

## MVLC Mobile

### **Downloading MVLC Mobile:**

- **Android:**
  1. Open the Play Store on your mobile device.
  2. Search for **MVLC Mobile** and tap on the app in the results list.
  3. Click **Install** to download the app to your device.
- **iOS:**
  1. Open the App Store on your mobile device.
  2. Search for **MVLC Mobile**.
  3. Click **Get** next to the search result for MVLC Mobile, then follow the prompts to install the app on your device.

### **Note on app permissions:**

The MVLC Mobile app requests the following permission upon download:

- Camera – used for the ISBN scan feature, the library card barcode scan feature, and the add photo to account profile feature.
- Calendar – may be used to add events to your calendar, if the library’s calendar software supports this.
- Location – GPS used to identify nearest MVLC libraries and to provide directions.
- Photos, Media, and Files – used if adding a picture to the library account.

**Logging in to MVLC Mobile:** To access an individual library’s app, you must log in with your barcode and PIN/password. You will then be routed to the app for your home library.

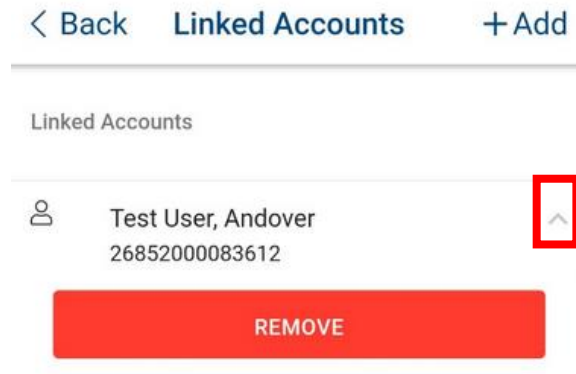
1. Tap **Sign In**. This will open a menu on the right-hand side of the screen.
2. Tap **Sign in** again.
3. Enter your library barcode or username.
  - You may use the **Scan Barcode** option to launch your device’s camera and take a picture of your library card to autofill this field.
  - If you plan to place holds on/download OverDrive materials, log in with your barcode instead of your username to properly authenticate against OverDrive.
4. Enter your PIN/password.
5. **Keep me signed in** is checked by default for easiest access to your library account. Uncheck this box if you wish to log in to your account upon each use of the app.
6. Tap **Login**.
7. The app will update from MVLC branding to the branding and features of your home library.

**Adding linked accounts:** Once logged in to MVLC Mobile, you can link additional library accounts (e.g., family members) so you can view all checkouts, holds, bills, and barcodes from a single interface.

1. Tap the hamburger menu (☰) in the upper right corner of the screen.
2. Select the **Linked Accounts** option.
3. In the upper right corner, tap **+Add**.
4. Enter the login credentials for the account you wish to link, then tap **Link**.

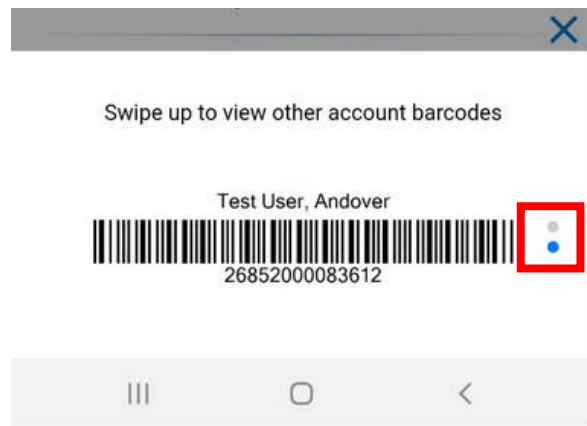
**Removing linked accounts:**

1. Tap the hamburger menu in the upper right corner of the screen.
2. Select the **Linked Accounts** option.
3. Tap the barcode of the account you wish to unlink.
4. Tap **Remove**.



**Viewing digital library card(s):**

1. Tap the **My Barcode** icon at the bottom of the screen.
2. If multiple accounts are linked to your device, dots will appear on the right side of the barcode.
  - Swipe up or down to view each barcode.
3. Tap the **X** above the barcode area to close out of the digital library card(s).



**Using the App on Multiple Devices:** The app can be signed into multiple devices using the same user account. To see other devices signed into the app with a specific account:

1. Tap the hamburger menu in the upper right corner of the screen.
2. Select the **Devices** option. (This option will only appear when multiple devices are logged in with the same account.)

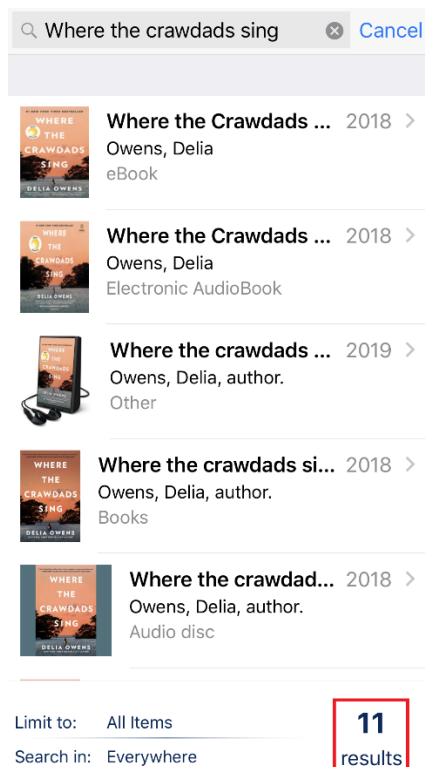
3. A list of other devices logged into the app with your login information will appear. Each device will be listed by the device name (for iOS devices) or the device model (for Android devices).
4. To sign out of the app on another device, click on the device in the list. On the page that opens, tap **De-authorize** to sign out on that device.

**Note:** When signing out of the app while signed in on another device(s), a confirmation window will appear asking if you wish to sign out of the app on all devices currently logged in or just the device currently in use. Select the appropriate action by tapping on **All devices** or **This device only**.

**Searching the MVLC catalog:** The MVLC catalog can be searched by any app user, whether they are signed into an account or not. Further actions such as placing holds or downloading electronic resources will require an account login.

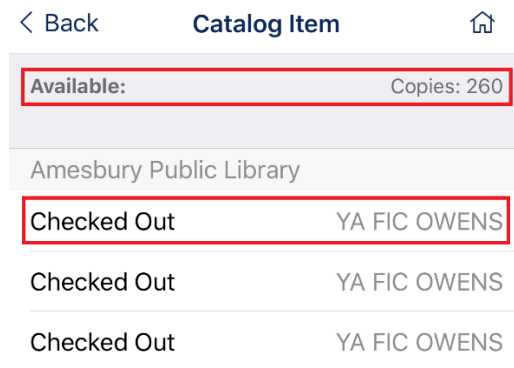
1. To start a search, tap in the **Search** bar at the top of the screen with the magnifying glass icon (🔍), then type the search terms and either tap **Enter** or tap elsewhere on the screen.
  - **Note:** searches must include at least two characters to return results.
2. Results will display in a new screen with the following information for each item:
  - Title
  - Author
  - Format (e.g., Books, Electronic Resources, Video Disc)
  - Publication Year

The total number of results for the search will show in the bottom right corner of the screen. Swipe up or down to scroll through the results.

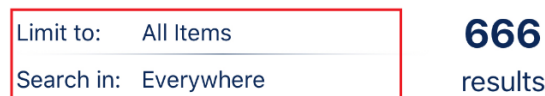


3. Tap on an item to see full details including description, contents, etc. At the bottom of the page is the total number of copies available in the system. Underneath this is a list

of holdings by library, including the item status and call number.

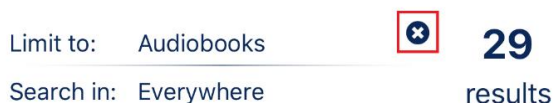


**Filtering Search Results:** Like searching in the online catalog, search results in the app can be filtered on several criteria. The filters are located on the bottom of the search results screen.



1. Tap anywhere in this area to open the filters.
2. There are three filter options:
  - Limit To – filters results based on item type (e.g., Books, CD Music, Movies & TV) or filter results to only your home library’s holdings
  - Search In – limits search to books or electronic resources (OverDrive Digital Library)
  - Search On – limits search to a specific field (e.g., title, author, subject)Tap on a filter to see the options for that filter. Swipe up and down to scroll through the available filters. (Note: on larger devices such as tablets scrolling may not be necessary.)
3. Tap on the desired filter to select it. On iOS phones, select the filter, then click **Done**.
4. Repeat step 3 as desired. Multiple filters can be applied at the same time. When done, click **Apply Filters** to go back to the results list with the filters activated. The number of search results will update accordingly based on the filters in place.

**Note:** Filters will remain active until they are manually removed and will impact the results of future searches. To remove a filter, select All Items/Everywhere/All Fields. Alternatively, for the *Limit to* and *Search in* filters, tap the **X** next to the limit on the results screen to remove the filters (this option is not available for the *Search on* filter).



**Searching by ISBN scan:** If you have a physical copy of a book and would like to search for it in the MVLC catalog, you can perform a search in the app by scanning the ISBN.

1. From the app home page, click **Scan ISBN Barcode**.

2. This will open your device’s camera. Place the barcode of the item you wish to scan in the viewfinder rectangle on the screen to scan it.
3. If the item is available at an MVLC library, the associated record(s) will display. If it is not, a message stating “No items matched your search terms” will appear.

**Searching for electronic resources:** The MVLC OverDrive catalog of ebooks and audio books is available for searching in the app and can be accessed in multiple ways:

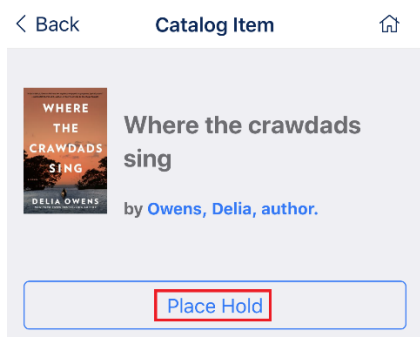
1. From the home screen, tap **eBooks & eAudio**. This will open a search window that is pre-filtered to the OverDrive collection. Enter your keywords and tap **Enter** to search.
2. From the search screen, enter your keywords and tap **Enter** to search. Click on the filters below the results. In the **Search in** menu, select **OverDrive Digital Library**, then click **Apply Filters**.

**Note:** When using the OverDrive search, the format-based search limits in the ‘Limit To’ dropdown menu do not apply. For example, if the Audiobooks search limit is added to the filters, it will have no effect. If applied, the results set will still include eBooks.

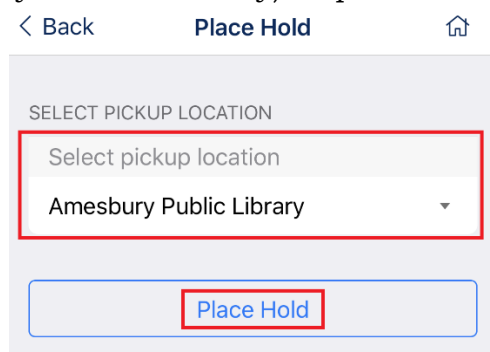
**Account actions:**

**Placing holds (physical items):**

1. Search for the item you wish to place on hold in the catalog.
2. Click on the item to see its details.
3. Under the title, author, and book cover image is a **Place Hold** button. Tap the button to start the hold process.



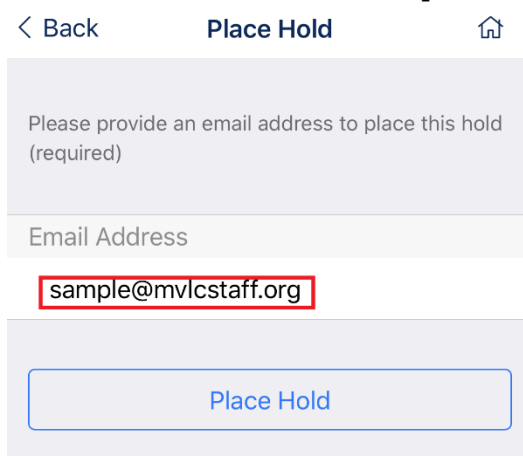
4. In the pull-down menu that appears, choose the library where the material should be held (this will default to your home library). Tap **Place Hold** to finish.



5. A confirmation window will open, tap **OK** to close it and go back to the catalog search results.

### Placing holds (digital items):

1. Search for the item you wish to place on hold in the catalog.
2. Click on the item to see its details.
3. Under the title, author, and book cover image is a **Place Hold** button. Tap the button to start the hold process.
4. An email address is required to place digital holds. In the box that appears, the email address associated with the account will autofill, if applicable. To change the address, tap in the email address box and make the necessary edits.
6. If there is not an email address associated with the account, add an address by tapping in the box and typing the desired email address. Tap **Place Hold** to finish.



< Back      Place Hold      Home

Please provide an email address to place this hold  
(required)

Email Address

sample@mvlcstaff.org

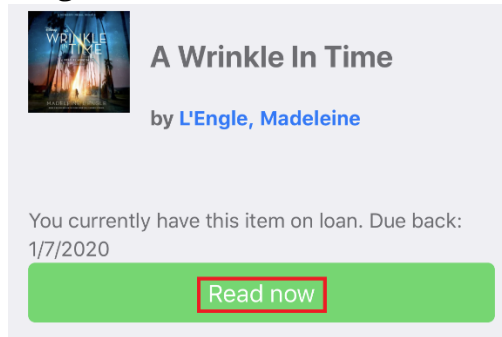
Place Hold

7. A confirmation window will open, tap **OK** to close it and go back to the catalog search results.

### Downloading OverDrive materials:

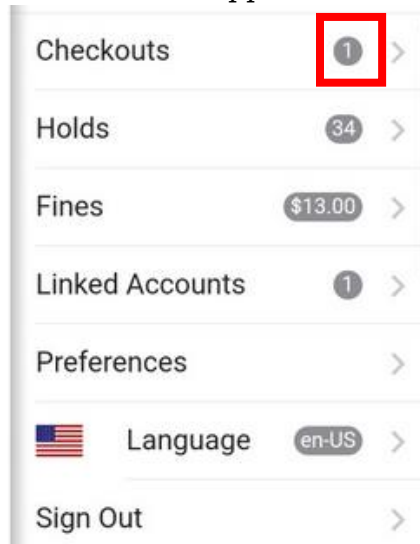
1. Search for the item you wish to access in the catalog.
2. Click on the item to see its details.
3. Under the title, author, and book cover image are links to download the digital material (if the item is available). Tap your preferred method to continue. The access options are listed below:
  - eBooks:
    - Access Title – EPUB:** downloads an EPUB file to your device
    - Access Title – HTML:** opens the eBook in a web browser on your device
    - Access Title – Adobe Digital Editions:** downloads an Adobe EPUB file to your device
    - Access Title – Kindle:** downloads a copy of the book in Kindle format
  - Audiobooks:
    - Access Title – MP3:** downloads an MP3 file to your device
    - Access Title – OverDrive Listen:** opens the audiobook in a web browser on your device

4. If you view an OverDrive item that you have checked out in the catalog search, you can access the item again using the **Read now** button under the title information.



### View checkouts:

1. Tap the hamburger menu in the upper right corner of the screen.
2. On the menu that opens, tap **Checkouts**.
  - The number of checkouts should appear in the menu as a preview.



3. On the Checkouts screen, OverDrive and physical checkouts are interfiled.
4. If enabled on your account, your checkout history is viewable from this tab and will display items from most recent checkouts to oldest checkouts. Tap **Checkout History** at the bottom of the checkouts list to view the history.

**Note:** to refresh the information on this page at any time, pull down and release from anywhere on the page.

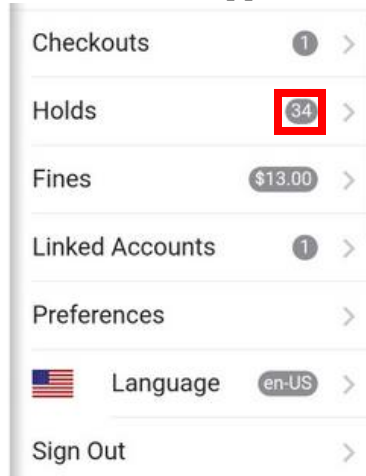
### Renew checkouts:

1. Tap the hamburger menu in the upper right corner of the screen.
2. On the menu that opens, tap **Checkouts**.
3. Tap on the item in the list that you wish to renew.
4. Click **Renew** to start the renewal.

### View holds

1. Tap the hamburger menu in the upper right corner of the screen.
2. On the menu that opens, tap **Holds**.

- The number of active holds should appear in the menu as a preview.



3. On the Holds screen, OverDrive and physical holds are interfiled.

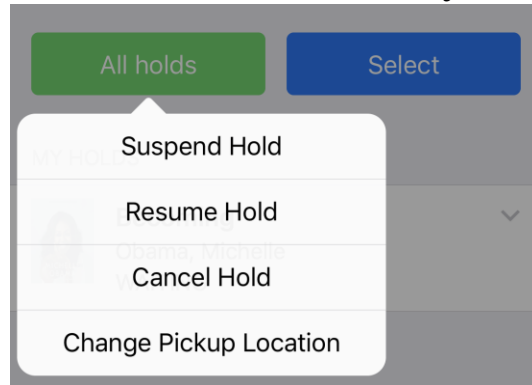
- Pending holds on physical materials will have the status PLACED, and pending holds on OverDrive materials will have the status WAITING.

**Note:** to refresh the information on this page at any time, pull down and release from anywhere on the page.

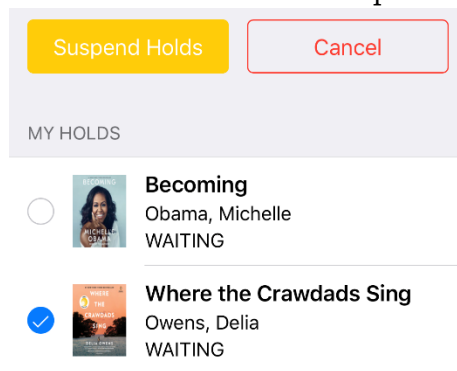
#### Modify holds:

1. Tap the hamburger menu in the upper right corner of the screen.
2. On the menu that opens, tap **Holds**.
3. Tap on the hold you wish to modify. The current status of the hold will display as well as your queue position if the item is not yet available to you.
4. The following options appear:
  - **View Item:** tap here to see item details in the catalog.
  - **Change Pickup Location:** tap here to modify the pickup location for holds on physical items. Select the new pickup library from the drop-down menu, then click Change Pickup Location.
  - **Suspend hold:** tap here to suspend the hold. A new screen will open to enter the start and end dates of the suspension. Tap **Select Date** and use the calendar that appears to choose the start and end dates or leave the end date field blank to leave the hold suspended indefinitely. Then tap **Suspend Hold** to finish, then click **OK** in the confirmation window that opens.  
**Note:** OverDrive holds require only a suspension end date.
  - **Resume Hold:** tap here to resume a suspended hold, then click **OK** in the confirmation window that opens.  
**Note:** if a suspended hold has no end date specified, the Resume Hold button will not appear for the first day the suspension is in place.
  - **Cancel Hold:** tap here to cancel a hold. On the confirmation window that opens, click **Yes/No** when asked “Are you sure you want to remove this hold?” then click **OK** in the confirmation window that opens.  
**Note:** Holds can be suspended until they become available. Available holds must be cancelled by library staff.

- To perform an action on multiple holds, use the **All holds** or **Select** buttons at the top of the page, then tap the action from the list above that you wish to perform.

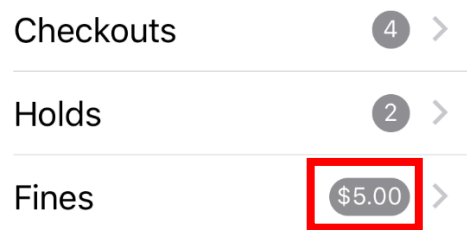


When using the **Select** function, tap the radio buttons that appear next to the items you wish to modify, then click the button at the top left of the screen to continue.

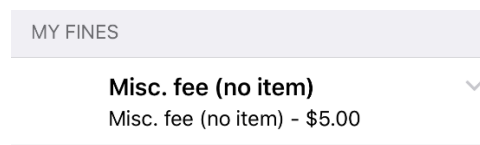


### Viewing bills:

- Tap the hamburger menu in the upper right corner of the screen.
- On the menu that opens, tap **Fines**.
  - Total amount in fines should appear in the menu as a preview.



- Any fines on your account will display in a list on the Fines page with information about the fine reason.



**Note:** to refresh the information on this page at any time, pull down and release from anywhere on the page.

### **Paying bills:**

1. Tap the hamburger menu in the upper right corner of the screen.
2. On the menu that opens, tap **Fines**.
3. Any fines on your account will display in a list on the Fines page with information about the fine reason.
4. There are multiple options for paying fines:
  - Tap **Pay All** at the top left of the screen to pay all fines on your account.
  - To pay an individual bill, tap on that bill, then tap **Pay fine**.
  - Tap **Select** at the top right of the screen to select multiple bills to pay if not paying all bills. Next, tap the radio buttons that appear next to the items you wish to modify, then tap **Pay Selected** at the top left of the screen to continue.
5. Once you have selected the bill(s) to pay, a new window will open with a form to complete your payment. Fill in the required information, then click **Submit** at the bottom of the page to finish.
  - If you would like an email receipt for your payment, check the box next to **Email me a payment receipt at this email address**, then enter your email address in the box provided.

**Note:** If using linked accounts, all bills for all linked users are visible. However, each user must be paid individually.

### **Other app features:**

#### **Find library hours/contact information**

1. Tap the **Nearest Libraries** option.
  - If GPS is enabled, libraries will appear in order from closest to farthest.
  - If GPS is not enabled, libraries will appear in alphabetical order by library name.
2. Tap the library of your choice.
  - Each library's page contains information about hours of operation, location, and contact information.
3. Tap **View on Map** to launch your device's map app, with the library's coordinates entered.
4. Tap **Get Directions** to launch your device's map app, with the library entered as your destination and your current location entered as your starting point.
  - This feature requires GPS to be enabled.
5. Tap the library's phone number (under **Contact**) to launch your device's phone app with the library's phone number entered.
6. Tap **Visit Website** to launch the library's web site in your mobile device's browser.

**Library events calendar:** This feature is available only when logged in to a library's app. The behavior of this feature, typically called **What's On**, depends on the calendar service used by the library. Tapping this option will either launch the library's event calendar in an external browser or load an RSS feed containing the library's events. In the latter case, tapping the event on the RSS feed will link to the event in an external browser.

**Library social media:** This feature is available only when logged in to a library's app.

1. Tap **Social**.
2. Select a platform (Facebook, Instagram, Twitter, Pinterest, YouTube).
  - These options vary by library.

3. Depending on the social media platform's configuration, the platform will open either in an external browser or in the appropriate app (if installed).

**Access online resources:** Each library has selected the online resources (museum passes, databases, etc.) to highlight and options vary by library.

1. Tap **Online Resources**.
2. Select a resource.
3. Tapping on a resource will open it in your device's external browser.

**Note:** Device screen and font sizes can impact the app's display. If a feature does not appear on your home screen, try swiping left. If an app has more features than can fit on the home screen, two dots appear at the bottom of the screen (above **My Barcode**) to indicate that features continue another screen.

