this service, but you may be charged for text messaging according to your cell phone service plan.

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
- View list of items overdue
- Add multiple library cards to one phone number

Sign Up Using Your Cell Phone:

1. Create a text message with (650) 772-4851 in the To field and "SIGNUP" (Not case-sensitive) in the message field. Send the message.
2. Text your library card barcode when requested.
3. Text your PIN when requested.
4. You will then get a series of messages explaining how to use the service.
5. Text ADDCARD to add additional cards to this phone (need barcode & PIN)
6. By default these notifications are active: HOLD, OVERDUE, RENEW, ANNOUNCEMENTS, CLOSURE, and FEE (fines) notification is inactive.
7. Please note that response time varies and can take several seconds.
8. Technical issues? Email mvpl.support@shoutbomb.com
9. Library account issues? Email rebecca.gamboa@mountainview.gov – Customer Services Supervisor.

10/16/17

Subscribing and Unsubscribing Commands:
(Not case-sensitive)

TEXT Command	Description
SIGNUP+barcode#+PIN	Register for this text notices service
ADDCARD+barcode#+PIN	Add additional barcodes to your notification account
MYCARDS	Display all library cards linked phone
DROPCARD	Remove a secondary barcode
SWITCHPHONE	Change the phone number receiving texts
NEWPASS+card#+New PIN#	Update PIN# if you change it with the Library
QUIT+card#+PIN	Stop text notification service

Regular Commands:
(Not case-sensitive)

TEXT Command	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
IOWEU	View fines on account
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
FEES	Fee (Fines) notice Opt In/Out (not turned on by default)