

Messaging Terms and Conditions

The Southern Maryland Regional Library Association, Inc. maintains public library messaging communication services on behalf of the public libraries in Calvert, Charles and St. Mary's counties. Messaging services are provided in-house and through a third-party vendor (Unique Library, MessageBee) [<https://smrla.org/vendor-privacy-policies/>] and cover various methods of notification including automated telephone calls, emails, text messages, and mailed notices. Opting into notifications may cause message and data rates to apply.

Upon opting into messaging communications during registration in COSMOS or with assistance from library staff, our system will call or send email/text messages to you about Held items, Almost Overdue items, Overdue items, Lost items, charges in relation to your account and any upcoming expiration notices. Anyone who has not opted in will get a limited selection of notices mailed to the address provided during registration.

For accounts with pending notifications:

- * Email and text messages are sent out at 8 a.m. daily, with Held item notices going out more frequently as holds become available for you.
- * Automated telephone calls go out between 4 p.m. and 8 p.m. daily.
- * Mailed messages are sent daily.

Please access your COSMOS account

[<https://catalog.somd.lib.md.us/polaris/patronaccount/default.aspx>] and update your preferences or reach out to staff at your local library [<https://cosmos.somd.lib.md.us/contact-us/>] to opt out.

For those who do not have an account in the region, please reach out to the Southern Maryland Regional Library Association, Inc. [<https://smrla.org/contact-us/>] or Text STOP to cancel text messages.