

## *BookMyne FAQ*

### **What is BookMyne?**

*BookMyne is an application (app) that one installs on a smartphone or tablet. It allows the user to search our catalog in a mobile friendly environment.*

### **Does the app cost money?**

*No, the app is a free download on iTunes or Google Play.*

### **Is it available for Android and iOS?**

*Yes! The app is available for both Android and iOS.*

### **Can I use the app on my iPad or iPod?**

*Yes! Any device that supports apps from Apple may use the app, but it does require an Internet or data connection to search.*

### **Is there is a user guide for the app?**

*Yes! Go to our library's webpage at [www.emporialibrary.org](http://www.emporialibrary.org) and click on BookMyne on the lower left. This will take you to a page that has more information as well as a link to the user guides / manuals.*

### **What if I forgot my PIN?**

*You may call our circulation desk and request your PIN. You are also able to change your PIN through BookMyne if you know your current PIN.*

### **Do I need to have a Library card to search use the app?**

*No, one does not need a card to use the app. You may search our catalog and check our library hours without a card. But to fully enjoy the benefits of this mobile app, it is best to have an active card.*

### **Can I see what I have overdue and how much I owe in fines?**

*Yes! Once you login into your account you are able to see what you have that is overdue and due soon. Also you may see the amount owed on your account.*

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**Will I be able to place a book on hold?**

*Yes! When you search for an item in the catalog one of the options is to place a hold on the item. An item may be placed on hold if it is currently checked out. If an item shows that it is available (on the shelf), a hold is not able to be placed. But you may call the library and request the book be held for you at the circulation desk.*

**Why does the app not have the Library's Logo?**

*This app was produced by SIRSIDYNIX – the company that provides us with the software system we use to run our library. The image you see on the app is that company's logo. The app is available to all their customers and so that is why it is not specific to our library.*