

## Shoutbomb Text Message Alerts for Eureka Library Cardholders

With the Library's new Shoutbomb text messaging service, you can use your mobile phone to ...

→ Receive text notices about: holds that are available, items that are due soon, overdue items, and fines.

→ Send a text to renew a loan. If the item is eligible for renewal, it will renew. If the item is not eligible for renewal, it will fail. Either result will be reported by text message.

The Library does not charge a fee for this service, but your mobile plan's regular text-messaging rates apply.

## What You Need

→ A mobile phone and wireless service that can send text messages to an email address.

→ The barcode number from your Library card (ten digits, Dxxxxxxxx), and the PIN for your library account.

## Signing Up

To get started, text the message:

### SIGNUP

to:

**rsacat@shoutbomb.com**

Then reply to the messages from Shoutbomb, asking for your library card number and PIN.

Once your Shoutbomb registration has been completed, you will automatically get text notices about holds to pick up, items that are due soon, overdue items, and fees. A text will be sent only when activity on your account triggers a message and will usually arrive around 9am.

## Basic Keyword Commands

You can text these commands to **rsacat@shoutbomb.com**; follow any instructions that are texted back to you:

### ADDCARD

Register an additional Library card for text messages on your phone.

### DROPCARD

Cancel text notices for a card added with ADDCARD.

### ZIPCODE #####

(Substitute your 5-digit zip code for #####.) Add your zipcode to match your phone with your home library. For future features.

### TEST

Test your connection to Shoutbomb.

### HELP

Get information about all Shoutbomb commands.

### RESEND

Get the last message from Shoutbomb again.

### Quit

Delete your mobile device from the Shoutbomb notice service.

## Replying to Notices

Your account notices will prompt you to respond with optional commands, including:

### HL

Get a list of holds that are ready for pickup. (Holds notice.)

### RL

Get a list of items you can renew. (Courtesy notice.)

### RA

Renew all eligible items. (Courtesy notice.)

### OL

Get a list of overdue items. (Overdue notice.)

## Message Settings

To view and change your Shoutbomb message settings, text these commands:

### NOTICES

See your current on/off status for each type of notice. Do this first!

### HOLDS

Toggles your holds notices off/on.

### RENEW

Toggles your courtesy notices (about items that are due soon) off/on.

### OVERDUE

Toggles your overdue notices off/on.

### FEES

Toggles your notices about fines and fees off/on.