“The Empowered Patron”

Online Access to your Library Account

It’s your Library,
Check it out!

Lassen Library District
Susanville, CA
Lassen Library’s integrated library system is called Destiny and we have configured it to allow you to create password-protected access to your library account. With online access from any Web browser you can perform several enhanced actions, such as:

- View items you currently have checked out
- View late fees and other charges you may owe
- Renew checked-out items
- Place items on hold or reserve
- Rate items in the catalog
- Recommend items to other patrons

Creating online access to your library account is purely voluntary, is not a requirement of library membership and can be cancelled by you at any time.

Please do not hesitate to contact a member of the library staff if you have problems with the instructions in this pamphlet or have any other questions concerning being an empowered patron.

**For Your Protection**

- Your access is limited to certain information in your account. You will not see information in any other patron’s account nor can anyone else see your information.
- Passwords must be a minimum of 8 characters and contain both alphabetic and numeric characters
- Three consecutive failed login attempts will lock your account for 1 hour.
- At this time passwords do not expire, but that feature may be implemented in the future.
Creating your own user name and password

1. In your Web browser go to Lassen Library's Web site at lassenlibrary.org
2. At the bottom of the home page click on the link “Lassen Library Catalog”
3. At the upper right corner of the Library Search page click on Create Account.
4. On the Create New Account page enter your last name and the barcode number from the back of your library card in the corresponding fields, then click on Next. If your Destiny account already has a user name, the message "Patron account already exists" appears. In this case, you will need to have a library staff member update your user name and password.
5. If you have a birth date in your record, you will be prompted to enter it next. Use the menus to select the month, day, and year.
6. On the next screen, enter your user name and your password, and enter your password again to confirm it. The user name must be unique within Destiny (not previously entered by another user) and passwords must be at least 8 characters long and contain both alpha and numeric characters. Optionally, if you don't have an email address on file already, you may enter that also (not required).
7. When you are done, click on . Destiny will automatically log you in with your new user name and password.

If you later forget your password, you can create a new one, using the following procedure.
Resetting your login password

If you have forgotten your password or want to change it do the following:

1. At the top right of the Library Search page in Destiny click on
   ![Login button]

2. Click on **Forgot password?** You will be prompted for your user name and library card barcode number.

3. Enter your user name and barcode number, and then click on
   ![Next button]

4. If you have a birth date in your patron record, you will be prompted to enter it. Click on
   ![Next button]

5. Enter your new password in the Password box, then again in the Confirm Password box.

6. Click on
   ![Save button]

If the passwords match, Destiny automatically logs you in with your new password. Use this user name and password for future logins.

Get online help for establishing a login account or resetting your account’s password by clicking on the **How do I …** link at the upper right corner of the Log in to Destiny screen.
**Reviewing the status of your account**

Your online access consists of access to the Destiny home page, catalog search page and the My Info page.

The **Home** page will usually be blank but may display messages from library staff from time to time.

The **Catalog** page permits you to search for any item in the Lassen Library Catalog just as you would from the library’s Catalog stations.

The **My Info** page contains information about the items you currently have checked out, fines you may owe, items you have placed on hold and items recommended to you.

**Renewing checkouts**

You can perform one renewal to the due date for each item checked out to you.

1. From the **Items Out** section of your **My Info** page click on **Renew** to the right of the checked-out item you want to renew.
2. The item will be renewed for another full lending period for that item.

**Note:** You can only renew an item once. Subsequent renewal attempts will result in a warning message saying the limit on renewals has been reached. Please return the item to the library.

**Note:** Renewal attempts will be blocked if you have overdue items or pending late fees (fines). These items must be resolved with library staff before you will be allowed to renew additional items online.

Get online help for renewing items by clicking on the **How do I … ?** link at the upper right corner of your **My Info** page.
**Recommending a title to another patron**

Only patrons who have login accounts can make or receive title recommendations. Recommendations appear on the receiving patron's My Info page in the **Recommended Titles** section when they log in.

1. From a Catalog search results page or from the **Items Out** section of your My Info page click on the title of the item you want to recommend.
2. On the resulting **Title Details** page, click `Recommend` or on your My Info page click 📦. The **Recommend Title** page opens.
3. In the **Find Patron** box, enter the patron's first and/or last name and click on Go 🔍. A list of patrons having those names will be listed. From this list click on the name of the patron you want.

**Notes:**

1) If you don't have the patron’s whole name, enter part of it, followed by *
2) You cannot search by the patron's library card barcode number.
4. Enter a comment about your recommendation you would like the other patron to see. For example, you can explain why you're recommending the title or share your thoughts on it.
5. Click 📦.

Recommendations with comments require Library Staff approval. When approved your recommendation will be posted to the Recommended Titles section of the patron’s My Info page.

Get online help for recommending titles by clicking on the **How do I … ?** link at the upper right corner of your My Info page or the **Recommend Title** page after clicking on 📦 in the Catalog.
**Reviewing/Rating a title**

You can rate a title and add a reviewing comment for it that everyone using Destiny will see. You can only review a title once, using the following procedure:

1. From a Catalog search results page click on the title of the item you want to rate.
2. On the next screen click on the **Reviews** tab.

2. On the next screen click on the **Add Review** button.

3. Select a rating by moving the cursor over the stars next to **How do you rate this title?** and clicking on the star corresponding to the rating you want to assign. Five star ratings are available, ranging from one star for a poor rating to 5 stars for an awesome rating.

4. If **Enter your comments below...** appears, you can also share your opinion about the item by entering a comment up to 1000 characters in length.

4. When you finish, click the **Save** button.

Library staff will need to approve your comments before your rating is posted. After your review is approved, you and other patrons can see it on the item’s **Title Details** and **Reviews** pages.

Get online help for assigning ratings by clicking on the **How do I ...?** link at the upper right corner of your **My Info** page.
Holding or Reserving an item in the Catalog

1. Retrieve the title from the Catalog Library Search page or the **Recommended Titles section** of your My Info page.

2. On the **Title Details** page, click on **Hold It!**.

**On the Requesting page:**

1. To hold a copy now, leave the list at "As soon as possible" and click on **Hold It!**.

2. To reserve the item for a future date, select “Reserve for specific date" from the list.
   a. The **# copies owned** tells you how many copies the library owns. If you're requesting more than one copy, enter the number of desired copies in the **Reserve** field.
   b. Use the availability calendar to select a date range, or enter dates directly in the **From** and **To** boxes.
      **Note:** If you cannot find an available date range for the copies you need, view the current Status of the copies in **Copies** tab of the **Title Details** page.
   c. Click **Submit** to place the request.

A message appears, confirming or denying the request. If the request is denied, the message may tell you when a copy will be available.

**Note:** If you need a particular copy, you'll have to have someone at the circulation desk create the hold for you.

You can monitor the status of your request on your **My Info** page under the **Holds** Section.

Get online help for initiating Holds and Reservations by clicking on the **How do I … ?** link at the upper right corner of your **My Info** page.