

Not Receiving Email Notices?

- **Make sure we have your current email address in your account.** Ask staff to check your account or you may login to 'Your Account' (<https://youraccount.youranswerplace.org>) to check that your email address is correct (under 'Personal Information'). If it is not correct, please update.
- **Check your spam or filter settings.** If your email address is correct in your account, you may need to change your email account settings to make sure that all emails from the library are always allowed through and are not being blocked by a spam filter. This varies by provider so you may need to check your provider's 'Help' files.
- **Add library email address to your 'Contacts'.** If you add the applicable library email addresses to your safe senders list or address book or 'Contacts', the emails should be allowed through to your inbox. By adding these to your Contacts, you are informing your email provider that these are recognized email addresses and to accept any messages from them.
- **Email notifications are sent from the following email addresses.**

Overdue Notices	libraryaccount@stchlibrary.org
Due Date Reminders	libraryaccount@stchlibrary.org
Library Newsletters	librarynewsletter@stchlibrary.org

'Reserve Available for Pickup' Email Notifications: Email will be sent from an email address specific to the pickup branch you designated when placing the reserve and if you selected to be notified by email (versus by phone).

If your Pickup Branch is:	Reserve Notification Email will be sent from:
BT: Boone's Trail Branch	sccld15@stchlibrary.org
CP: Corporate Parkway Branch	sccld09@stchlibrary.org
DE: Library Express Discovery Village	sccld25@stchlibrary.org
DR: Deer Run Branch	sccld07@stchlibrary.org
KR: Kisker Road Branch	sccld06@stchlibrary.org
KL: K. Linnemann Branch	sccld10@stchlibrary.org
MY: McClay Branch	sccld14@stchlibrary.org
MK: Middendorf-Kredell Branch	sccld13@stchlibrary.org
NC: North County Branch	sccld11@stchlibrary.org
SC: South County Branch	sccld12@stchlibrary.org
SP: Spencer Road Branch	sccld08@stchlibrary.org
WH: Library Express WingHaven	sccld16@stchlibrary.org

Library Program Registration & Special Events Email Notifications: A confirmation email will be sent when you register online for specific library programs or events. On occasion, the library may email you information about upcoming library programs and special events. These emails may be sent from one of the following email addresses:

Library Program Registration	libraryprograms@stchlibrary.org
Upcoming Programs & Events	librarynewsflash1@stchlibrary.org
Upcoming Programs & Events	librarynewsflash2@stchlibrary.org