



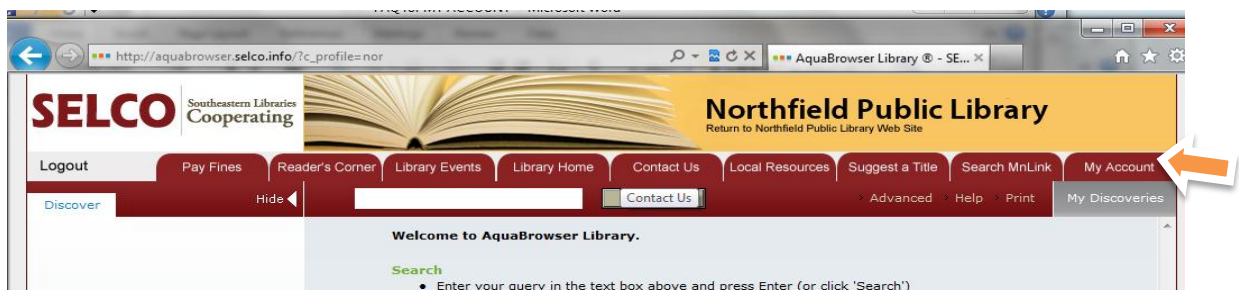
FREQUENTLY ASKED QUESTIONS ABOUT “MY ACCOUNT”

What is “My Account”?

“*My Account*” is a powerful tool that is part of the library’s public online catalog. With it, you can request and renew materials from home or work. You can change your email contact or your PIN (personal identification number), and you can request an address or telephone number change. You can even pay your late fees online with a credit or debit card!

How can I access “My Account”?

First, you will need a computer with access to the Internet. Go to www.northfieldmn.info. Look for the gray box and click where it says to “click here.” The top right hand tab is “My Account.” Click here.



To use “My Account” you will need your library card number (also known as your borrower id) and your PIN (personal identification number) handy.

When you enter your borrower id into the online catalog, please type all 13 digits without spaces.

What is a borrower id?

The borrower id is your library card number. This is the 13-digit number that appears below the barcode on your card. Most Northfield Public Library borrower ids begin with the numbers 11011. Library cards from other systems such as Dakota County may have 14 digits in the barcode. You may use these as long as they are registered in the SELCO system.

What is a PIN?

Your PIN is your personal identification number. You may not know what it is, but you probably have a PIN.

Library staff members assign the PIN number you list on your library card application form; if you do not list a PIN, staff will usually assign the last 4 digits of your telephone number.

Does my PIN automatically change if I get a new telephone number?

No, your PIN remains the same as originally set unless you ask for a change.

What if I cannot remember my PIN?

If you cannot remember your PIN number, you may call or email the library. Please give your library card and birth date to verify that you are the correct cardholder.

How soon may I use my new library card?

Your library card “goes live” immediately after you register.

How long is my card good for?

Most library cards expire after three years although there is no expiration date printed on the cards. College student cards expire after one year. This expiration allows library staff to update contact information such as telephone numbers and addresses.

I am a college student and my address changes every year. How often do I need to update my card and PIN?

College student cards expire each year just because students usually change telephone numbers and addresses each year. A personal, telephone or email contact with a library staff member is usually all it takes to update your card and get you going again.

How can I change my PIN?

To change your PIN, go to "My Account" and sign in. Once you are in, click on the box that says "Profile." If you do not know your current PIN, you will need to contact a library staff member to change it for you.

How can I add or update an email address?

To change your email or add an email address, go to "My Account" and sign in. Once you are in, click on the box that says "Profile." Find the box for "email information." Enter the email address you wish to use and click update.

How can I change my telephone number or street address in "My Account"?

You may request an address or telephone number change in "My Account" but may not update this information yourself. If you click "request change," a note will appear on the record the staff sees. The next time you are in the library to check out books, they will ask what it is that you wish to change.

"My Account" shows that I still have items out that I returned. What should I do?

If this happens, contact a library staff member in person, by telephone (507-645-6606) or via email (npl_dir@selco.info). The staff person will try to find the materials and will get back to you as soon as possible to address your concern.

Once I have used "My Account" how do I get back to search the catalog?

Just close the "My Account" screen/tab by clicking the "x" in the right-hand corner. You will then see the Aquabrowser search engine where you can search the catalog.

I tried to renew some of my materials online, but was unable to do so. Why does this happen? What should I do?

There are several reasons this can happen:

- 1) The materials may have requests on them.
- 2) Your card may be expired.
- 3) You may have exceeded the limit on the number of times an item can be renewed.

If this happens, contact a library staff member in person, by telephone or via email. If your card has expired, the staff member can update it for you and will also be able to let you know if there are other reasons the materials cannot be renewed.