FAQs for Text a Librarian

1. **How can I text a question to a librarian?**

   Text us at **66746**, keyword **asktrex**

   To send us a question via text messaging from your cell phone **Text 66746** and start your first message with the keyword **asktrex** followed by a space. Type your question and press "Send." **Example:** asktrex What time do you close on Friday night?

2. **Who can use this service?**

   Text a librarian is available to the entire DeSales community.

3. **When should I use this service?**

   The service is good for asking quick, simple questions that can be answered in short responses (160 characters or less). More involved questions that require longer responses should be directed to our Research Assistance Program (RAP). **Staff will not answer questions about your Library Account through text messaging. To renew your books go to** [http://trexler.desales.edu/patroninfo](http://trexler.desales.edu/patroninfo)

4. **What do I need to use this service?**

   You need a cell phone that is enabled to send and receive text messages.

5. **What does the service cost?**

   Trexler Library, DeSales University, does not charge for this service nor receive revenue from any cell phone provider. Cell phone providers generally charge customers for sending and/or receiving text messages. These charges vary from plan to plan and from provider to provider. Consult your cell phone service provider for details about charges for text messaging on your service plan. Trexler Library at DeSales University assumes no responsibility for any charges your cell phone provider may assess you for sending or receiving messages while using this service.

6. **What information should I supply?**

   Start the body of the text with the keyword asktrex then a space, followed by your question. **Example:** asktrex What databases do you have for business? Send your text to **66746**.
7. **How long does it take to get a response?**

   During our hours of operation, we will try to respond to your question within two hours. Questions received after hours will be answered when service hours resume. If you do not receive a response to your question within 48 hours, it may be due to a telecommunications problem, so you may want to resubmit your question [Ask A Librarian](#) or phone (610.282.1100 x 1266). The library is not responsible for text messages that are not received by the library or delays due to telecommunications carrier or Internet connectivity delays or failures.

8. **Are my questions private?**

   Your privacy is important to us, and Trexler Library is committed to protecting the privacy of users of our collections and services. The Text a Librarian service collects limited personal information in order to respond to questions submitted by patrons and gather general usage and quality statistics. All text messages sent to and from the Text a Librarian service are directed through standard telecommunication and Internet channels. The Email-to-SMS server that processes the Trexler Library Text a Librarian text messages is maintained by textalibrarian.com. Their Privacy Policy is available at [http://textalibrarian.com](http://textalibrarian.com)

9. **Do I need to include “asktrex” in all messages?**

   No. You only need to include [asktrex](#) for the first question you send to us.