

With Shoutbomb, you can receive text messages from the Library when:

- Items you requested are ready for pickup
- Items you borrowed are almost due
- Items you borrowed are overdue

From your Shoutbomb account, you can text the Library to:

- See what you have borrowed
- Renew your items, even if overdue
- Manage multiple library cards in one Shoutbomb account

Please note: The library does NOT charge a fee for this service, but your cell phone plan's text-messaging rates do apply.



How to Sign Up for Shoutbomb:

Text the word SIGNUP to (844) 213-2295. You will receive a reply asking for your library card number. Text your library card number (under the barcode). You will receive a confirmation text. You may opt in to receive library news alerts by texting the keyword WANEWS.

Shoutbomb Commands

General Services

ADDCARD – Add new card(s) to the same phone (e.g. spouse, children)

DROPCARD – Remove card(s) from phone

HELP – Request detailed descriptions and how to use each keyword

IOWEU – Request amount of current fines owed

MYBOOKS – Request a list of current account information (checkouts, holds, fines)

MYCARDS – Shoutbomb will return the registered card number(s) and expiration date(s) of the account(s)

NOTICES – Current status of all opt in/opt out service

QUIT – Opt out of the text messaging service

RESEND – Resend the last message(s) from Shoutbomb

SIGNUP – Register for text messaging service

TEST – Test your connection to Shoutbomb service

MAADULT - Register to receive alerts about services for adults

MATEEN - Register to receive alerts about services for teens

MAKID - Register to receive alerts about services for babies to middle-school

MANEWS - Register to receive important updates from the library (i.e. emergency closings)

Hold Commands

HL – Request a list of your items currently on the hold shelf

HOLDS – Toggles hold notices on or off

Renewal Commands

ALL – Request to renew all eligible items, including overdues

OA – Request to renew all overdue items

OI – Request to show overdue items NOT eligible for renewal

OL – Request for list of eligible overdue items to choose to renew

OW – Request for reasons WHY overdue items not eligible to renew

RA – Request to renew all eligible items (not overdues)

RENEW – Toggle notification on or off for due date warnings

RI – Request to show items NOT eligible for renewal
RL – Request for list of eligible items (not overdues) to choose to renew
RW – Request for reasons WHY items not eligible to renew

Frequently Asked Questions

When will I receive texts?

Overnight processing sends texts only when activity on your account triggers a message. These are sent between 7 a.m. and 9 a.m. As items are put on the hold shelf during the day, text notifications are sent hourly.

What if I switch phones but keep the same number?

If you switch to a new cell phone and the phone number remains the same, it won't always transfer the service to the new phone. Text the keyword SWITCHPHONE to (860)345-1307 and follow the prompts.

How do I report a problem?

If you are experiencing any issues with the service or you would like to make a suggestion for improvement, please text/email your comments to lion.support@shoutbomb.com.

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

If after 4 hours you have not received a reply, send the keyword RESEND to (860)345-1307. If you do not receive a reply within a day, send an email detailing the problem to lion.support@shoutbomb.com.

How do I opt out of the Shoutbomb service?

To end all text notifications and cancel your registration, text the message QUIT to (844) 213-2295 and follow the prompts.