



## RICHMOND PUBLIC LIBRARY

Title: Email and Text Message Notification Policy

Policy Number: 05.08    Revised Date: 07/23/2025

Richmond Public Library offers the convenience of receiving library notices via email and text message for upcoming due dates, overdue items, and hold availability.

Please be aware that reminder and overdue notices are provided as a courtesy service.

The Library will send email or text notifications to patrons who complete the Email/Text Notification Form or request this service when registering for a library card in person. While we strive for reliable delivery, the Library cannot guarantee receipt of these messages. **Failure to receive a notification does not absolve the patron of their responsibility to return items by their due date and/or any fees or replacement costs.**

All email notifications will be sent from the email address: Richmond Public Library (<[sirsi@voyager.sirsi.net](mailto:sirsi@voyager.sirsi.net)>), with the subject line: "Library notice". To ensure you receive these important updates, please add this email address to your trusted senders list or address book to prevent notices from being blocked or directed to your spam or junk email folders.

Patrons wishing to update their existing email address or phone number for text notifications, modify their notification preferences, or discontinue email and text message notifications can do so by visiting any Richmond Public Library location.

---

Approved: February 2012  
Revised: July 23, 2025