How to Access Libby help directly from app

Encourage your patrons to come to you first.

- Most Libby issues can be resolved with their help menu,
- Local Library front line staff can check patron accounts in Workflows to look for fines that may hold up borrowing and to renew privileges for expired accounts
- Library staff can test patrons accounts by carefully entering account numbers and logging onto the GLDL website: https://gldl.overdrive.com/

Account merges for replacement cards:

If a patron loses on mangles their active library card and gets a replacement, their Libby activity can be merged from the old account to the new account.

For holds and active checkouts with our region's Great Lakes Digital Library, send account merge requests to SLC support.

For patrons with checkouts and holds with other Michigan RLA groups, patrons will need to reach the Libby help center to merge library accounts:

1. Select the main menu and scroll to the Libby help screen:
- In the search window type a message: "merge old account #[include the old number] with new account #[new number]. Retain all holds to partner collections."
- Select "ask our Support team"
2. Select the "A Problem" option
3. If the patron has provided old and new account numbers, no more detail is needed. No error message.
- Select "Next"
4. At this point the patron should have access to the contact form and should provide name and email for a response.

