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## Library transitioning to automated messages

St. Mary's County Library Director Kathleen Reif announces that beginning October 14, the library will be implementing a new improved system to notify customers when their requested items are available for pick up. An automated phone service will be used to notify customers of all requested items unless they request to be notified by email which is currently available.

The new automated calls will be made between 4 p.m. and 8 p.m. daily. No calls will be made on week-ends and holidays. To protect the individual's privacy, the title and item details will not be stated in the message. The email notification is sent earlier in the day between 11 a.m. and 3:30 p.m. and also is sent out daily including the week-ends, but not holidays.

For those customers who prefer not to receive the automated phone message or email, they can check their accounts using the library's website, [www.stmalib.org](http://www.stmalib.org).

"We are always striving to improve our library services to our customers. This new phone service will be more efficient and will allow our customers to be notified quicker than when staff was making the calls," comments Reif. "Using this new service will also free up staff to better serve the customers during their library visits."

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