

## Phone Accounts

Customers who receive phone notifications from Salt Lake County Library will continue to receive those notices, but incoming calls for account status are available through text messaging.

Customers who receive phone notices from us are eligible to use text commands from a text-enabled phone to 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 check their account status.

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

<b>Keyword</b>	<b>Description</b>
<b>HL</b>	Text <b>HL</b> to see a list of your items available for pickup.
<b>RI</b>	Text <b>RI</b> to request a list of items not eligible for renewal.
<b>OI</b>	Text <b>OI</b> to request a list of overdue items not eligible for renewal and due back to the library.
<b>MYBOOKS</b>	View the items checked out, items available for pickup, and total fees/fines.
<b>RESEND</b>	View messages from the last 3 days.
<b>IOWEU</b>	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.