

Where is my Hold Notice?

The Library is aware that there is currently an issue with some cell phone users receiving their hold notice message when voice mail picks up the call. We have contacted the vendor to report the problem and are awaiting their response or solution.

In the meantime, it is recommended that cell phone users do the following:

Add 513-204-5815 (the number from which our telephony service runs) to your contacts in your cell phone as “MPL Holds” or something you will recognize as your holds notification from the Library.

That way if you receive a missed call it will not be from an unknown number but will identify itself as MPL Holds in your missed call log on your cell phone. You can then look at the time/date stamp on your call log and see that you have a hold.

If you have added 513-204-5815 to your call block list on your cell phone you will need to remove it to receive calls.

If you use a landline and a call blocking device/service:

This could interfere with you receiving your hold notifications. If you have blocked 513-204-5815 you will need to unblock it to receive hold notifications.

It is always a good idea to monitor your patron record via our PAC