



Device Troubleshooting 101

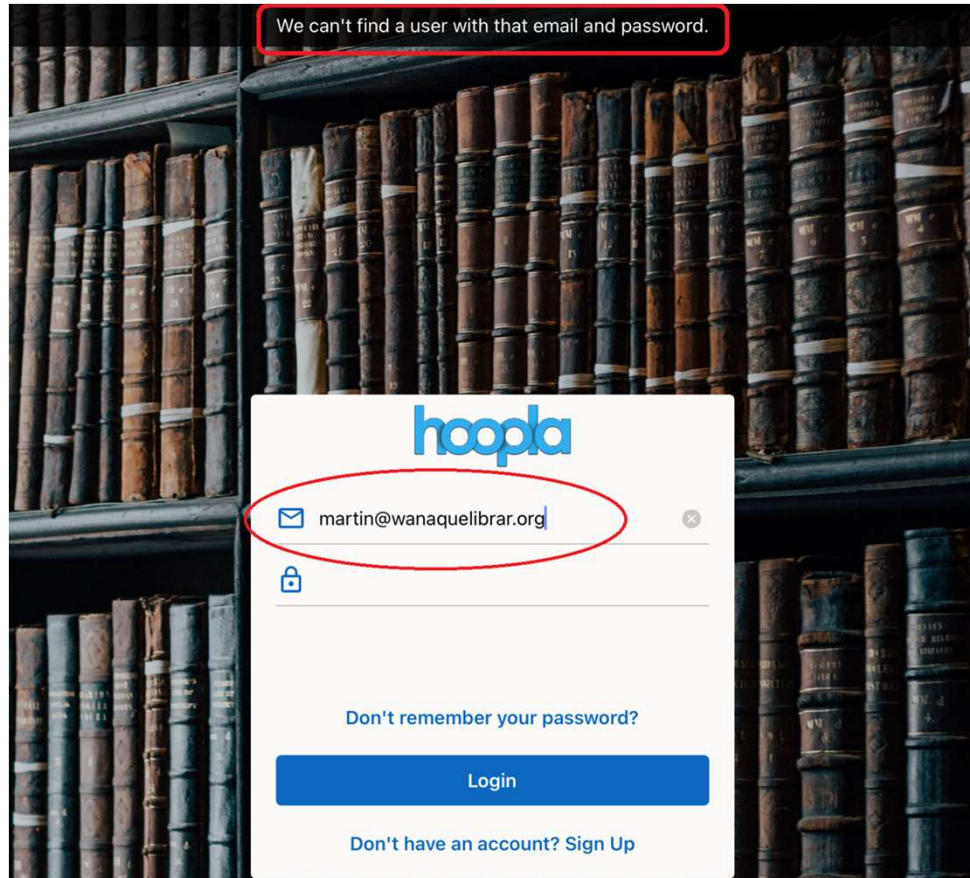
Presented by PALS Plus Digital Services Committee:
Heather Caldwell, Ringwood
Mary Martin, Wanaque
May 23, 2022 at 10:30 AM or 2:00 PM



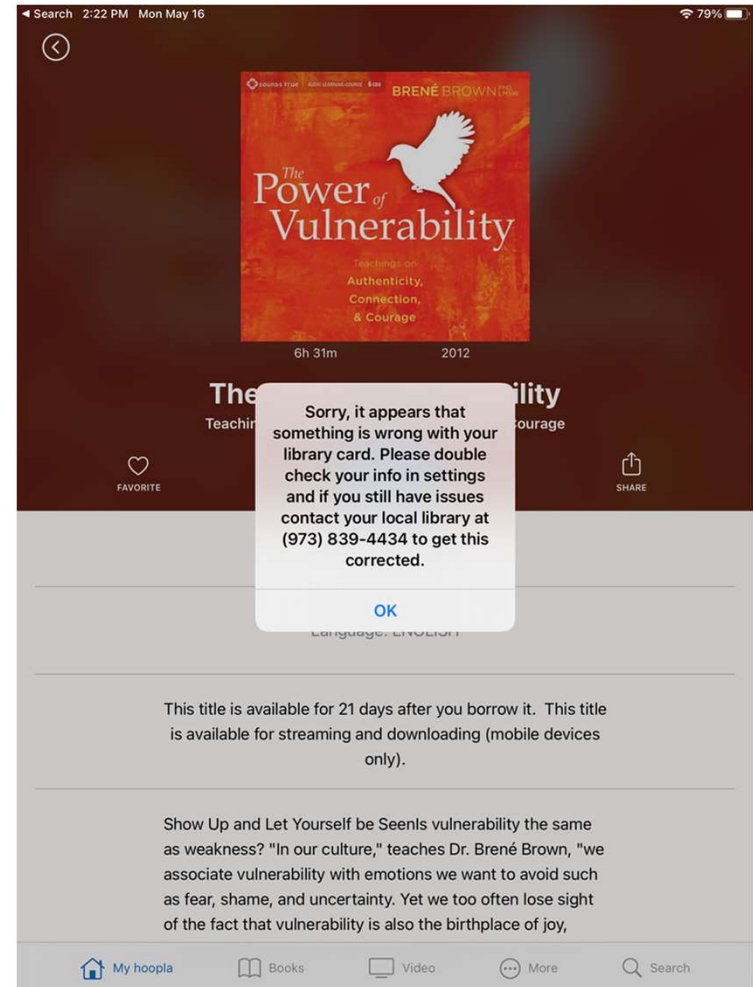
Common Issues and Solutions

Patron Experience	Possible Problems	Possible Solutions
In Hoopla, but getting error message that something is wrong with their account and to contact the library.	<ul style="list-style-type: none">● Patron card is expired● Patron was issued a new card.● App settings are incorrect or missing information.	<ul style="list-style-type: none">● Update patron record in Sirsi WorkFlows.● Instruct the patron to change/add the card # in the Hoopla's Settings, under Library Settings.
Cannot access Libby/OverDrive account.	<ul style="list-style-type: none">● Patron card is expired● Patron was issued a new card and duplicate records exist.	<ul style="list-style-type: none">● Update patron record in Sirsi WorkFlows.● Place a Track-it with PALSPlus to have records merged.
Can't login to Hoopla.	<ul style="list-style-type: none">● Credentials entered incorrectly.● Patron forgot password.	Check credentials. If correct, change password in Hoopla's Personal Settings from a device already logged in. If logged out on all devices, email Hoopla.

**When the
UserName or
Password is
entered
incorrectly.**



**Check
WorkFlows for
expired card or
Hoopla
Settings to
enter correct
card #.**





Hoopla Settings

hoopla

MY HOOPLA ▾

BROWSE ▾

Everything ▾

Advanced Search

KIDS OFF

Ringwood Public Library

Settings

ACCOUNT LIBRARY RECOMMENDATIONS EMAIL PASSWORD

Search by library name, city, state or zip code

Ringwood Public Library

Ringwood Public Library
RINGWOOD, NJ

Clifton Public Library
CLIFTON, NJ

Woodland Park Public Library
WOODLAND PARK, NJ

2 MILES

2 MILES

2 MILES

Library Card Number

26047005223681

SAVE



Error in Libby when Card is Expired.

2:23 PM Mon May 16

79% 

< Back



We could not verify your card. Your library said:
"There appears to be a problem with your library card."

If you continue to have difficulties, please [get in touch](#).

Try Again



Check for Privilege Expiration in WorkFlows

Display User x

Display User

Notes

Name: Ringwood, Public Library
Id: 26047005223681
Group ID:
Profile name: RINGWD-AD...

Identify user

User ID:

Summary | Addresses | Extended Info | SMS Notice Contact Info | Bills | Checkouts | Holds | Suspension

Status is: OK
Profile name: RINGWD-AD
User cat1: 1PASSAIC...
User cat3:
User cat5:
User cat7:
User cat9:
User cat11:
Library: RINGWOOD...
Language: English
Next allowed loan date:
Checkouts: none
Extended info: yes
Amount owed: none
Unpaid bills: none

Privilege expires: 6/10/2023
Group ID:
User cat2: RINGWOOD...
User cat4:
User cat6:
User cat8:
User cat10:
User cat12:
Birth date: NEVER
Age: 0

Renew Privilege x

Renew Privilege

User Information

Name: Ringwood, Public Library Status: OK Library: RINGWOOD
Profile name: RINGWD-AD... Amount owed: \$0.00 Available holds: 0
User categories: Y Overdues: 0
Group ID: Privilege expires: 6/10/2023

Identify User

User ID:

Privilege info

Extend user's library privilege:
☒ Normal
☐ Special
New privilege expiration date: override:

Alerts also show user privilege expiration

Display User

Display User

Alerts Notes

Name: Ringwood, Public Library

Id: 26047005223681

Group ID:

Profile name: RINGWD-AD...

Identify user

User ID: 26047005223681

SummaryAddressesExtended InfoSMS NoticeContact InfoBillsCheckoutsHoldsSuspension

Status is: OK

Profile name: RINGWD-AD

User cat1: 1PASSAIC...

User cat3:

User cat5:

User cat7:

User cat9:

User cat11:

Library: RINGWOOD...

Language: English

Next allowed loan date:

Checkouts: none

Extended info: yes

Claims returned: none

Amount owed: none

Unpaid bills: none

Privilege expires: 6/10/2021

Group ID:

User cat2: RINGWOOD...

User cat4:

User cat6:

User cat8:

User cat10:

User cat12:

Birth date: NEVER

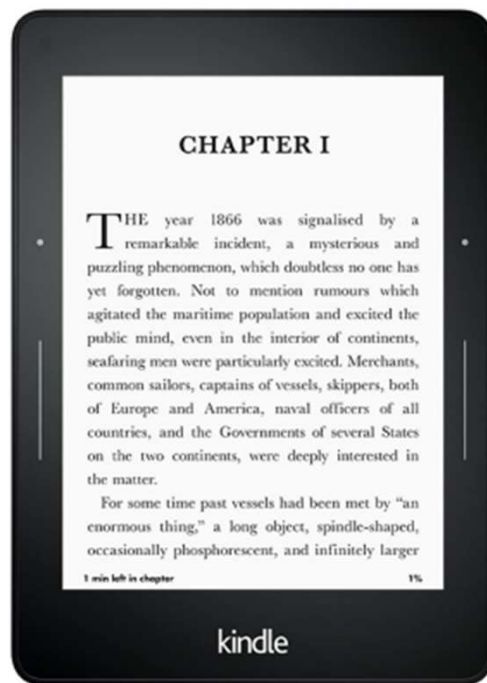
Age: 0

Display User: Glossary

User privilege will expire on: 6/10/2021

Close

A Note About Kindles and libbyapp.com





Any Tech Issues: Basic Tips for Solving Many Tech Problems

- Google it!
- Reboot the device. (Shut down, wait 20 seconds, turn on.)
- Log out and back into the app.
- Look for updates to an app/software.
- Uninstall the app, reboot the device, and reinstall the app.



Digital Resources for Tech Help

Email Hoopla with specific patron problems:
resources@hoopladigital.com

Hoopla: <https://resources.hoopladigital.com/>

OverDrive: <https://resources.overdrive.com/>

Libby: <https://resources.overdrive.com/libby/>

Troubleshooting with OverDrive by platform:
<https://help.overdrive.com/en-us/categories/troubleshooting.htm>



Scan QR to go to
Padlet with links
to Digital Services
Resources



When you get a call for help:

- Assess if the problem can be resolved over the phone or when a patron walks in. Get this information:
 - What is the problem being experienced?
 - What error messages are being seen?
 - What database, service or app is being problematic?
 - What is the device (Make, Model, and version?)
 - What operating system is being used (MAC, iOS, Windows, Chrome?)
- If the problem cannot be immediately resolved, make an appointment. Make sure the patron brings the following:
 - The problematic device (charged or with charger.)
 - Passwords and/or PIN #'s
 - Any other relevant account information
 - Email account information
 - Library Card
- Bring the following to an appointment:
 - iPad, Phone, laptop in order to look up information (Google it!)
 - Paper and pen to write down any steps or account details to send home with the patron
 - Be sure to tell the patron that they will need to be patient as you troubleshoot. We see various types of devices and platforms and each problem can be unique.

