

Phone Renewals

Our phone notice system has been upgraded. Customers who receive phone notifications from Salt Lake County Library will continue to receive those notices, but incoming calls for account status or renewals has a new option – text messaging.

Customers who receive phone notices from us are eligible to use text commands from a text-enabled phone to renew items or check the status of their library account.

This is an optional service. If a phone notice customer does not wish to use text commands, they can contact Customer Service at 801-943-4636 to renew or check their account status.

Service Keywords/Commands: keywords that you can use to manage your account by texting them directly to (801) 474-7818.

Keyword	Description
HL	Text HL to see a list of your items available for pickup.
OA	Text OA to renew all eligible overdue items. (Some materials may not be renewable.)
RA	Text RA to renew all eligible items due 'soon'. (Some materials may not be renewable.)
MYBOOKS	View the items checked out, items available for pickup, and total fees/fines.
RESEND	View messages from the last 3 days.
IOWEU	View the current total fee/fines for each of the registered family cards.

Please contact Customer Service at 801-943-4636 if you have questions regarding this service.