



## Meet Libby!

Libby is a free app that allows you to access free eBooks and Audiobooks from our shared digital collection, the *Green Mountain Library Consortium*.

### What do I need to get started?

**A device** that can download Libby (iOS 10+, Android 5.0+, or Windows 10+)

**Your device's password** to download Libby from your app store

A South Burlington **Library Card** (specifically the 14 digit number) and your **catalog account password** (also referred to as your PIN)

### Not sure you have a PIN?

The PIN that Libby asks for when signing up is the same as your password to the Library catalog. Never logged in to our catalog to place a hold or renew a book? Follow the steps below to create your unique and secure password to use with Libby.

1. Go to [southburlingtonlibrary.org/catalog](http://southburlingtonlibrary.org/catalog) and click **Please Login** in the upper right
2. Your **barcode** is the 14 digit number printed on the back of your Library Card
3. Your **password** is *userpass*
4. Once you log in, you will be prompted to create a new password. This password will be your PIN for logging into Libby.

# Signing into Libby

## Mobile Device

1. Download the Libby app from your device's app store. Don't worry, it's free!
2. Open the app. Libby will ask if you have a library card. Select **Yes**, and then search for **South Burlington Public Library**.
3. Enter your **library card number** (letters are case sensitive!) and your **PIN (password)**.
4. Congrats! You're in and ready to start browsing. Check out our next guide for a tutorial on getting familiar with Libby.

## Computer/Laptop

1. On your computer's Internet browser, go to [gmlc.overdrive.com](http://gmlc.overdrive.com)
2. Select **Sign In** in the upper right hand corner
3. Select **South Burlington Public Library**
4. Enter your **library card number** (letters are case sensitive!) and your **PIN (password)**.
5. Congrats! You're in and ready to start browsing. Check out our next guide for a tutorial on getting familiar with Libby.

## Troubleshooting

Signing in didn't go as planned? Try these troubleshooting tips to fix most common problems. Still no luck? Reach out to Library staff and schedule a one on one appointment for more assistance.

1. Verify that you entered your library card number with capital letters (it is case sensitive)
2. If the letter O does not work perhaps, it is a zero – What might look like an 8 could be the letter B. See if there could be any other swaps you could make.
3. Libby does not recognize anything other than a number or a letter at the end of library barcode. If your card ends in a special character (!%/-) or only has 13 digits, contact the Library for a replacement card.
4. Is your account current? If your card has expired, you will not be able to access Libby. Come to the Library to update your card.
5. If you've already been logged into Libby but the app isn't working, try unlinking and relinking your card. In the Libby app tap **Menu > Library cards**. Tap on your library card and **Unlink Card**. Tap again to confirm. Close the Libby app. Wait 20 minutes, launch Libby again, and add your card under **Menu>Library Cards>Sign in**.

