



How to Support your Patrons who have OverDrive Access Issues

Login Issues: The majority of patron problems involve login issues that can be corrected by the library:

| Error Message Provided to Patron by OverDrive | What the Problem Is |
|-----------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 'Invalid Library Card: #####.' OR 'Not a valid Mid-Hudson Library System card.' | <ul style="list-style-type: none"> Patron is entering incorrect Card number OR Library staff needs to issue patron a new card, as card has been removed from system (lost/inactive). |
| 'Library card has expired.' | <ul style="list-style-type: none"> Library staff needs to renew the card in Sierra |
| 'Invalid patron PIN.' | <ul style="list-style-type: none"> Library staff needs to reset PIN through Sierra OR Library staff can direct patron to this link to reset it themselves https://midhudsonlibraries.org/pinreset |
| 'There appears to be a problem with your library card. Please contact your library for assistance.' | <ul style="list-style-type: none"> Library staff has entered incorrect data in Home Library Field. Check that the field ONLY has the library's <u>3 letter code</u> and does not include a 4th letter (a,y or j). |
| 'Your account has too many fines. Please contact your library for assistance.' | <ul style="list-style-type: none"> Patron has fines over \$10.00, and must pay them down to use OverDrive. |

Other Issues:

- Library staff or patron can check Overdrive Help: <https://help.overdrive.com>
- Library staff can submit a Ticket to MHLS through techsupport@midhudson.org

