



Text Message Notification FAQ

- **What are text message notices?**

Text message notices are an *opt-in* service that allows you to receive Library notices as text messages delivered to your mobile device.

- **What types of messages will I receive by subscribing to text message notices?**

If you are notified by text you will receive:

- Notices when items are automatically renewed for you,
- Reminder notices before your items are due,
- Notices when holds you have requested are available for pickup,
- Reminder notices when your card is up for renewal,
- Notices for overdue materials, and
- Notices for bills and lost or damaged materials.

The text messages you receive are to alert you of activity on your account. For more information, log into your account online or contact your local branch of the Palm Beach County Library System. View branch locations and hours:

<http://www.pbclibrary.org/locations>

- **What does it cost?**

The Library does not charge for the service, however standard text messaging rates may apply. Depending on your cellular phone plan, additional per-message and/or other charges may be assessed by your carrier. By switching to text message notices, you agree to accept responsibility for any charges you may incur.

- **How do I subscribe for text message notices?**

Simply fill out the online form: <http://mylibrary.pbclibrary.org/gogreen/SMSchange.php>

- **Can same mobile device be used to receive text message notices for more than one library card?**

Yes, however the notices are general alerts and no identifying information will be included in the notices.

- **When are text message notices sent out?**

Text Message notices start going out at 10:00 am EST.

- **Can I reply to the texts for more information or to renew materials?**

Not at this time. Any replies to the automated text notices will not be received or responded to.

- **Can I renew items via text message?**

Not at this time.

- **I subscribed, but I provided the wrong phone number/ my cell number changed. What should I do now?**

Simply complete the online form (<http://mylibrary.pbclibrary.org/gogreen/SMSchange.php>) again — it's that simple!

- **How do I unsubscribe from text message notices?**

You can stop receiving text messages and switch to email notification by completing the email notification form

(<http://mylibrary.pbclibrary.org/gogreen/ChangeMyEmailAddress.php>). For other notification method choices, call or visit your local branch of the Palm Beach County Library System. View branch locations and hours: <http://www.pbclibrary.org/locations>

- **I am not receiving notices. What should I do?**

If you are not receiving notices, please complete the online form (<http://mylibrary.pbclibrary.org/gogreen/SMSchange.php>) again to be sure you entered the correct phone number.

Some cell phone providers provide the ability to filter text messages. You may need to allow incoming messages from unknown addresses.

- **Will I receive notices by email, U.S. mail, or phone calls if I sign up for text message notification?**

No, choosing text notification as your notification method means all your notices will be sent via text message.