



Get Started with Libby



What you need before you begin:

- Active Rochester Public Library Card
- Library account password - Your default password is the last 4 digits of your phone number followed by the 1st letter of your first name CAPITALIZED, followed by the 1st letter of your last name in lowercase.
 - Please Note: Libby calls this a PIN

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: **Sign in with my library card**
- 8) Find and choose: **Rochester Public Library**
- 9) Enter the barcode located on the back of your library card
- 10) Enter your PIN (your library account password)
- 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!

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.
 - Reset your password on the library's website rpl.lib.nh.us or 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?

Call the Library at 603-332-1428

OR

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