

**westchester**  
LIBRARY SYSTEM

Empowering libraries. Empowering communities.

**Digital Resources: Let's Troubleshoot!**

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# Troubleshooting Agenda

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- Core Strategies
- Account helps – usernames, emails, passwords
- Search
- Checkouts
- Holds Downloads
- Streaming services and devices

**Poll #1: What's the app that you help patrons with most often?**

- Libby
- Hoopla
- Kanopy
- Comics Plus
- Other

# General Strategies

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When helping a patron, first smile - even if you're on the phone.

Ask whether

- they're on a computer or mobile app
- using iOS or Android

There are a few differences in displays which may result in workflow variations.

Work backwards and take one step at a time, from least to most intrusive step if needed.

- Close and reopen a tab
- Close and reopen a Window
- Close and reopen an app
- Shut down/restart your computer/device



# General Strategies

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In most instances, staff should check for possible issues with the patron's library card. Then the patron can

- log out of the app and log back in
- test login in a browser on the service's website or the OPAC
- uninstall and reinstall the app to resolve most issues (other than known bugs)
- restart their device
- check for and install device updates (and set them to automatically update so important security updates are installed automatically)

For a browser-based service, clear the browser cache to see if that resolves the issue

**Poll #2: What operating system/device do you help patrons with most often?**

- iOS
- Android
- Kindle Fire
- Kindle ebook reader
- Other

# Account Helps

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**Username**

**Passwords**

**Displays**

**Common Fixes**

- Libby – merge old and new card numbers
- Hoopla – update card number/PIN in settings
- Kanopy – update email “Library Card”
- WLS App – user display may be set to a high resolution so that the Verify button doesn’t display. Check device settings
- In a browser – clear the browser cache and sign in again

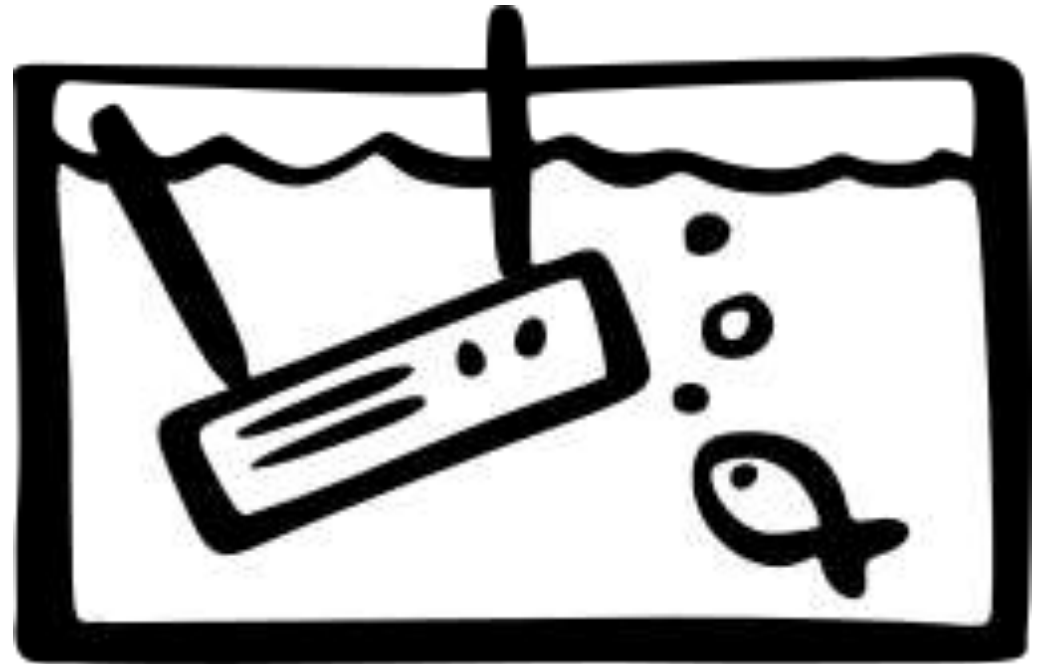
**Poll #3 Do you know who can merge Libby accounts at your library?**

- Yes
- No
- Not sure

# Downloads

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- Check WiFi connection
- Check settings for only download when connected to wifi
  - In app
  - In device settings

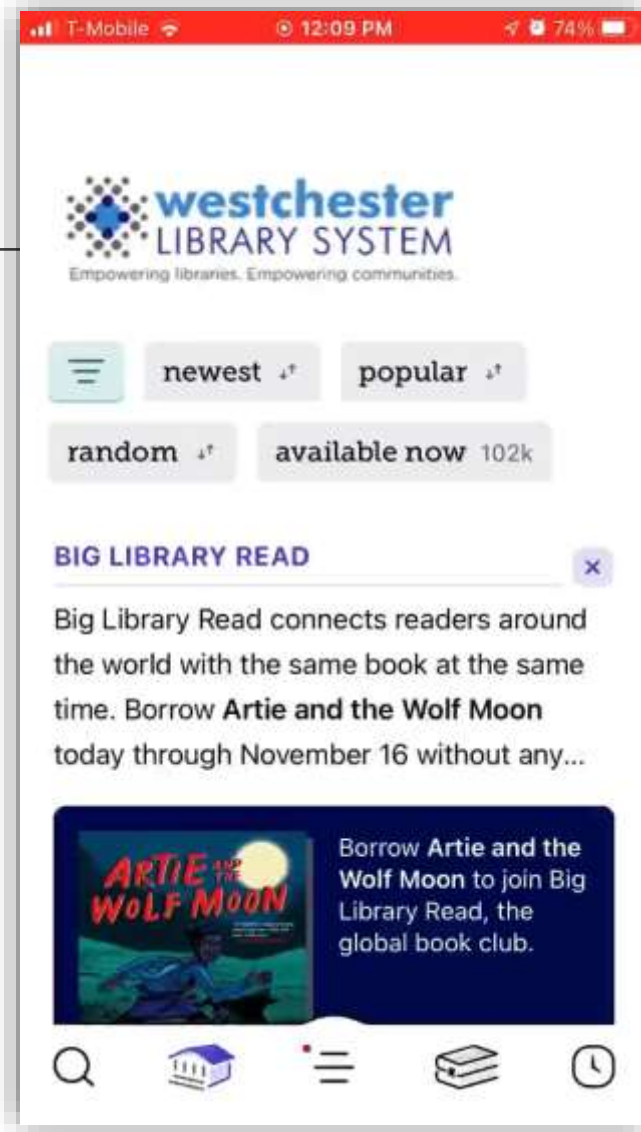


# Libby

Use the 3-line button at the bottom of the screen to

- Add/remove cards
- Get help
- See settings and
  - Sync to another device
  - Set up accessibility
  - Manage Notifications
  - Choose a language

[View Libby App Video on YouTube](#)



## Patron Help

- [Troubleshooting](#)
- [Help videos](#)



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# Hoopla

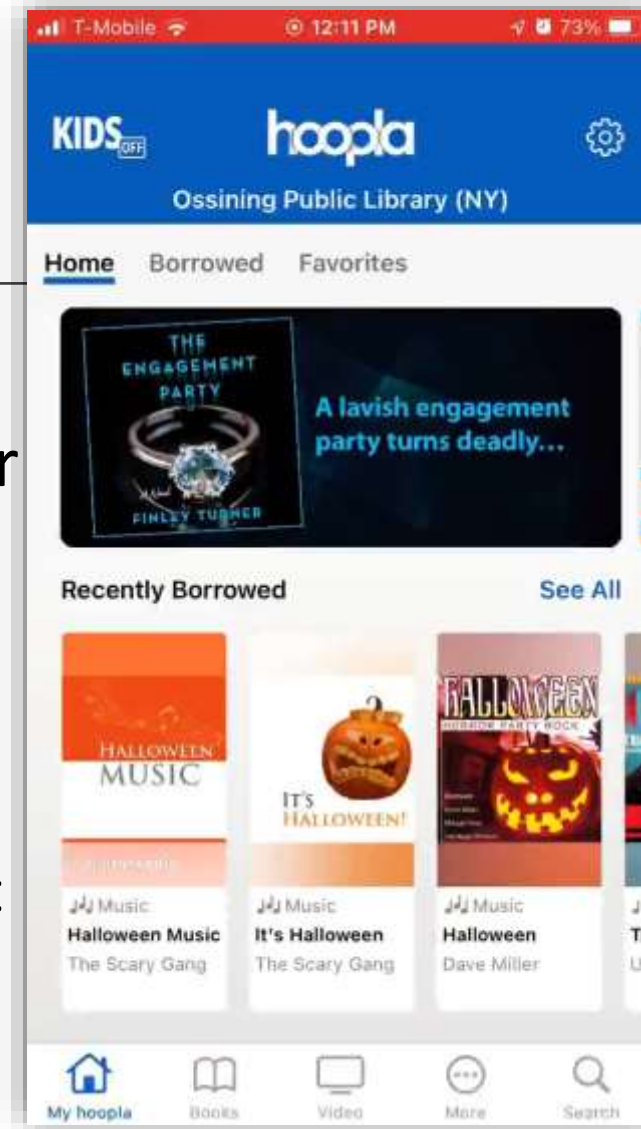
Use the Settings cog\* to

- Check library card number
- Check PIN
- Check Library
- Check email address

\* In iOS, in the top right corner

\* In Android, in the bottom right

[View hoopla App Video on YouTube](#)



Patron Help

- [Hoopla Patron Help](#)
- [Hoopla Support](#)



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# Kanopy

Use the More link\* to

- Check “Memberships”
- Link devices, like TVs
- Check parental controls

\* In the bottom right corner

[View Kanopy App Video on YouTube](#)



Patron Help

- [Kanopy Help](#)
- [Kanopy Troubleshooting](#)



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# Web-based services

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## LinkedIn Learning

- In a browser, clear cache and retry login
- In App, when a Patron logs in first on a desktop computer and then wants to use the app, there is a screen to *Enter your Library ID*. They enter *westchesterlibraries* so it looks like: <https://www.linkedin.com/learning-login/go/westchesterlibraries>  
When they tap *Continue*, they will be able to enter their library card number and PIN and log in to the mobile app.

## Tumblebooks

## Tutor.com

## NOVELny Access

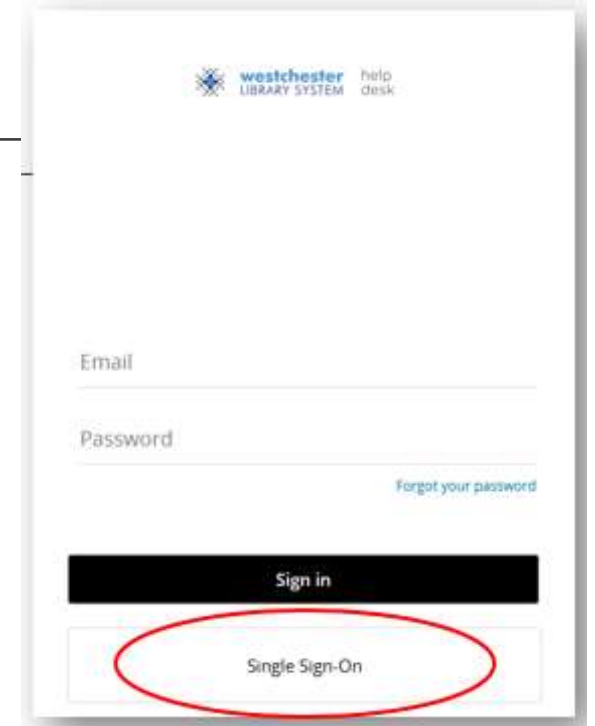
- In state with geolocation
- Outside state with Library card & PIN or Drivers license

# The Help Desk

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From any browser,

1. Go to <https://westls.samanage.com>
  2. Scroll down and click **Single Sign-on**
  3. Enter your AD/VDI/Evergreen username in the “long format”  
*firstname.lastname@westchesterlibraries.org*
  4. Enter your AD/VDI/Evergreen password.
  5. Click **Sign in**. The SolarWinds Service Portal displays.
- Use the Knowledge Base to search or browse for articles
  - Submit a ticket
  - View and update your tickets



westchester LIBRARY SYSTEM help desk

Email

Password

[Forgot your password](#)

Sign in

Single Sign-On

# WLS eResources Support

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## On the IT Wiki

- [WLS eContent Staff Synopsis 2023](#) a printable chart for staff
- [Staff Training and Marketing](#)
- [Patron Support For Digital Resources](#)

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# Q & A

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Your questions?

