

eResources Troubleshooting

Library Staff Use Only



October 2023



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Introduction to Troubleshooting

Back to Basics

Troubleshooting is a common issue you may face when working in the library. Whether it's an eResource, eReader, or a mobile app, you can be prepared to help library patrons solve their problems.

Sometimes, troubleshooting can be as easy as helping patrons who have forgotten their PIN number. **The first step when troubleshooting is to always make sure the patron is using the correct login information.** This could include their library card barcode number, PIN number, email address, and password.

We recommend encouraging patrons to use the same email address that is associated with their library card for all eResources and devices that they may use. This makes it easy to remember and then you also have the information in your records.

While we want to help fix every issue possible, keep in mind that sometimes there is no solution. Systems that are not user friendly for some devices cannot be changed and apps, eResources, or devices will have glitches. We cannot anticipate every issue, but we can try our best to fix them.

When to Contact Marigold

There are cases when you will need to contact Marigold for assistance. If you have tried multiple solutions or are unsure how to fix an issue, library staff can contact the [Digital Experience Consultant](#) for troubleshooting assistance.

Keep in mind that we do not have all the answers either. Solutions may not always be quick, or available at all. Sometimes the eResources may have glitches, which require Marigold staff to contact the eResource provider, or other specialists, for assistance.

Troubleshooting

This document will provide an overview of some common troubleshooting issues. This will include specific eResources, devices, error messages, and some basic troubleshooting tips.

Please refer to this document when assisting a patron with troubleshooting. If you are still unable to find a solution, library staff can contact the [Digital Experience Consultant](#).

If there is a troubleshooting issue you think should be included in this document, please contact the [Digital Experience Consultant](#).

This document is intended for library staff use only.

Troubleshooting Tips

General Tips

Update All Apps & Devices

If library patrons are using an eResource app, mobile device, or tablet make sure that everything is up to date. Sometimes apps and devices will not run properly if they are not updated to the most current version.

Login Credentials

Make sure they are using the correct login credentials. Double check that their **email address, library card barcode number, and PIN number** are correct.

In some cases, library staff may need to contact Marigold if they are unable to determine the correct credentials.

Relaunch, Re-login, & Reinstall

Sometimes the easiest thing to do is close out of an eResource (whether on the computer or the app) and reopen. Make sure to log out of your account as well and try logging in again.

On a mobile device you can also uninstall the app and reinstall it.

New Library Card Tips

cloudLibrary & OverDrive/Libby

If a library patron receives a new library card, their information on cloudLibrary and OverDrive (items out, holds, etc.) can be saved. Library staff must fill out the [OverDrive and cloudLibrary Barcode Merge Request form](#).

Freegal Music

If a library patron receives a new library card, their music **cannot** be saved. Music downloaded to the Freegal app must be backed up on the patron's computer.

BEFORE updating a patron's library barcode number, ensure that they have backed up any music they saved on the Freegal Music app to their personal computer.

Any music that is lost cannot be recovered and must be downloaded again.

ME Libraries

If a library patron receives a new library card, they will need to re-register for ME Libraries. Library patrons can log into ME Libraries with their new library card information and re-register for any libraries/systems they want.

ME Libraries is an optional service.

See the [Replacement Library Card Procedures](#) document for more information.



ADE Troubleshooting

What is Adobe Digital Editions (ADE)?

ADE is an eBook reader software program from Adobe Systems. This program is required to download and transfer eBooks from OverDrive, cloudLibrary, and Read Alberta eBooks & eMagazines to a Kobo device. **Users should create an Adobe ID and set up ADE before borrowing eBooks to transfer to their Kobo device.**

Getting Started

Create Your Adobe ID

1. Visit the [Adobe website](#).
2. Click **Sign In** in the top right corner of the page.
3. Click on **Get an Adobe ID**.
4. Fill out the form and click **Sign Up**.

We recommend using the same email address that is associated with your library card. This is not required, but it can help things run smoothly.

Download & Authorize

Once patrons have created their Adobe ID, you can download ADE for Windows or Mac. They will then need to authorize their computer using their Adobe ID.

Never authorize without an Adobe ID.

When you are having issues with ADE, you can always try de-authorizing and re-authorizing your computer. This is a simple fix that can help.

Installation Issues

Completely Remove ADE from your Computer

If you have issues installing ADE, there are two solutions.

1. Try a different web browser.
2. Uninstall previous version of ADE from your computer.
 - Patrons will need to completely remove ADE and all ADE files from their computer when uninstalling.
 - See instructions for [Windows and Mac computers](#).

This should completely remove ADE from their computer. Try downloading and installing ADE again. Reauthorize your computer and your device before attempting to borrow and transfer an eBook.

For more information, visit [Adobe Help](#).

Kindle Fire Tips

Available eResources & Access

Available to Download on Amazon

- cloudLibrary
- Flipster
- Freegal Music
- Kanopy Plus
- Libby
- PressReader
- Solaro

eResources Available to Sideload on Kindle Fire

BiblioBoard

1. Enable sideloading in your Kindle Settings (**Settings > Security & Privacy > Apps from Unknown Sources**).
2. Open the **Silk Browser** and navigate to **biblioboard.com/kindle**.
3. Scroll down and click on the **files.biblioboard** link. The app will automatically begin to download.
4. Click on the download once it is complete.
5. Select **Install** to begin the installation of BiblioBoard Library.
6. Open the app and login.

For more information or assistance, visit [Amazon Help](#).

Kobo Troubleshooting

Borrowing eBooks with your Kobo

You can borrow eBooks from OverDrive, cloudLibrary, and Read Alberta eBooks & eMagazines to read on your Kobo eReader.

The easiest way to borrow eBooks from your library with your Kobo is using the built-in OverDrive feature. This feature is available for select Kobos including:

- Kobo Sage
- Kobo Libra
- Kobo Elipsa
- Kobo Nia
- Kobo Libra H2O
- Kobo Forma
- Kobo Aura ONE
- Kobo Aura Edition 2
- Kobo Aura H2O Edition 2
- Kobo Clara HD

For more information on borrowing eBooks with your Kobo, see the [Kobo eReaders & Adobe Digital Editions brochure](#) and the [Kobo eReaders & Built In OverDrive brochure](#).

Troubleshooting

eReader is frozen or unresponsive.

There are two options:

1. Force your Kobo to shut off by holding the power button for 15 seconds.
2. Charge your Kobo.

Missing an eBook/eBook not showing up on device.

1. Search for Books.
 - Search your Kobo to see if you can find the eBook. If not, continue to step two.
2. Repair your Kobo account.
 - On your home screen, click the **More** icon at the bottom of the screen.
 - Select **Settings, Device Information, and Repair**.
 - You will receive a pop up message about repairing your account. Click **Repair Now**.

Factory reset.

This is a last resort as resetting your Kobo will remove all your eBooks.

To reset your Kobo:

1. On the home screen, click the **More** icon at the bottom of the screen.
2. Select **Settings, Device Information, Factory Reset, and Reset Now**.

For Kobo device assistance, patrons must [contact Kobo](#) directly.

For more information and assistance, visit [Kobo Help](#).



Libby Troubleshooting

What is Libby?

Libby is a free app, created by OverDrive, where you can borrow eBooks, eAudiobooks, and eMagazines. **Libby contains the same content found on OverDrive.** Libby was designed to make finding, borrowing, and enjoying digital titles easier.

Devices & Systems

Compatible Devices

The Libby app is compatible with:

- iOS 10 and newer
- Android 5.0 and newer
- Fire OS 5 and newer

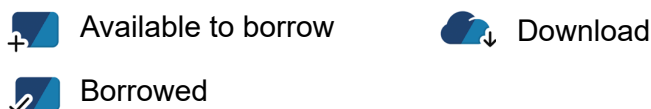
Libby can also be accessed on your computer at libbyapp.com. We recommend using the latest version of Chrome, Safari, Firefox, or Edge.

Navigation Labels

To add labels to the navigation bar select the **Menu icon > Settings > Customize Navigation > Labeled Icons.**



Icons



Troubleshooting

How do I sync wish lists, loans, holds, reading progress, bookmarks, notes, and highlights between OverDrive and Libby?

Click on your **Shelf**. In the top right corner click **Actions** and select **Synchronize Shelf**. This should sync everything between OverDrive and Libby.

If your borrowed item won't open.

1. Close the Libby app completely, then reopen it. Try opening the item again. If it doesn't open, move on to step 2.
2. Delete the downloaded file for the loan, then download it again.
 - Go to your **Shelf**.
 - Click **loans** at the top of the screen.
 - Click on the **Borrowed icon**, then **Remove Download**.
 - Click on the **Download icon**, then **Download**.
 - Try opening the item once it has re-downloaded. If it does not open, move to step 3.
3. Switch the item from 'streaming' to 'download' (or vice versa)
 - Go to your **Shelf**.
 - Click **loans** at the top of the screen.
 - Click on the **Download icon** or the **Borrowed icon**. If removing the download, follow the prompts to finish.
 - Try opening the item again.

Libby tags not syncing between devices.

Before You Begin

Choose the device with the tags you want to keep and sync to your other devices.

You'll lose your tags on the devices you reset, so you may want to export your tags on those devices before moving ahead. **You'll also lose your timeline**, which you can export before you reset Libby.

1. Reset Libby on your other devices (the ones you want to copy the tags to).
 - Click on the **Menu** and select **Get Some Help**.
 - Under **Common Solutions**, click **Reset Everything**.
 - Click **Yes, Reset Everything** to confirm.
2. Use a setup code to copy over your cards, loans, holds, and tags onto the reset devices.
 - On the 'Welcome' screen, click **Yes** when asked if you have a library card.
 - Select **Copy From Another Device**.
 - Retrieve a setup code from your main device. To do so, click on the **Menu > Settings > Copy To Another Device**.
 - Enter the 8 digit setup code on your other devices.
 - Click **Next** to complete the setup process.

Wish list, loans, holds, reading progress, bookmarks, notes, or highlights not syncing between devices.

Before You Begin

Choose the device with the tags you want to keep and sync to your other devices.

You'll lose your tags on the devices you reset, so you may want to export your tags on those devices before moving ahead. **You'll also lose your timeline**, which you can export before you reset Libby.

Remove and Re-Add Cards On One Device

Note: Your loans and holds will reappear on your Shelf when you re-add your cards.

1. On one of your devices, remove your cards from Libby. Libby recommends using the device that has the tags you want to keep and sync, since you will reset Libby (and lose your tags) on your other devices.
 - Click the **Menu**, then select **Manage Cards**.
 - Click **Actions** on a card.
 - Click **Remove Card**, then **Yes, Remove Card**.
 - Repeat this process to remove additional cards.
2. Re-add your cards to the device.
 - Select **Add A Card** (or Add Another Card) and follow the prompts.

If this does not work, try the steps below for resetting Libby.

Reset Libby on Your Other Devices

1. Reset Libby on your other devices. **This will delete all the data in the app, remember to export tags and your timeline if you want to save your data before resetting.**
 - Click on the **Menu** and select **Get Some Help**.
 - Under **Common Solutions**, click **Reset Everything**.
 - Click **Yes, Reset Everything** to confirm.
2. Use a setup code to copy over your cards, loans, holds, and tags onto the reset devices.
 - On the 'Welcome' screen, click **Yes** when asked if you have a library card.
 - Select **Copy From Another Device**.
 - Retrieve a setup code from your main device. To do so, click on the **Menu > Settings > Copy To Another Device**.
 - Enter the 8 digit setup code on your other devices.
 - Click **Next** to complete the setup process.

Can I access my OverDrive reading history in Libby?

Yes, your reading history from the OverDrive app and OverDrive website will automatically transfer to Libby.

Can I recommend a title for my library to purchase in Libby?

Yes. Libby has introduced a feature called **Notify Me Tags**. Library patrons can use Notify Me Tags to express interest in a title not yet in the library collection. Patrons can add a Notify Me Tag to a title and will receive a notification when, and if, the title is added to the collection. They can then borrow or place a hold on the item.

What is deep search?

Deep search allows library patrons to discover titles not yet in the library collection. There are two ways for library patrons to discover titles:

1. If a user searches for a title, author, or series and it returns no results, Libby will automatically expand to a 'deep search' to display relevant titles that are not yet in your collection.
 2. If a user runs a search that returns fewer than 100 results, they can manually enable deep search.
-

Can I access OverDrive content on Libby?

Yes. Libby and OverDrive have the same content.

Can I use Libby on my Amazon Fire tablet?

Yes, Libby is now available to download from the Amazon app store.

How do I add my OverDrive wish lists to Libby?

If you created wish lists in the OverDrive app, you can automatically import them into Libby as a **smart tag**. You'll be prompted by an in-app notification to import your wish list.

To get started, click on the **Menu** and select the **Sync Wish Lists** notification. Follow the prompts to set up your tags.

How do I export and share tags?

1. Click on your **Shelf** and select **Tags**.
2. Select a **Tag** and click **Actions**, then **Export Tag**.
3. Choose an export format and export your tags.

Why can't I renew a item?

There are a few reasons why you might be unable to renew a item.

1. **Someone else has placed the item on hold.** In this case, you will see a **Place Hold** button (instead of **Renew**), which means you need to wait to borrow the item again.
 2. **It's too early to renew the item.** You are able to renew a item **three days** before it is due. If it is too early, Libby will tell you how much longer you need to wait before you can renew it.
 3. **The item is no longer in the library's catalogue.** This may happen because the book has expired or has been manually removed.
-

Why is my audiobook skipping?

If your audiobook is skipping, it is recommended that you download instead of stream the audiobook.

1. Click on your **Shelf**.
2. Select **loans** at the top of the screen.
3. Click on the **Download icon**.

Once your download is complete, the icon next to the item will be the **Borrowed icon**.

If you are listening to your audiobook with a Bluetooth connection and it is skipping, try these steps.

1. In your device's Bluetooth settings, unpair the Bluetooth accessory.
 2. Restart your device.
 3. Once the device powers back on, pair your Bluetooth accessory again, then try using the app.
-

Why am I not getting notifications for Libby?

Libby no longer offers to send email notifications by default on Android and iOS devices. Instead, Libby recommends setting up push or in-app notifications.

If you're not getting push notifications for Libby:

1. Click on the **Menu**, select **Settings**, and then **Manage Notifications**. If prompted, allow Libby to send push notifications.
 2. Make sure you've selected Notifications for all the events you want push notifications for including loan expiring, loan expired, hold ready, and hold lapsing.
-

Why can't I verify my library card?

When patrons receive a "**verify your library card**" message, but are unable to do so, library staff will need to check the patrons account. Most likely, the patron's card has expired or has fines. Library staff will need to renew the patron's library card.



Reciprocal Lending Agreement

What is the Reciprocal Lending Agreement?

The Reciprocal Lending Agreement (RLA) is between The Regional Automation Consortium (TRAC) and Parkland Regional Library System (PRLS).

This agreement allows library members from TRAC to borrow OverDrive and Libby eBooks and eAudiobooks from the PRLS collection, and vice versa.

You can borrow up to 10 items at a time from PRLS, but you **cannot** place holds.

Additionally, certain collections, including simultaneous use items such as magazines, may not be lent outside of the home network due to agreements with publishers. Therefore, TRAC members **cannot** borrow magazines from PRLS and vice versa.

Reciprocal Lending Agreement Tips

Switching Between TRAC & PRLS

Once you have added PRLS as another library card on your OverDrive/ Libby account (see the [RLA brochure](#) for details), you can switch between the two cards.

OverDrive

At the top of your screen, select **Partner Libraries** to switch between TRAC and PRLS.

Libby

Click the **Menu** at the bottom of the screen. Under **Your Libraries** you should see your library cards, one for TRAC and one for PRLS. A small pink star on your library card will indicate which collection you are currently accessing.

For more information, view the [RLA brochure](#).

Error Messages Troubleshooting

cloudLibrary

Adobe Device Activation Failure E_ADEPT_REQUEST_EXPIRED.

Check in the book you are having trouble with. Turn your device on and off and check out the book again. If the error persists, confirm that the date and time on your device are correct.

Activation Error = E_ACT_TOO_MANY_ACTIVATIONS.

Go to the Adobe Reset Page, fill out the form, and submit it.

Sorry there is a problem fulfilling your download request. Please contact your library for assistance. E_STREAM_ERROR: CURL.

Check in the book you are having trouble with. Turn your device on and off and check out the book again.

Sorry there is a problem fulfilling your download request. Please contact your library for assistance. E_ACT_NOT_READY or E_Auth_Bad_Device_t_OR_PKCS12.

Uninstall cloudLibrary. Turn your device off and on. Reinstall cloudLibrary.

E_ADEPT_CORE_DECRYPT_LICENSE_KEY

This error is due to a known incompatibility between ADE version 3 and the platform's eBooks. You will need to install a different version of ADE.

E_ADEPT_DATABASE

This error message indicates a communication problem between your computer and the eBook warehouse where the book is stored, such as OverDrive or cloudLibrary. Check your internet connection. If the problem persists OverDrive or cloudLibrary may be down. Wait a few minutes and try again.

E_ADEPT_IO

An error occurred while downloading the eBook. Try opening the .acsm file again. Also double check that your date and time are correct on your device.

E_ADEPT_NO_TOKEN

This error indicates a problem with the eBook file. It is not caused by you or your computer. Please notify your library of this error.

E_ADEPT_REQUEST_EXPIRED

This error occurs when one or more settings on your computer are incorrect, such as time, date, or time zone. Check your settings and restart ADE.

E_ADEPT_TIMEOUT

This error indicates a communication problem between your computer and the eBook warehouse where the book is stored, such as OverDrive or cloudLibrary. Check your internet connection. If the problem persists OverDrive or cloudLibrary may be down. Wait a few minutes and try again.

E_AUTH_BAD_DEVICE_KEY_OR_PKCS12

This error indicates a problem with your reading device or application. Uninstall and reinstall the reading application, then re-authorize with your Adobe ID.

E_AUTH_NOT_READY

This error occurs when the authorization information is damaged. De-authorize and quit ADE. On your computer, navigate to /Users/ Library/Application Support/ Adobe/Digital/Editions and drag the activation .dat file to the trash. Open ADE and re-authorize.

E_AUTH_USER_ALREADY_REGISTERED

This error occurs when you are trying to open an eBook that has already been opened on an authorized device, on a device that is not authorized. When you open an eBook on a different device make sure they are all authorized with the same Adobe ID.

E_AUTH_USERID_INUSE

This error may occur if you have already activated ADE as an anonymous user and are now trying to associate an Adobe ID with that anonymous activation. Create a new Adobe ID and use the new ID to authorize your account. This ensures your current content is still readable on your computer, but you may have to re-authorize your eReader.

E_BAD_LOAN_ID

This message sometimes appears when returning an eBook. Wait until the end of the lending period for the eBook to be returned automatically.

E_LIC_ALREADY_FULFILLED_BY_ANOTHER_USER

This error occurs when you are trying to open an eBook that has already been opened on an authorized device, on a device that is not authorized. When you open an eBook on a different device make sure they are all authorized with the same Adobe ID.

E_LIC_ALREADY_RETURNED

This error occurs when you are trying to open an eBook that has already been returned. If you want to open it, you need to borrow it again.

E_LIC_LICENCE_SIGN_ERROR

This error indicates a problem with the eBook file. It is not caused by you or your computer. Please notify your library of this error.

E_URLLINK_NO_DISTRIBUTION_RIGHTS

This error indicates a problem with the eBook file. It is not caused by you or your computer. Please notify your library of this error.

Error contacting authentication server.

This error generally indicates a problem with your internet connection. Check your internet connection.

None of the requested vouchers could be obtained.

An error occurred while downloading the eBook. Try opening the .acsm file again.

Oops! Unable to open this document. This document is protected by Adobe's Digital Rights Management (DRM) and cannot be opened with your Adobe ID.

This error occurs when the authorization information on your Kobo eReader and in ADE doesn't match. Ensure that your Kobo device and ADE are authorized using the same credentials (email address).

You should also check to make sure the date and time on your Kobo eReader are correct. You can find this under Settings.

If the date and time are correct and you have re-authorized your device and ADE, but the problem still persists you can try factory resetting your Kobo device. **Keep in mind when you factory reset your Kobo all of the information you have stored on your Kobo will be erased.**

Most Common eResources Questions

cloudLibrary

Why aren't my holds appearing on my account?

When patron's receive a new library card, they will need to merge their library card barcode numbers for cloudLibrary and OverDrive. Library staff must fill out the [OverDrive and cloudLibrary Barcode Merge Request form](#).

Freegal Music

Will my music stay saved on my account when I get a new library card?

When a patron gets a new library card and they are a Freegal Music mobile app user, they will need to back up their Freegal Music on their computer account **BEFORE** getting a new library card. As Freegal Music accounts are tied to a patron's barcode, lost files cannot be recovered.

Libby

Can I access OverDrive content on Libby?

Yes, Libby and OverDrive have the same content.

Can I recommend a title for my library to purchase in Libby?

Yes, it's called Notify Me Tags.

Can I access my OverDrive reading history in Libby?

Yes, it should automatically show in Libby.

How do I navigate Libby?

Learn more at [Libby Help](#).

OverDrive

Why isn't my eBook working properly?

This typically happens when patrons are using a Kobo eReader to read eBooks from OverDrive. This issue requires that we contact OverDrive directly. Library staff should contact the [Digital Experience Consultant](#) with the patron's name, library card barcode number, description of the issue, device used, and the title causing the issue.

Troubleshooting Links & Tutorials

Adobe Digital Editions

[Adobe Help Center](#)
[ADE Support](#)
[ADE Learn & Support](#)

Adobe Digital Editions Error Messages

[Activation Errors](#)
[Authorization Errors](#)
[Content Locked Error](#)
[eBook Errors](#)

cloudLibrary

[Adobe Reset Request](#)
[cloudLibrary & Kindle Fire](#)
[Common Issues](#)
[Frequently Asked Questions](#)
[Tutorial](#)

Freegal Music

[Freegal Help](#)
[Tutorial](#)

Kindle Fire

[BiblioBoard & Kindle Fire](#)
[cloudLibrary & Kindle Fire](#)
[Tutorial](#)

Kobo

[Basic Troubleshooting](#)
[Common Kobo eReader Problems](#)
[Contact Kobo](#)
[Repair Your Kobo eReader](#)
[Troubleshooting](#)
[Tutorial](#)

Libby

[Accessibility Features](#)
[Deep Search & Notify Me Tags](#)
[Libby Deep Search & Notify Me Tags](#)
[Tutorial](#)
[Libby Help](#)
[Libby Support Form](#)
[Troubleshooting Libby](#)
[Tutorial](#)

OverDrive

[OverDrive Help](#)
[Troubleshooting](#)

PressReader

[Help Center](#)
[Tutorial](#)

Extra Tutorials

[eResources for Mobile Devices](#)
[eResources Troubleshooting: Back to Basics](#)
[eResources Troubleshooting: Common Error Messages](#)
[Troubleshooting: Kobo & ADE](#)

View all eResources brochures and tutorials on the [Marigold website](#).

Contacts

Adobe Digital Editions

We recommend contacting Adobe directly if issues persist and no solutions have worked. You can access the Adobe Virtual Assistant for more troubleshooting help.

[ADE Support](#)

[ADE Learn & Support](#)

Kobo

It is recommended that patrons contact Kobo directly for Kobo device issues. They are the experts and can help find solutions quickly.

[Contact Kobo](#)

Libby

It is recommended that patrons use the Libby Support Form if they cannot find a solution to their issue on Libby help. This way patrons can provide all the needed information and will be in direct contact with Libby Support.

[Libby Support Form](#)

Library staff can contact the [Digital Experience Consultant](#) for assistance with troubleshooting issues.

Replacement Library Card Procedures

STAFF GUIDE



MARIGOLD
LIBRARY SYSTEM

JANUARY 2023

CARD REPLACEMENT CHECKLIST

Before replacing a patron's library card, ask the patron the following questions:

1. Do you use OverDrive and/or cloudLibrary?
2. Do you use the Freegal Music mobile app?
3. Have you registered your library card with ME libraries?

If the answer to any of these questions is yes, please see the eResources & Digital Services section.

UPDATING THE PATRON'S RECORD

Once you have completed the above checklist, you can issue the patron a new library card. This can be done in either Polaris or Leap.

Leap

1. Open the Patron Record and select Registration.
2. Copy the old barcode and paste it into the Former Barcode field.
3. Delete the old barcode from the Barcode field and scan the new barcode into the Barcode field.
4. Save the Patron Record.

NOTE: The old barcode is saved only for future reference. Once the updated record is saved, the patron will no longer be able to login to TRACpac or eResources with the old barcode.

Polaris

1. Open the Patron Record and select the General Tab.
2. Copy the old barcode and paste it into the Former Barcode field.
3. Delete the old barcode from the Barcode field and scan the new barcode into the Barcode field.
4. Save the Patron Record.

NOTE: The old barcode is saved only for future reference. Once the updated record is saved, the patron will no longer be able to login to TRACpac or eResources with the old barcode.

eRESOURCES & DIGITAL SERVICES

Access to the following eResources/Digital Services will be impacted by changing to a new barcode:

- OverDrive/cloudLibrary
- Freegal Music (mobile app only)
- ME Libraries

Follow the instructions for each before updating the patron's account with a new barcode.

OverDrive & cloudLibrary

To save a patron's Overdrive and cloudLibrary information (such as items out, holds, etc.), Library Staff should fill out the OverDrive and cloudLibrary Barcode Merge request form at <https://marigold.ab.ca/Services-Support2/Library-Staff/Member-Library-Forms>.

Freegal Music (mobile app only)

Before updating a patron's barcode

Patrons who download Freegal music using the mobile app need to back up their files to a computer or those files will be lost once their new barcode has been saved in Polaris. Lost files cannot be recovered.

For instructions on how to transfer downloaded Freegal music from a mobile device (iOS or Android) to a computer, please direct patrons to <https://marigold.freegalmusic.com/settings/faq>.

ME LIBRARIES

Patrons who have registered through the ME Libraries service will need to re-register once they have a new barcode.

Once logged in at <https://melibraries.ca>, patrons will be prompted to update their information with libraries/systems they had previously registered for. Updates are not immediate and may take several days to process. Patrons may receive an error message stating that their information is invalid during the update process.

Alternatively, patrons may travel to ME library locations in person and request their information be updated – please note that this is at the discretion of each library and photo ID and their library card may be requested.

TAL CARDS

TAL cards are for patrons wishing to borrow from an academic or special library within Alberta.

To issue a TAL card:

1. Fill out a cardstock TAL card with the patron's name, issuing library (your library), and expiry date from their TRAC account.
2. Have the patron sign the card.
3. Upon their first visit to an academic or special library, the patron will have library staff there register them by placing a barcode on the TAL card.

For more information on TAL cards, visit <https://www.thealbertalibrary.ca/tal-card.html>