Creating Accounts & Troubleshooting: Online Resources

HOOPLA

Create an Account:

1) From our website click on the Hoopla icon on the main page or from "online resources"

2) After being directed to Hoopla, you will be prompted to create an account with an email address and a password

3) After verifying your email, you will be asked for your library barcode and pin # (call us if you don't know!) and you will be able to borrow 6 items a month!

Troubleshooting:

1) Did you go through the Chatham Public Library's website?

2) Are there any fines or bills on your record & did you enter the correct barcode and pin #?

3) Have you already borrowed 6 titles this month?

KANOPY

Create an Account:

1) From our website click on the Kanopy icon on the main page or from "online resources"

2) After being redirected to Kanopy, select from the left side "find your library"

3) Search "Chatham, NY" to find the "Chatham Public Library"

4) Enter your barcode and pin # (call us if you don't know!) to finish your account and you can borrow 4 titles a month!

Changing your Home Library to Chatham

1) After logging in to Kanopy, select your name in the top right corner and from the drop down menu select "my memberships"

2) You will see two options, "Columbia County Libraries" and "Chatham Public Library"

3) "Activate" the Chatham membership and "set as default."

Troubleshooting:

1) Did you go through the Chatham Public Library's website?

2) Are there any fines or bills on your record & did you enter the correct barcode and pin #?

3) Have you already borrowed 6 titles this month?

OVERDRIVE (& OverDrive and Libby Apps)

Create an Account:

1) From our website click on the OverDrive icon on the main page or from "online resources"

2) When redirected to OverDrive enter your barcode and pin # (call us if you don't know!)

Troubleshooting:

1) Did you go through the Chatham Public Library's webiste?

2) Are there any fines or bills on on your record & did you enter the correct barcode and pin #?

3) Did you already borrow 10 titles this month?

Should I get the OverDrive App or Libby?

1) Both apps are supported by OverDrive and have the same content, it's based your preference!

2) Libby has more bells and whistles, connects to Bluetooth, Apple Car Play and Android Auto, and streams content across all your devices, including Kindles!

3) The OverDrive app is a little simpler and may be more compatible with older devices

Have a question about a service and the answer isn't listed here?

Call us: 518-392-3666

Email us: chathampubliclibrary@chatham.k12.ny.us