



204-986-4657 TELEMESSAGING

Review Your Account • Renew Materials • Check on Requests by Phone

TeleMessaging is Winnipeg Public Library's automated self-service phone system. You can do many common account activities with *TeleMessaging*, simply by using a phone.

Getting Started

You will need your library barcode number, which is on the front of your library card.

► Dial in to TeleMessaging:

204-986-4657 (in Winnipeg)
1-866-826-4454 (Canada/U.S., toll free)

► Choose from English or French.

► Choose from these account options:

- 1 Renewals
- 2 Holds (items waiting to pick up)
- 3 Account status (including fines and other fees)
- 4 Holds and items on loan.
- 6 Customize the recording of your name.
- 7 Access another library account.

About Each Option

1 - Renewals

You have three choices.

1. You can choose to renew one item at a time, by entering the item's barcode.
2. You can choose to renew all items (as long as they allow renewals).
3. You can hear a list of current items checked out with their due dates. You can then renew them. The new due date will be given when you renew.

TeleMessaging will not allow you to renew an item when:

- The item does not allow renewals (e.g., Book Club Kits)
- The item has reached its maximum number of renewals
- The item is on hold for another person
- The borrower owes over \$15
- The borrower's card has expired or will expire before the new due date

2 - Holds

Use this option to hear a list of titles on hold for you and the pick up location. You may also choose to cancel the hold.

3 - Account Status

Use this option to hear how many titles are currently checked out to you, how many titles are on hold for you, and if you owe any fines or other charges to the library.

4 - Holds and Items on Loan

Use this option to hear the due dates of your items. You can also hear the location and expiry date of any requests ready to be picked up. You may also choose to renew items (as long as they allow renewals) and to review and cancel holds you no longer wish to receive.

6 - Customize the recording of your name

Use this option to record your name. *TeleMessaging* will then pronounce your name as you have recorded it when you are called for messages.

7 - Access another library account

Use this option to enter another library account.

To end the call, at the main menu press the * key.

- *TeleMessaging* is available 24 hours a day except for Mondays and Wednesdays from midnight to 9 a.m. To avoid overdue fines, renew your items before midnight on the due date.
- Did you know that you can manage your account online as well? Go to **winnipeg.ca/library** and select 'My Account'. You can review your account, renew items, cancel or suspend requests, pay fines and fees and so much more!
- Did you know that you can have your library account set to email notification instead of phone? With email notification, you will receive all library notices by email and you will also receive a courtesy email reminder three days before an item is due.