

## Messaging Terms and Conditions for Manhattan Public Library SMS Service

Last Updated: 01/22/2025

### 1. Service Description

Manhattan Public Library (located at 629 Poyntz Ave, Manhattan, KS 66502) offers an SMS notification service to deliver account-related updates and essential notices. By opting in, you agree to these terms. This service is used exclusively for patron-signed notifications and never for solicitation.

### 2. Types of Messages

You may receive the following types of messages:

- **Customer Care/Account Notifications:** Notices include overdue notices, hold request alerts, fee reminders, almost-due reminders, and inactive account updates.

### 3. Message Frequency

Message frequency may vary based on your account activity (e.g., overdue items, holds, or fees).

### 4. Message and Data Rates

Standard message and data rates from your mobile carrier may apply. Manhattan Public Library is not responsible for charges incurred.

### 5. Patron Support

For assistance, you can:

- Text **(785) 789-3270** for support.
- Use our **chat services** at [MHKLibrary.org](https://www.mhklibrary.org).
- Email us at [refstaff@mhklibrary.org](mailto:refstaff@mhklibrary.org).
- Visit us **in person** at 629 Poyntz Ave, Manhattan, KS 66502.
- Call us at **785-776-4741**.

Please note that carriers are not liable for delayed or undelivered messages.

### 6. Opting Out

To stop receiving messages:

- Text **STOP** to (785) 776-4741 at any time (confirmation will be sent).
- Log in to your account via the **library catalog** to adjust notification preferences.
- Call **785-776-4741** or visit us in person for assistance.

**Privacy**

Manhattan Public Library respects your privacy. We will not sell or share your phone number with third parties, except as required to deliver this service.

**Carrier Responsibility**

This service depends on your carrier's network availability. Delivery delays or failures are outside our control.

**Changes to Terms**

Manhattan Public Library reserves the right to update these terms. The latest version will be posted on our website under <https://mhklibrary.org/policies/>.

**Contact Us**

Questions? Visit us at 629 Poyntz Ave, Manhattan, KS 66502, call **785-776-4741**, email [refstaff@mhklibrary.org](mailto:refstaff@mhklibrary.org), or visit **MHKLibrary.org**