

FAQ - Royal Oak Public Library Moving Libby to Download Destination from MCLS

What is changing?

- We are moving from our current primary Libby consortium purchasing group (MCLS) to The Library Network's (TLN) Download Destination purchasing group.

Q: Why are you moving?

- The TLN Download Destination purchasing group is more cost effective.
- We will be the last shared system library in TLN to move to Download Destination, which will change how the ebooks appear in the online catalog, making them easier to find while browsing.
- We will have more direct input into the holdings for the consortium.

Do I need a new app?

- No, you will continue to use the Libby app.

Will I still have access to MCLS and the other consortiums in Michigan?

- Yes, you will still have access to a total of thirteen (13) library consortium collections in Libby, each with their own borrowing and hold limits.

Do I need to do anything to make this transition?

- Yes, on July 1 around 11am, each Libby user will need to remove their existing library cards connected inside their Libby app, then add them again to begin borrowing items again and placing holds. Your card(s) can be removed by:
 - Selecting the three lines at the center bottom of the Libby App
 - Selecting "Manage Cards"
 - Selecting the "..." in the bottom right-hand side of each card displayed, and selecting "Remove Card."

When should I remove and then re-add my card(s)?

- Wait until 11:00 am on July 1, 2025 or after. Doing it before then will not enact the necessary changes.

What happens if I do not remove my existing cards after July 1?

- You will not be able to check out any new items or place any holds because your card – which would still be in MCLS – will no longer be validated.

How do I add my library card back to Libby after I have removed it?

- In the Libby app, go to **Menu** (the three lines at the bottom center), then select **Add Library** and search for the consortium you want, **starting with Download Destination**.
- Click on that consortium, then **"Sign In With My Card."**
- **When you add Download Destination**, that list will appear at the **top** of the search results because it is your home location. Select **"Download Destination Royal Oak Public Library"** and add your ROPL card number and library PIN.
- **To add additional consortia group after you add Download Destination:** Repeat the first steps and search for that consortium by name, then under **"Partner Libraries,"** you will see your card in Download Destination as **"DD-Royal Oak Public Library."** Click that title, then enter your card number and your library PIN, then Next. You will then be in that additional consortium.

- Your **library PIN** is usually the last four digits of the phone number in your library account, or 1234. However, if you have previously requested a different PIN, use that number, or an older phone number if your current phone number does not work. We can reset your PIN if you are unable to move past this step.

What happens to the items I have checked out during the transition?

- Your currently borrowed items will re-appear once you remove and then re-add your ROPL card as a TLN Download Destination user, or any of the other twelve consortium groups you can access.

What happens to my holds?

- They should reappear when you re-add your ROPL card.
 - In the MCLS consortium (if you re-add it), your place in line may change since that is not your “home” location any longer.

What about my tags and notifications?

- These will reappear once you re-add your ROPL card.

Will I get my holds faster because of this change?

- That is our intention. The Friends of the Library invested \$17,000 to fill holds when we make the transition.
- The savings we will experience by moving to Download Destination will be directly invested in materials that serve Royal Oak patrons first but will ultimately serve everyone in the TLN Download Destination consortium.

Download Destination has a hold limit of 6 items. Can that be changed?

- No, but you can still place holds in the other consortiums.
- We are investing in the collection so that you can get your holds faster in Download Destination.

Will I still have access to other library consortiums?

- Yes! There are currently thirteen (13) consortiums you can access, who together own over 239K unique titles.
- You will continue to be able to place holds and check out items from all of them; the number of checkouts and holds will vary from one consortium to the other.
- **The consortiums are:**
 - Download Destination (our consortium as of July 1, 2025)
 - Midwest Collaborative for Library Services (MCLS)
 - Genesee District Library
 - Lakeland Digital Library
 - Mideastern Michigan Library Cooperative
 - Metro Net Library Consortium
 - Traverse Area District Library
 - Up North Digital Collection
 - White Pine Library Cooperative
 - Woodlands Downloadale Library
 - Great Lakes Digital Libraries
 - Suburban Library Cooperative
 - St. Clair County Library System