



New Website and Catalog FAQs

How do I register my account?

In the top right, click Log In / My Account.

Click Log In / Register.

Enter in your barcode (library card number) and current catalog password.

The site will prompt you to register an account and create a unique username.

How does this password relate to the password in the old catalog?

It's the same. If you change your password and log in using the old catalog, you'll need to use your new password.

What do I do if I can't remember my password?

There's a Forgot your password? link on the Login page. Click the link, enter your library card number (barcode), and then click Send. You'll get an email with instructions on how to change your password. If the library doesn't have an email address on file for you, contact the library to reset your password.

Why do I need a username?

The username will show if you post content through the new site's social features, so don't put any personally identifiable information there. It also makes logging in easier because you can choose your username, but you can still log in with your barcode if you prefer.

What do I do if I can't remember my username?

Log in with your library card number or barcode. When you've logged in successfully, your username appears at the top right of the page.

Will my username be seen by others?

Yes, if you choose to contribute comments, lists or other content, your username appears beside anything you contribute.

Why do I have to provide an email address?

An email address is optional. If you ask to have your PIN/password reset, an email with a reset link is sent via email. If you don't provide an email address and you forget your PIN/password, you'll need to contact the library to reset or recover it.

Will other people be able to see my borrowing history?

No. Your borrowing history will never be shared with others. The new catalog has a lot of social features, but they are completely optional. If you do nothing different with the new catalog

than you did with the previous one, none of your activity will show. It's only when you add comments or add titles to your shelves that your activity is shared publicly and even then, you can make all of your shelves private to only you.

Will my personal information be shared?

Your personal information will never be shared and is only used for account functionality. The privacy statement and terms of use are both available at the bottom of every page.

How do I search?

In the top-right, type in your search terms and click the magnifying glass. You can use the keyword search for title, author, and subject searches!

What's the difference between shelves and lists?

Shelves are a way to track your own reading – For Later, In Progress, and Completed. Lists are for sharing recommendations.

How do I access the catalog?

You can start your catalog search right from the home page – you just click once in the box near the search icon, and you start typing your search. To access all your account functions, log in and click “My Library Dashboard” – it'll show borrowing, account activity, and recommendations!

How do I search by title? (or author)

The keyword search will cover most of what you need for title and author searches.

How do I browse by format?

Type your format into Keyword search, such as “movies” or “books.”

How do I find material to put on hold?

Click the “Search” button in the top right or use any of the browse pages to see recommendations and new titles.

From the search results, you'll see a “place hold” button. If you're logged in, you'll be able to place a hold. If you're not logged in, you will be prompted to log in.

How do I see what material I've taken out in the past?

First, you'll need to enable borrowing history if you want to keep a record of this. Under the account menu, click “Settings”, and then Borrowing History to enable your borrowing history. Additional FAQs for account help: <https://glenviewpl.bibliocms.com/account-help/>