

Libby Merging Tips Updated

- ✓ Army MWR Library Libby access ended January 25, 2024.
- ✓ Patrons have 30 days from January 25th to get their Army MWR Library Libby account merged to their DoD MWR Library Libby account.
- ✓ Patrons must LOG into dodmwrlibraries.org when they place their Contact Us ticket asking for a merge.

NOT SEEING HOLDS/WISHLIST/HISTORY ON DOD MWR LIBRARY LIBBY ACCOUNT

- It can take up to 24 hours after merging for holds/wishlist/history to show up on the patron's DoD MWR Library Libby.
- Patron may have a 3rd Libby account from another Branch of Service. We can only merge Army MWR Library Libby to DoD MWR Library Libby. We can't always see a 3rd Libby account to know that this is the issue.
- Patron's Army MWR Library Libby card may be cached and the patron needs to do a REFRESH on their Libby app to remove the card. Refresh instructions on page 2 of this document.

CAN'T VERIFY LIBBY CARD

- Patrons may experience a verification loop when trying to verify their Libby card. They should check to see that they are NOT logged into dodmwrlibraries.org or army.dodmwrlibraries.org in a browser on their device or pc.

The dodmwrlibraries.org website and Libby share the same authentication method which may cause the loop that blocks verification of Libby.

CAN'T LOG INTO DoD MWR LIBRARY LIBBY

- Some patrons, including Local Nationals, Foreign Military and CONUS Contractors, had access to the Army MWR Library Libby because they had Army MWR Library accounts. They may not meet eligibility for the DoD MWR Library online resources, including Libby.
- Eligibility for access to the DoD MWR Library Online Resources, including Libby, can be found on dodmwrlibraries.org at the bottom of the page under Who is Eligible.

REFRESH INSTRUCTIONS

Patrons who can't see their holds/wishlists/history merged to their DoD MWR Library Libby may want to refresh their Libby app.

The refresh will delete all the cards in the Libby app but will NOT affect their account.

Steps in the Libby app:

1. Click on the three lines at the bottom of the app
2. Scroll down to Get Some Help and click on that
3. Scroll down to Reset Everything.
4. Click Yes, Reset Everything (it looks scary, but it is just removing the data from the app, not from your actual account.)

Once this is done, the Libby app will be back to factory settings. Then follow these steps:

1. When asked do you have a library card choose Yes
2. Search for a library
3. Search Department of Defense (not DoD because the acronym doesn't show up)
4. Click on Sign in with my Card
5. Pick DoD MWR Libraries from the list
6. Click Next
7. Fill in your DoD # and birthdate
8. Start reading :)

HOW PATRONS CAN GET ADDITIONAL HELP

- If these tips do not solve your patron's Libby issue, please have them place a Contact Us Help Ticket on dodmwrlibraries.org. The patron should LOG into the dodmwrlibraries.org site first then place their ticket. This way, we will see their DoD Patron ID on their ticket.
- If we can't solve the patron's Libby issue, we will place a Help Desk Ticket with Overdrive for further assistance.

Merging Libby Accounts

Army MWR Library Libby & DoD MWR Library Libby

Here's what you need to know.



Army MWR Library Libby access ends 15 January 2024

Patrons will log into the DoD MWR Library Libby with their DoD ID# and Birthdate

DoD MWR Library Libby will be a NEW account not showing Army MWR Library Libby holds or wishlists

DoD MWR Library Libby Facts

- All Branches of Service have access to the shared DoD Collection within Libby
- The Army, Air Force and the Navy/Marines purchase additional titles available only to their patrons.
- Army patrons will see the same collection in the DoD MWR Library Libby as they did in Army MWR Library Libby
- Authentication and eligibility for logging into the DoD MWR Library Libby is the same as the dodmwrlibraries.org website
- Patrons must be aged 13 and above to log into the DoD MWR Library Libby

Merging Libby Accounts

The HQ Library Program Office in San Antonio can merge patron Army MWR Library Libby accounts to DoD MWR Library Libby accounts for Army patrons who place a Contact Us help ticket on army.dodmwrlibraries.org.

Merging Accounts Will:

- Move a patron's holds from their Army MWR Library Libby to their DoD MWR Library Libby account
- Allow patrons to sync their wish lists/smart tags to their DoD MWR Library Libby account



How Patrons Request Merging

There are 2 steps to merge an Army MWR Library Libby account with a DoD MWR Library Libby account.

Step 1: Patron adds the DoD MWR Library to their Libby app.



1. Tap on the 3 horizontal lines at the bottom of the screen
2. Choose Manage Cards
3. Add Another Card
4. DOD MWR Libraries
5. Next
6. Enter your DoD ID# and birthdate

Step 2: Patron places a Contact Us request on army.dodmwrlibraries.org

1. Log into army.dodmwrlibraries.org
2. Once logged in, choose Contact Us
3. Fill out the form. In the comments, patron writes that they want their Army MWR Library Libby merged with their DoD MWR Library Libby.

Once the HQ office receives the Contact Us request, we will merge the patron's Libby accounts and respond to let them know it is complete.

No Merging Needed:

Patrons with NO holds or wish lists on their Army MWR Library Libby do not need to have their accounts merged, they can start using their new account right away.

