



# Libby



## What you need before you begin:

- Active Rochester Public Library Card
  - Library account password - set up on the Rochester Public Library Website ([rpl.lib.nh.us](http://rpl.lib.nh.us))
    - If you need assistance setting this up, please call us at (603)332-1428 ext. 2 or email us at [rpl.info@rochesternh.gov](mailto:rpl.info@rochesternh.gov)
- 

## Using the Libby app

1. Download the free Libby App from your device's app store
2. Open the app
3. Choose: "Yes" to answer the question "Do you have a library card?"
4. Choose: "I'll search for a library"
5. Enter Zip Code: 03867(You can also search by Rochester Public Library, but make sure to choose NH)
6. Choose: "New Hampshire State Library"
7. Tap: "Choose A Location"
8. Find and choose: "Rochester Public Library"
9. Enter the barcode located on the back of your library card
10. Enter your pin (This is the password you create on the Rochester Public Library website)
11. Tap: "Sign in"
12. You can rename your library card or just choose next.
13. You are now ready to begin reading and listening!

**Need help?**

Visit <https://help.libbyapp.com/>

OR

Call the Library at 603-332-1428



# Libby



## Borrowing a book

1. Tap the magnifying glass to search for a title or author OR browse the collection.
2. Tap on the cover of the book you are interested in.
3. Tap "Borrow".
4. Then you can begin reading or listening!

## FAQs

- **How many items can I borrow?**
  - You can borrow 3 items at one time. As soon as you return an item you are able to borrow something else.
- **Error when enter your Library barcode or PIN (AKA- Library account password)**
  - Double check that you chose the correct library. Make sure the library you have chosen is the New Hampshire Downloadable Books Consortium.
  - Call the library and we can help you reset your PIN/Password.
- **Getting an error when trying to borrow an item.**
  - You might get this error if you have replaced your library card, reset your library password, if your library account has expired or if you owe the library over \$5. If you give us a call, we can help figure out what the problem is!
- **Are there wait lists for items?**
  - Yes, you may have to place popular titles on hold. You can place up to 5 holds at a time.
- **How long do I have the book for?**
  - You can borrow a book for either 14 days or 7 days. When it gets close to the due date you can renew however, if there is a wait list you will be added to that list.

**Need help?**

Visit <https://help.libbyapp.com/>

OR

Call the Library at 603-332-1428