Online Library Account 101

**Agenda:**

1. Introduction & agenda (5 minutes)
2. Logging into account (5 minutes)
3. My Library account overview (10 minutes)
4. Online catalog (30 minutes)
5. Mid York electronic resources (20 minutes)
6. Practice & questions (20 minutes)

In order to keep computer literacy programs running in the future, we must demonstrate its positive impact on our community. We would be extremely grateful if you would share with us the experiences you have had attending our training sessions and how our program has impacted your life. Please send your responses via e-mail or regular mail. Responses may be used to promote Utica Public Library and Mid York Library System as part of grant reporting.

E-mail: jireland@uticapubliclibrary.org

Mailing Address: Jocelyn Ireland, Utica Public Library, 303 Genesee St., Utica, NY 13501
Attendees will be able to:

- access their online library account independently
- change their pin
- renew materials
- search effectively through the online catalog
- put items on hold
- access electronic materials and be knowledgeable of available databases

**Accessing your library account**

I. You can go to either the Utica Public Library’s website OR the Mid York Library System’s website to access your account.
   
i. **Accessing your account through uticapubliclibrary.org**

   To get to our website: type in **uticapubliclibrary.org** to the address bar of your internet browser.

   Once on Utica Public Library’s website, enter your library card number and pin number under “My Library Account.” If you have an “A” at the beginning of your card number, **skip it.** Only enter the 13-digit number.
You can also access your account through Mid York’s website: type in midyork.org to the address bar of your internet browser.

Once on Mid York’s website, click on “My Account.” If you haven’t signed in already, a pop-up window will appear prompting you to enter your card number and pin.

II. My Account Overview

See what each numbered section means on the next page.
<table>
<thead>
<tr>
<th></th>
<th>Description</th>
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<tbody>
<tr>
<td>1</td>
<td>Upon opening your account, your personal information that is on file will appear. Make sure it is up-to-date. If not, contact the circulation or reference desk to update it (315-735-2279).</td>
</tr>
<tr>
<td>2</td>
<td>You may change your pin yourself. Simply click “Change pin”. It will ask for your current pin, what you want the new pin to be, and to confirm it.</td>
</tr>
<tr>
<td>3</td>
<td>“Preferences” is where you can change your preferred pickup library, change your default language from English to Spanish, or save your checkout history.</td>
</tr>
<tr>
<td>4</td>
<td>“Checkouts” is where you can see what is checked out on your card. You may also renew items here too.</td>
</tr>
<tr>
<td>5</td>
<td>“Holds” will list your current holds and whether they are available or not.</td>
</tr>
<tr>
<td>6</td>
<td>If you owe fines from overdue materials, the amount will be listed here. Any questions regarding fines should be directed to staff at the circulation desk.</td>
</tr>
<tr>
<td>7</td>
<td>This search box is to search for items in the Mid York Library System collection. It includes the holdings for all the libraries in the system, but you may limit your search to a specific library.</td>
</tr>
</tbody>
</table>

**Renew materials**

1. While logged into your account, click on “Checkouts.”
2. A list of items you have checked out will appear along with their due dates. To the left of each item is a clear box to select.
3. For every item you want to renew, click the box next to the item, and click the blue “Renew” button. The due date will update immediately once renewed.
Online Catalog

- The online catalog is where the public can view what Mid York public libraries own. As of February 2014, this catalog does not list all of the system’s ebooks or audiobooks. To search for ebooks and audiobooks that can be downloaded to your electronic device, visit midyork.lib.overdrive.com (MYlibrary2go).

**midyork.org**

By default, the catalog searches the entire library system holdings. To limit the search to a specific library, use this drop-down list to select your preferred location.

You may search by title, author, keyword, subject, or ISBN. Use this drop-down menu to select a field to search.

Type search terms here such as a desired title, author, or genre.

If you want a specific format or language, try an Advanced Search.

**Catalog Search Examples**

- **Searching for a TV series on DVD**

  Let’s say you want to check if there is a copy of the final season of Dexter available. When searching for movies or TV series, it is best to limit your search to the specific format you’re looking for.

  1. If you are on the main page of the catalog (midyork.org), click on Advanced Search.
  2. Enter keywords to search for the series and also select Video Disc for the format.
3. After you enter search terms and Video Disc as the format, click on the Advanced Search button at the bottom of the page to view results.

4. Scroll through your results to see if a library in the system owns the final season.

- Searching for a book in a series

Searching for books in a series can be tricky. For example, you want to search for the third book in the “A Song of Ice and Fire” series (more popularly known as the Game of Thrones Series). A search with the terms “Game of Thrones” will yield several items of various formats including DVDs, audiobooks, graphic novels, and the first book of the series. However, you are looking for the third book. It is better to find out the book’s title beforehand and search for that title specifically in the catalog. In this case, the third book in the “A Song of Ice and Fire” series is A Storm of Swords. Below I searched by title, “A Storm of Swords.”
**Item’s Record in the Catalog**

1. **Clicking “Select an Action” button** will give you the option to text a record to your phone, print, save to a list, email, or place it on hold.

2. **After clicking the “Text this to Me” button**, it will ask which library you plan on visiting, your mobile number, and mobile carrier. The text will give the location of the item and its status.

3. **If no items are available or you are not able to pick it up from the library immediately**, “Place Hold” is a good option. You will have to sign into your account with a library card number and pin. When the item is available to be picked up, you will receive an automated phone call.

4. **The “Buy it Now” button** will link you to Amazon.com. This button is not telling the library to buy it. You are buying it for yourself. A portion of your purchase goes to the Mid York Library System.

5. **This column will list the libraries in the Mid York System that own a copy of this book.**

6. **The call number is the location of the item within the library.** This particular book is located in the Science Fiction section under the author’s last name. Call numbers can vary from library to library. A librarian is always happy to help you locate an item.

7. **The item’s status** will tell you if it is taken out or if it is available. If there is a date preceded by “Due”, then the item is checked out by another patron.
Place an item on hold

So you found an item you want, but your local library does not own it or someone else has it out. No worries! If another library in the Mid York System owns it, they will ship your preferred location their copy when it becomes available. When the item arrives at your local library ready for pick up, you will receive an automated phone call.

A FAQ is how long do holds take to come in. It depends on how quickly the items are returned, how many people are on the hold list ahead of you, and how quickly the owning library processes the request. Holds can take as little as a week for readily available items, and up to several months for newly released popular items.

If no libraries in the system own a copy, contact your local library and submit an interlibrary loan request.

Steps to put an item on hold:

1. If you haven’t already, sign into your library account.
2. Search the catalog for the desired item. Click on the item’s title to verify a copy is not already available at your preferred location. If it is available, you can always call the library and ask someone to remove it from the shelf and set it aside for you.
3. If you want to place it on hold, click on the “Place Hold” button.
4. Verify your preferred pickup library is selected, and click on place hold.

To double check the hold went through, go to “My Account”, then click on Holds. A list of your holds should appear, including your most recent request. It will show you whether the hold is available for pick up or pending and your place on the hold list. You can also edit your pick up location. After a hold is available for pick up, there is a limited time you have to pick up. At UPL, it is one week to pick up then the request will expire.
I. Accessing MY databases through uticapubliclibrary.org

Click on “Electronic Resources” under the Mid York logo.

II. Accessing MY databases through midyork.org

Click on “Online Resources & Research”.
Online Library Account

Recommended Databases

- LearningExpress Library Version 3.0: Featured Resources

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<th>Career Center</th>
<th>GED® Test Prep Center</th>
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<td>• Build Your Math Skills</td>
<td>• Learn More About a Career</td>
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<td>- Practice Your Math Skills</td>
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<td>- Math eBooks</td>
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<tr>
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<td>- Green Careers</td>
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<td>- Reading Skills eBooks</td>
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<td>• Improve Your Writing, Speaking, and Grammar</td>
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<tr>
<td>- Learn and Review Your Writing and Grammar Skills</td>
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<tr>
<td>- Practice Your Writing and Grammar Skills</td>
<td>- Teaching</td>
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<tr>
<td>- Writing, Speaking, and Grammar eBooks</td>
<td>- Career Information for Veterans</td>
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<tr>
<td>• Prepare for Your GED® Test</td>
<td>- Prepare for an Entrance Exam</td>
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<td>- Learn and Review Your GED® Test Skills</td>
<td>- Prepare for Allied Health Programs Entrance Tests</td>
<td>- La preparación española para el GED®</td>
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<td>- Practice for Your GED® Test</td>
<td>- Prepare for Nursing School Entrance Tests</td>
<td>- Practice for Your GED® Test</td>
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<td>- Práctica para el examen de GED® en español</td>
<td>- Prepare an Occupation Exam</td>
<td>- Language Arts</td>
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<tr>
<td>- GED® Test Preparation eBooks</td>
<td>- Allied Health</td>
<td>- Mathematics</td>
</tr>
<tr>
<td>• Become a U.S. Citizen</td>
<td>- Air Traffic Controller</td>
<td>- Social Studies</td>
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<tr>
<td>- Prepare for Your Citizenship Exam</td>
<td>- Civil Service</td>
<td>- Science</td>
</tr>
<tr>
<td>- Get Your Green Card</td>
<td>- Commercial Driver’s License (CDL)</td>
<td>- More Essay Writing Practice</td>
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<tr>
<td>- Prepárese para el Examen de Ciudadanía</td>
<td>- Cosmetology</td>
<td>- GED® en Español</td>
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<td>- Gana su Tarjeta Verde</td>
<td>- Culinary Arts</td>
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<tr>
<td>College Center</td>
<td>Job Search and Workplace Skills</td>
<td>School Center</td>
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<tr>
<td>• Math Skills Review</td>
<td>- Prepare for the WorkKeys® Assessments and the</td>
<td>• Elementary School</td>
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<tr>
<td>- Algebra</td>
<td>- TOEIC®</td>
<td>- Math Skills Improvement</td>
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<td>- Basic Math</td>
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<tr>
<td>- Geometry and Measurement</td>
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<td>- Social Studies Skills Improvement</td>
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<td>- Trigonometry</td>
<td>- Improve Your Job Search, Interviewing, and Networking Skills</td>
<td>- Statistics Skills Improvement</td>
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<td>- Statistics</td>
<td>- Build Your Workplace Skills</td>
<td>- Trigonometry Skills Improvement</td>
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<tr>
<td>- Logic and Reasoning</td>
<td>- Prepare for the WorkKeys® Assessments</td>
<td>- Vocabulary and Spelling Skills Improvement</td>
</tr>
<tr>
<td>- Quantitative Comparison and Word Problems</td>
<td>- Prepare for the TOEIC®</td>
<td>- Writing and Grammar Skills Improvement</td>
</tr>
<tr>
<td>• Reading Skills Review</td>
<td>- Join the Military or Become an Officer</td>
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• **Natural Standard**

This web-based service offers access to high-quality, evidence-based information about alternative therapies and medicine. It is a good place to go for unbiased information on fad diets, herb supplements, and trending medical issues.

It can be found under the Health and Wellness Resources. You will need your library card number to access the site.
Children’s Resources

School age kids and parents should all be aware of the great collection of educational online resources. To get to the Children’s Resources, click on the **Children’s Resources** heading on the left side under **Resources**.

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**Featured Resource**

**Library of Congress for Kids, Families**
The Library of Congress’ website for Kids and Families focuses on collections and resources for elementary and middle school students. These include maps and facts about events happening all over the world; creative arts, crafts, and customs from American communities; veterans history project; and much more. There are millions of digital items available at the click of your mouse including books, photographs, pamphlets, sheet music, audio clips, film clips, and more. Make sure to take a look!

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**Children's Databases**

**Grolier Online:**
Includes access to the Encyclopedia Americana, New Book of Knowledge and Grolier Multimedia Encyclopedia as well as Roget's II: The New Thesaurus and the American Heritage Dictionary of the English Language, Fourth Edition. (Funded by NOVELny)

**Kids InfoBits**
Kindergarten through fifth graders can use this resource. Includes magazine and newspaper articles, maps and charts, and more from a wide array of subjects. (Funded through the NOVELny program)

**Opposing Viewpoints**
This database, which develops research skills and promotes issue awareness, information literacy and critical thinking, will support the new Common Core Curriculum Standards adopted by New York State. It contains a range of perspectives on many important issues, with over 13,000 pro/con viewpoints. Students of all levels will benefit from a variety of resource types: reference, news, primary sources, multimedia and more.

**Little Pim**
Little Pim introduces children to foreign language in a way they can understand and enjoy. Accessible and engaging for young children, the method incorporates words and themes that are relevant to the child’s daily life. Research shows that early language learning enhances verbal development, social and cognitive skills.
This resource is available through the Dunham Public Library (Whitestboro) and Utica Public Library.

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**Other Children's Resources**

**Kids.gov: The US Government’s Web Portal for Kids**
**America's Story (from the Library of Congress)**
**Youngzine: News and more for the young**
**Celebrating Diversity Calendar (University of Kansas Medical Center)**
**National Agriculture Library**
**The Space Place (NASA)**
**BBC Nature on Dinosaurs**
**Cybersleuth Kids: Science**
**Cybersleuth Kids: Math**
**KidsClick: Science & Math**
**Kids Health**
**Smithsonian for Students**
FAQ

Q: How do I log into my account?
A: At the top of this page, you can click either "Log in" or "My Account". When prompted, type in your library card number (make sure to skip the letter A) and your pin. Use the My Account features to check your holds, fines, and checkouts; to change your pin number; or to change your pickup library.

Q: How do I get a pin number?
A: Your PIN number is usually the last four digits of the phone number you had when you filled out your library card application. If that doesn't work, please visit a public library to have it reset for you.

Q: How do I renew my library card?
A: Every three years, your library card will expire and will need to be renewed. You can do this by contacting your local library to confirm your personal information (address, phone number, etc.) hasn't changed.

Q: Why doesn't it save my card and pin number?
A: Saving login information (like your library card and pin number, or usernames and passwords) is a setting that depends on your Internet browser, not necessarily the site that you are visiting. While each browser (like Internet Explorer, Firefox, or Chrome) handles it a little differently, you can usually visit your settings to manage saved passwords. Usually, the first time you visit a new site and log in, your browser asks if you want that password saved, establishing your settings from then on.

While it is convenient to not have to log in every time, you may want to consider the security of being logged in automatically to different sites that you use. Remember, if they are saved, anyone with access to your computer may have access to those password protected sites.

For more information on password management, please check out the following:

Google Chrome Browser: [chrome://settings/passwords]

Q: Can I see a list of everything I have checked out?
A: Yes! You can turn on a feature called "Checkout History." Once you have logged into your account, under the "Personal Information" tab, choose "Preferences." At the bottom, you can check off the box that says to keep your checkout history, then click Update.

Once this feature is turned on, it will begin to save any items you have checked out from the Mid York Library system, providing information like title, author, and the dates you checked out and returned the item. What it won't do: It will not list items you checked out before enabling this feature, nor is it able to list the eBooks you have downloaded.

Q: How do I find books at just my library?
A: There are two ways you can search for books at just your local library as opposed to all of the Mid York system locations:

The first, is choosing from the drop-down menu to the left of the main search bar. By default, this drop-down menu reads "Public Libraries" - all libraries in the Mid York system. You can find your library in the list to narrow down your search right from the start.
Q: How can I tell if a book is available at my library?
A: To find out whether the book you're interested in is available at your library, click on the title and look at the section titled 'Available.' Here it will show all the libraries that own a copy, and under the 'Status' it will tell you whether it is available or checked out.

While the status updates regularly, it is best to contact the library to confirm that the item is on their shelf, and ask that they put it aside with your name on it for pickup.

Q: How do I place a hold on an item?
A: Once you've searched for a book, there are a couple ways you can place a hold on the item, whether it is checked out and you need to be added to a waiting list or you want an available item delivered to your local library from anywhere in the Mid York system.

If you perform a search and are viewing the list of search results, to the right of each item you will see three blue buttons: "Place Hold"; "Text this to me"; and "Buy Now". If you click the "place hold" button you will be prompted to enter your library card number and pin number if you are not already logged in. Next, you will be able to choose your pickup library. Click "Place Hold" and you're done!

When viewing a single item (like if you wanted to check the availability) you should see those same exact buttons near the top of the record. Follow the same instructions as above - starting by clicking "Place Hold".

Q: How do I find all the mystery audiobooks? (How to search by format and/or genre)
A: While we try to make it easy to find books, there are so many different genres that it can be impossible to categorize everything perfectly. So you can search for the keyword "Mystery" and find lots of good reads, but you might not find everything. Once you perform your search, use the "facets" on the left hand side to include audiobooks only (Hint: look for "sound recording" or "audio disk").

Tip! You can also use facets to find books, DVDs, music, or audio books.
Some other Keywords to try: "Mystery Fiction"; "Detective and mystery stories"; "Suspense fiction"; "Murder"; "Police"; and "Private investigators" may all return a slightly different list of results.
Like Romance? Try searching for: "Romance"; "Love stories"; "Man-woman relationships"; "Historical romance" and others
Like SciFi? Try "Science Fiction"; "Space warfare"; "Time travel"; "Outer space and Fiction"; "Life on other planets"

Q: How can I sort my search results?
A: Once you've performed a search and are viewing your results, you have a few choices when changing the order in which they display.
At the upper right of your results, you should see a drop-down menu that says: "Sort By: Relevancy". "Relevancy" is the default display order, and it is loosely based on where and how frequently your search terms appear in an item's record. You can change this to sort alphabetically by Title or Author.

Or, you can sort by publication date (either ascending - oldest first, or descending - newly published first). Sorting by publication date isn't perfect: sometimes you will see older items that have been rereleased or republished, so their date may say 2013, but in reality, it is a reprint of an older item.

Q: How do I sign up for email notifications for almost-due and overdue items, or available holds?
A: There are three easy steps to sign up for email notifications:
SEND AN EMAIL TO: Librarynotice@midyork.org with your name & library card number.
WATCH FOR: Our reply to you within 5 business days (check your bulk or spam mailbox too!)
CHECK with your library to see if the new email notices will replace telephone notification.