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Digital Resources: Let's Troubleshoot!

Troubleshooting Agenda

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

Poll #1: Which apps have you used in the last month?
- **Libby**
- **Hoopla**
- **Kanopy**
- **Medici.tv**
- **The Shelf**
- **Mango Languages**
- **Comics Plus**
- **Other**

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Core Strategies

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

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First Questions

Poll #2: Which app do you help patrons with most often?
- Libby
- Hoopla
- Kanopy
- Medici.tv
- The Shelf
- Mango Languages
- Comics Plus
- Other

Poll #3: What operating system/device do you help patrons with most often?
- iOS
- Android
- Kindle Fire
- Kindle ebook reader
- Other

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General Strategies

In most instances, first 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

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Account Helps

Usernames
Passwords
Displays

Poll #4 Do you know who can merge Libby accounts at your library?
- **Yes**
- **No**
- **Not sure**

When a patron's card number changes, in
- Libby – merge old and new card numbers in OverDrive MarketPlace
- Hoopla – in hoopla Settings, update card number/PIN in settings
- Kanopy – in My Account, update email address
- WLS App – if the *Validate* button doesn't display, ask the patron to go to their settings and lower the screen resolution or reduce the font size after the setup is complete. WLS Mobile App Essentials
- In a browser – clear the browser cache and sign in again

Downloads

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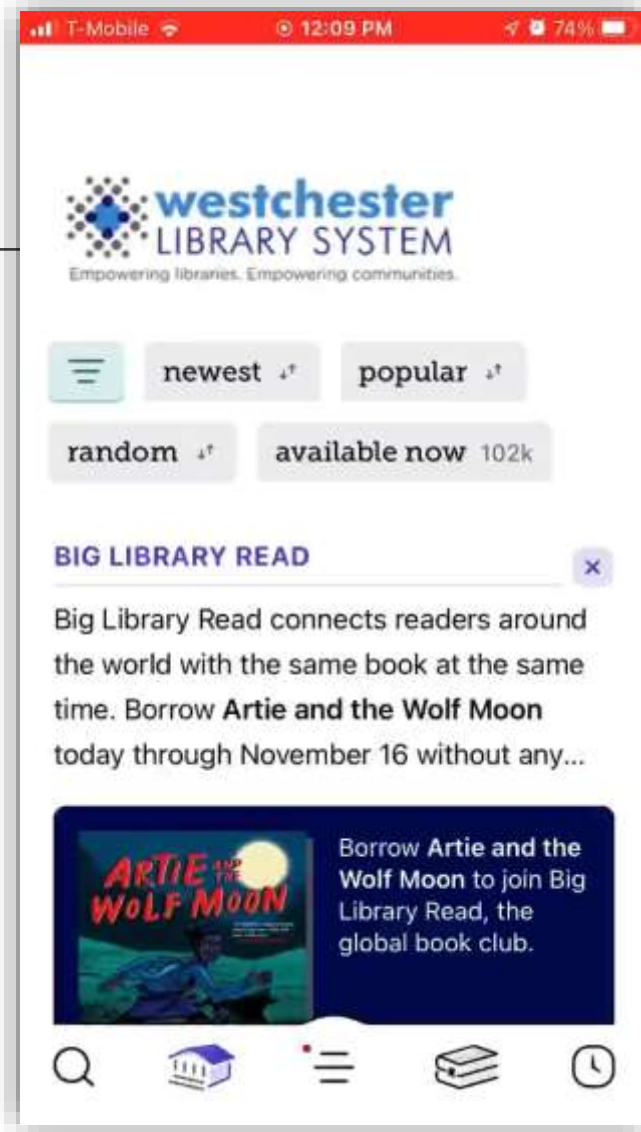

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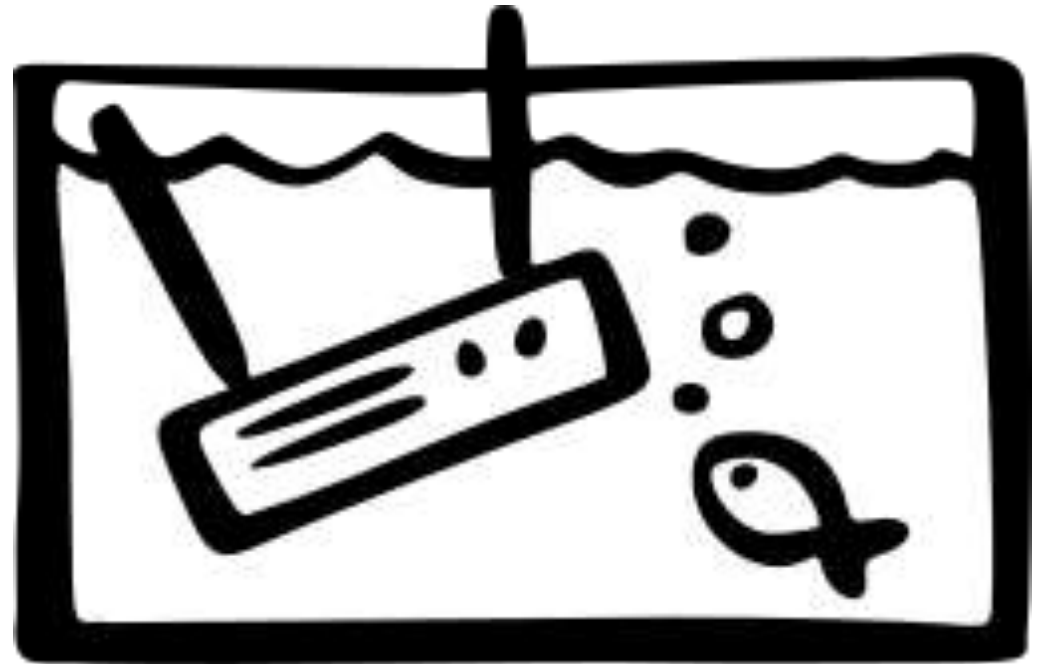
Libby

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](#)

Hoopla

Use the Settings cog in the bottom right corner to
- Check library card number
- Check PIN
- Check Library
  The library must match the 5-digit barcode prefix in order for the patron to checkout
- Check email address

Patron Help
- Hoopla Patron Help
- Hoopla Support
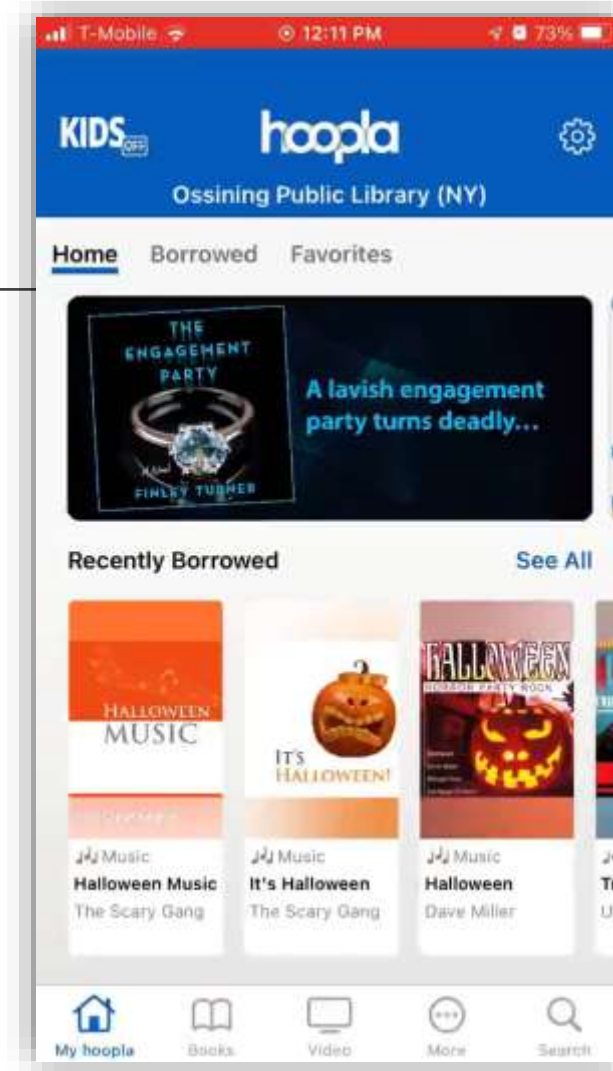
View hoopla App Video on YouTube

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Kanopy

Use the More link in the bottom right corner to
- Check "Memberships"
- Link devices, like TVs
- Check parental controls

View Kanopy App Video on YouTube

Patron Help
- Kanopy Help
- Kanopy Troubleshooting

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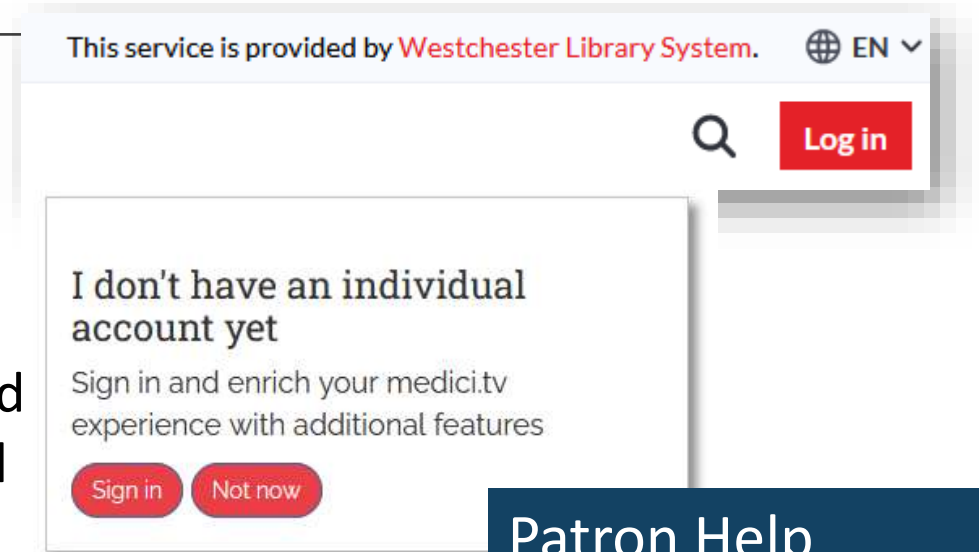
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Medici.tv EDU

To use the app*,

1. a patron logs into Medici.tv in a browser with their library barcode ID and PIN
2. then they use the Log in button to set up an individual account with an email and password
3. they then log into the app using the individual account email and password they set up

*available for iOS; Android version coming fall 2024

Library patrons use the **medici.tv EDU** app. If a patron sees requests for payment, they are using the subscription app. They need to uninstall and install the correct app.

This service is provided by Westchester Library System. ⊕ EN ∨

Log in

I don't have an individual account yet

Sign in and enrich your medici.tv experience with additional features

Sign in   Not now

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Medici.tv
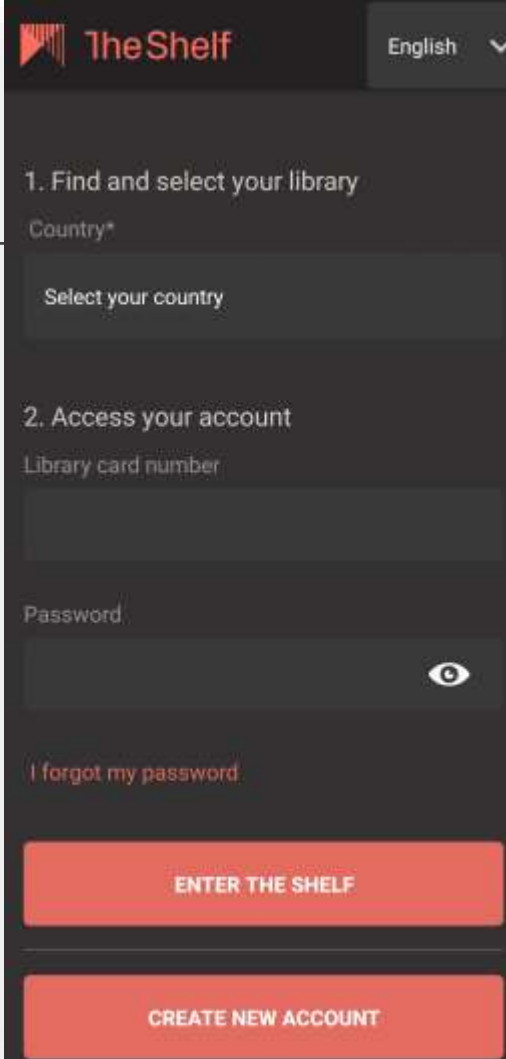
The Shelf

To get started in the app,
1. Fill in the form using a library card and PIN to create a new account and set up an email account and password.
2. Then log in using the card number and password.

Patron Help
The Shelf

Web-based services

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/<mark>westchesterlibraries</mark>
  When they tap *Continue*, they will be able to enter their library card number and PIN and log in to the mobile app.

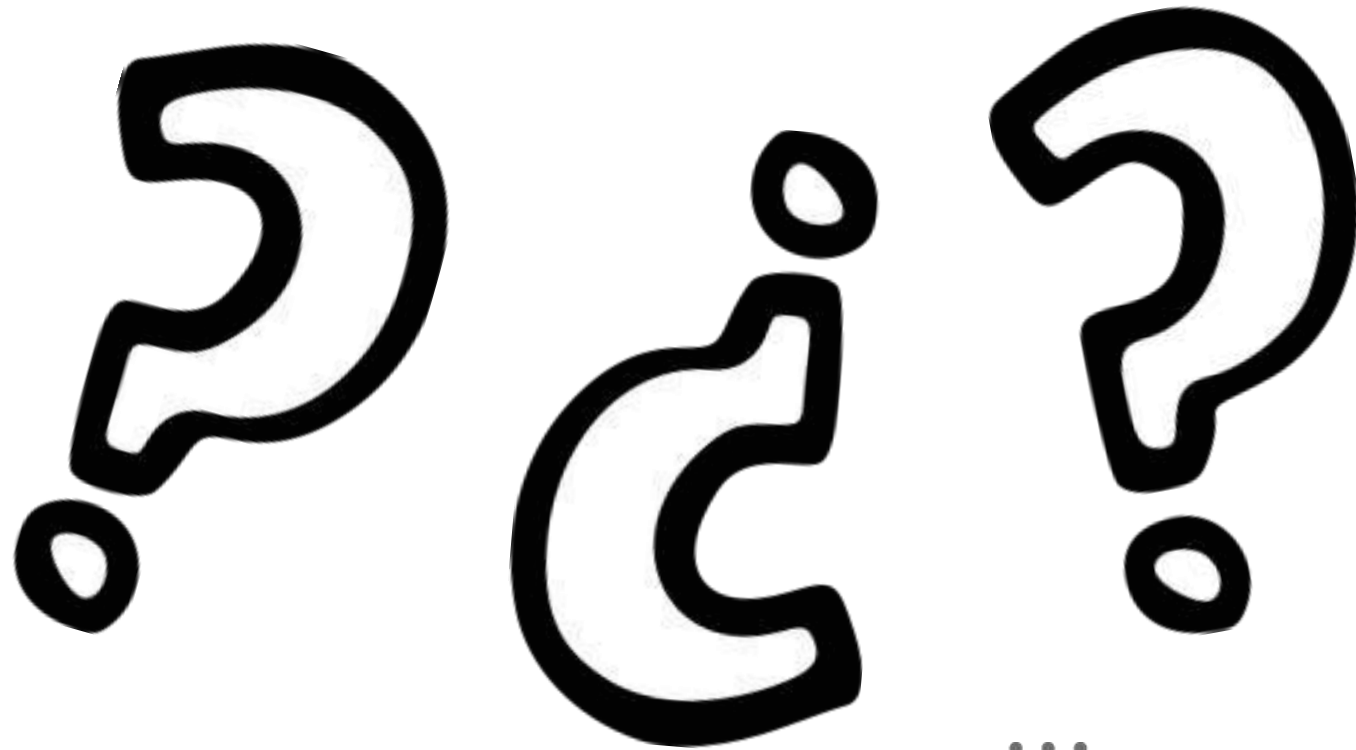Tumblebooks

Tutor.com

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

To get your library's NOVELny use statistics, go to the NOVELny Help Desk and contact the vendor.

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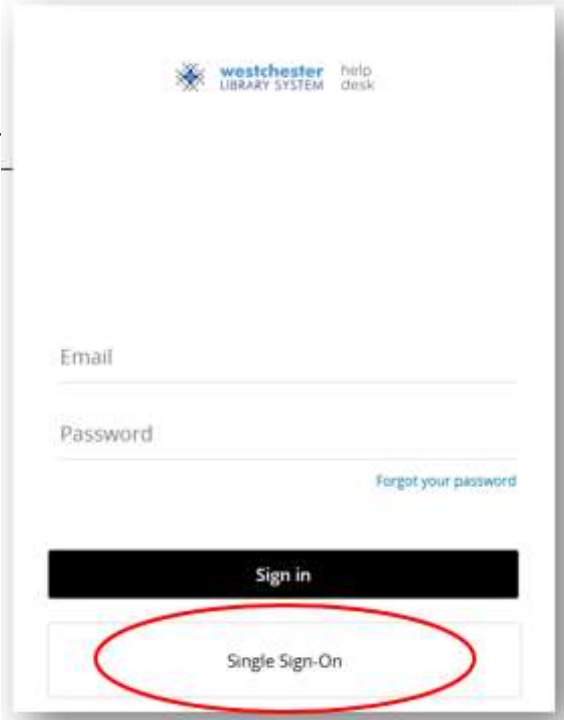LIBRARY SYSTEM

Q & A

Your questions?

The Help Desk

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

WLS eResources Support

On the IT Wiki

- [WLS Digital Resources 2024](#) (printable) – includes staff synopsis on slides 8-12
- [Staff Marketing and Training](#)
- [Patron Support For Digital Resources](#)

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