



THE
PUBLIC
LIBRARY
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Hamilton County

Connecting people with the world of ideas and information

For Immediate Release

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Press
Release

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Use Library's Email or Automated Phone Service Notification Paper Notices to Be Eliminated June 1

Looking for a quick and easy way to find out when the materials you put on hold are available? Customers of the Public Library of Cincinnati & Hamilton County can sign up for email or telephone notification service, and these notices will be delivered directly to your inbox or voice mail. Signing up for this convenient service is easy—use a convenient online form by visiting the Library's web site at www.CincinnatiLibrary.org, or contact the Main Library's Circulation Services Department (513-369-6913) or any neighborhood branches. It's that easy.

"Paper notices will be eliminated effective June 1," said Main Library Services Manager Greg Edwards. "E-mail or automated telephone notification is much faster, more reliable, and less expensive. The Library can now deliver all notices by email or automated telephone, eliminating the need for printing and mailing all paper overdue and hold pick up notices. An added bonus for email subscribers is that a courtesy notice will be sent to your inbox two days before your items are due."

What does it mean to you if you are now receiving your notices by U. S. Mail?

- If you currently receive your notices in *paper* delivered by U.S. Mail, you will automatically be switched over to *automated telephone* notification on June 1, 2005.
- If you currently receive your notices by *email* or *automated telephone*, you will continue to receive your notices in this manner.
- If you would like to start receiving your notices by *email*, visit or call your local branch, or call (513) 369-6913 and request this change be made. You can also go online at <http://www.cincinnatilibrary.org/account/> and update your account at any time.
- Because hold pick up notices will be delivered to you much more quickly, we are shortening the time your items will be held at the pickup location to seven days.

How does email notification work?

- A message is sent to your email address alerting you that an item(s) is overdue or a hold you requested is available for pick up.
- Notices are emailed overnight and in your inbox the following morning.
- You must have an active email address to receive email notification.
- If you choose to subscribe to this service, your email address will only be used for Library correspondence. It will not be sold or given to third parties. The Library will not change the way in which it uses any personal information. To ensure that your spam-filtering software does not block the email notices, please configure your spam filter to receive messages from the following email address: patronnotices@cincinnati.org.

How does automated telephone notification work?

- Calls are made to your home, office or cell phone alerting you that an item(s) is overdue or a hold you requested is available for pick up.
- Calls are made Monday – Friday, 9:00 a.m.– 8:00 p.m. and Saturday & Sunday, 10:00 a.m.–8:00 p.m.
- An answering machine or automated voicemail system can accept these calls if no one is home during these hours.

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✓ **Information about events at the Main Library and 41 branch libraries is available on the Internet site: www.CincinnatiLibrary.org.**