



APP FAQ

ELA AREA PUBLIC LIBRARY

Available now!

Scan code
to download.



How can I access the new Library app?

Open the app store on your device. Search for Ela Area Public Library. Tap the “Get” or “Install” button. Once the app has finished downloading, sign in with a Library card number and password/pin.

What if I don't know my Library's password/pin?

The default password/pin is PATRON in all capital letters. Contact the Library for instructions to reset your password if logging in isn't successful.

What will happen to the old app after April 1?

The old app will be withdrawn from all app stores and will no longer be supported. It will need to be deleted from your device.

Does the app have a list making feature?

As with the previous app, a book list feature is not available. We recommend choosing a third party platform such as Goodreads, LibraryThing, Litsy, The StoryGraph, or a free notes app on your device to store reading lists.

Can I change my contact information in the app?

Yes, phone numbers and emails can be updated in the app.

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Why is there a section for my loan history if it's blank?

Patrons may choose to opt in to save their reading history. This is done by visiting My Account at www.eapl.org. Log in, then select "My Record." Under "Contact Information and Preferences," check the box for "Maintain reading history."

Is the app available to reciprocal borrowers or Ela patrons only?

All borrowers with a registered card at Ela Library will have access to the app. If the app will not accept the barcode and pin of a previously registered card, then the card may have expired in the Library's system. Ensure the card is up to date and in good standing at your home library before coming to Ela Library to update it in our system. Note that not all features of the app will be usable for reciprocal borrowers, such as digital collections.

Can I pay fees for lost/damaged items or for meeting room bookings from the app?

Payments cannot be made in the app. Contact the Library for payment options.

Can I read or listen to Libby content directly in the Library app?

Yes! Now users can browse, check out and access Libby content without leaving the Library app.

Why can't I read or watch Hoopla content in the app like I can with Libby?

To enjoy Hoopla content, the Library app will direct users to download the Hoopla app after checking out. The Library app's parent company has a licensing agreement with Overdrive/Libby, but it does not have the licensing to allow users to read, listen to, or watch Hoopla content directly in the Library app.



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