



Shoutbomb FAQ

What is the Shoutbomb service?

This service allows the library to send messages to all text messaging enabled phones. In addition, patrons can send text messages, using pre-selected keywords, to the Shoutbomb service requesting additional information from the library

What kinds of messages are available with the Shoutbomb service?

The Shoutbomb service can send the following types of messages:

- Courtesy Notice, this 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, this is a reminder that there are Fees or Fines due for payment
- Hold Notice, this is a reminder that library items placed on hold are now available for pickup
- Renewal, this is a reminder that library items are due in the next few days and you can renew them
- ISBN, if you are at the bookstore and you want to find out if your local library has the book.
- Broadcast, send impromptu text messages to your patrons

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 know if my phone works with the Shoutbomb service?

Send a text message with only the keyword TEST to CLEO@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 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 CLEO.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 CLEO@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. If you prefer not to share your email address then reply with NOMAIL.



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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 can't guarantee timely delivery of **your message to us**. Your provider is responsible for delivering your message once you send it. Most providers deliver the messages promptly.
 - We can't guarantee timely delivery of **our message to you**. Your provider is responsible for delivering our message once we send it. Most providers deliver the messages promptly.
1. Wait and see if the reply arrives.
 2. If after 30 minutes you still have not received a reply, and then send the keyword RESEND to CLEO@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 CLEO.support@shoutbomb.com.

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 CLEO@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

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 CLEO.support@shoutbomb.com.

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?



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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.

What languages are supported?

The initial release of our software supports English and Spanish. We will add additional languages if our customers request them. In order to use another language you must send the appropriate keyword that corresponds to the English equivalent. Below are the Spanish translations for each of the English keywords. Please note in some cases the keywords are always in English

English	Spanish
SIGNUP	REGISTRESE
QUIT	SALIR
REMINDER	RECORDATORIO
OVERDUE	ATRASADO
FEES	TASAS
PICKUP	RECOGER
RENEW	RENOVAR
RESEND	REENVIAR
SWITCHPHONE	CAMBIARTELEFONO
IOWEU	TEDEBO
HELP	AYUDA

How do I quit?

If you would like to stop using our service all you need to do is send the word QUIT to CLEO@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.