



Shoutbomb Text Messaging Alerts FAQs

Stay up-to-date on all your Library account activity! Sign up for this free service and receive updates on items on hold for you that are ready to be picked up, overdue notices, and courtesy notices for items that will be due soon. You can even send a text message to renew your items.

Sign up by texting the message **SIGNUP** to jolietlib@shoutbomb.com. See '**How do I send a text message to an email address?**' (below) if you need help sending a text message. The service will contact you back with further instructions to send your library card and PIN numbers. It's that easy!

By default, you will be signed up to receive messages when a hold is ready for pickup, two days before you have items due, and when your items are overdue. If you're happy with these settings, you're done! If you want to turn off one of these settings or use advanced features, keep reading.

What do I need to use the Shoutbomb service?

- You need a text messaging capable phone.
- You need to subscribe to text messaging. Check your cell phone service plan.
- Your phone must be able to send a text message to an email address.

How do I send a text message to an email address?

Nearly every text-capable phone has the ability to send messages to an email address.

Most Phone Types:

1. Go to Messaging and create a new Text Message.
2. Open up the Send To box to designate the recipient.
3. Some phones have a separate field for Email and Phone Number. If this is the case, enter jolietlib@shoutbomb.com in the Email field.
4. If not, look for a box that says 123 on the menu screen. (This means that you're entering a number to designate who you're texting.) Press the relevant button (typically the Shift key or one of the Option buttons) to switch this to ABC.
5. Enter jolietlib@shoutbomb.com as the designated address. Send the message SIGNUP to this location.
6. Add this contact info to your Address Book.

BlackBerry:

1. Click on Messages.
2. Press the BlackBerry button and select Compose SMS Text.
3. Select [Use Once]. When it asks "Which Type of Address?" choose Email.
4. Enter jolietlib@shoutbomb.com as the email address. Send the message SIGNUP.
5. Add jolietlib@shoutbomb.com to your Address Book.

Google (Android) Phones:

1. Open up Messaging and select Compose New Message.
2. Set jolietlib@shoutbomb.com as the recipient.
3. Set SIGNUP as the message text.
4. Save jolietlib@shoutbomb.com as a contact.

Apple iPhone:

1. Send a text message to 121.
2. In the body of the message, type jolietlib@shoutbomb.com SIGNUP.



Shoutbomb Text Messaging Alerts FAQs

How do I know if my phone works with the Shoutbomb service?

Send a text message with only the keyword TEST to jolietlib@shoutbomb.com. You should receive a short message “Test Successful”. This message indicates that your phone will work with the Shoutbomb service.

If you receive a reply telling you that *we could not understand your message*, this typically means you sent a keyword in the wrong format. For example, SIGNUP is correct while SIGN UP is not. Keywords must be one word only – no spaces or punctuation.

If you receive a message “This service is not compatible with your phone. We are aware of your issue and will reply shortly with more information.” Please, send an email to jolietlib.support@shoutbomb.com and tell us the make/model of your phone and your cell phone service provider.

How do I sign up for the Shoutbomb service?

The signup process involves three steps.

1. Send a text message with only the keyword SIGNUP to jolietlib@shoutbomb.com
2. You will receive a reply asking you for your library card number. Reply with only the information requested.
 - If you mistype the library card number or you accidentally omit a zero, for example, then you will receive an error message asking you for the number once again. Go back to your original message and compare what you sent with your actual card number. Make any necessary corrections and resend. If you resend the same number you will not receive a reply (see FAQ “What do I do if I don’t get a reply?” for an explanation)
3. If you have sent us a valid library card number you will receive a message asking for your email address.
4. You should reply with an email address or reply with NOMAIL. You will receive one final message completing the process.

What do I do if I don’t get a reply from the Shoutbomb service?

The Shoutbomb service processes all request within 60 seconds of receiving your message. We cannot guarantee timely delivery of messages once they have been sent. Your provider is responsible for delivering your message once you send it. Most providers deliver the messages promptly.

1. Wait and see if the reply arrives.
2. If after 4 hours you still have not received a reply, and then send the keyword RESEND to jolietlib@shoutbomb.com
3. You can only use the RESEND command once per day. This limitation is in place to protect from spam messages. If you do not receive a reply after 3 attempts over three days, then send an email detailing your issue to jolietlib.support@shoutbomb.com

What kinds of messages are available with the Shoutbomb service?

The Shoutbomb service can send the following types of messages:

- **Courtesy Notice** is a reminder that library items are due in the next few days
- **Overdue Notice** this is a reminder that library items are overdue
- **Fees/Fines Notice** is a reminder that there are Fees or Fines due for payment
- **Hold Notice** is a reminder that library items placed on hold are now available for pickup
- **Renewal** is a reminder that library items are due in the next few days and you can renew them



Shoutbomb Text Messaging Alerts FAQs

Can I choose which of the available messages are delivered by the Shoutbomb service?

By default each message type is turned on and eligible for delivery once you sign up. No further action is required. However, each message type delivered by the Shoutbomb service can be turned off any time after you sign up. Each message type has its own keyword and sending a text message with only this keyword to jolietlib@shoutbomb.com will turn each message type off. Sending the same keyword in text message again will turn it back on.

- Courtesy Notice, the keyword is **REMINDER**
- Overdue Notice, the keyword is **OVERDUE**
- Fees/Fines Notice, the keyword is **FEES**
- Hold Notice, the keyword is **PICKUP**
- Renewal, the keyword is **RENEW**
- Texting **ISBN + a 10 or 13 digit ISBN number** searches library catalog. Useful if you are in a bookstore and want to check library holdings.

How do I request a list of items I have on hold?

If you have items on hold that are available to be picked up you will receive a notification via text message. You have the option to reply with key phrase HL which is an abbreviation of hold's list. Once you send HL you will receive 1 or more messages that contain the title of the items you have on hold. In order to save on space we limit the length of the titles to 25 characters. That should be enough for you to recognize the item and at the same time reasonably limit the number of messages you receive.

How do I request a list of overdue items?

If you have overdue items you will receive a notification via text message. You have the option to reply with key phrase OL which is an abbreviation of overdue list. Once you send OL you will receive 1 or more messages that contain the title of the overdue items. In order to save on space we limit the length of the titles to 25 characters. That should be enough for you to recognize the item and at the same time reasonably limit the number of messages you receive.

How do I report an issue?

If you are having any issues with our service or you'd like to make a suggestion for improvement, then please send your comments to jolietlib.support@shoutbomb.com

How do I quit?

If you would like to stop using our service all you need to do is send the word QUIT to jolietlib@shoutbomb.com. You will receive a reply informing you that you have deleted from the system and that you will no longer receive any more text messages from us.