

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. 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
- View list of items overdue
- Cancel holds
- Add multiple library card numbers to one phone number

How to receive text notices:

1. Come to the Library's 1st floor Customer Services desk or email your library card # library.customerservice@mountainview.gov to 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
MYCARDS	Display all library cards linked to text phone number