

# *Library Catalog*

## Tips & Troubleshooting Guide

### Logging In, Reserving Items, Outages, E-mail Notices

While the library catalog and e-mail notifications are provided and maintained by the **Ramapo Catskill Library System (RCLS)**, not Thrall, our Reference staff will be happy to assist you with any questions you might experience with any of these services. Below are some tips and troubleshooting steps which might also help you:

#### Experiencing problems logging into the library catalog?

- Please be sure you are entering your **library card's number** completely and **without any spaces** between the numbers.
- If you are using the **number pad** on your keyboard to enter your card's number, please make sure the **NUM LOCK** key is on.
- When asked for your **PIN** at the login prompt, you usually enter the **last four digits** of your telephone number – unless you change it.
- **If your telephone number has changed** since you first applied for your library card, please notify Thrall's Circulation Department so your account can be updated.
- If your Web browser (e.g. Internet Explorer, Firefox, Safari) **automatically fills in** your card number or PIN when you reach the library catalog login page, please click in each box where you type, **delete** whatever is in there, then **retype** your card number and PIN.
- **If multiple people, such as family members, use your computer**, they might have the Web browser set up to remember their login, not yours. **Delete** any existing text in either the card number or PIN input box, and, if your Web browser asks you to remember your login, consider going with the "no" or "not right now" option since your login information (if automatically entered and not manually deleted by others who use your computer) could cause problems for those other persons or enable them to access your account.
- **If your Web browser and/or Internet security software currently blocks cookies**, you will need to **allow them** when at the library catalog website in order to log in properly.
- The Library Catalog requires **Javascript to be enabled** in your Web browser. Javascript is usually enabled by default in most Web browsers.
- If you are accessing your library account through a wireless (WI-FI) service (e.g. on a portable computer), you might have to **log back in** if there are any drops or interruptions in wireless signal strength causing your laptop to have to reconnect to the Internet.
- **All logins automatically time out after several minutes of inactivity.** The RCLS library catalog does this as a security precaution, to ensure your library account does not remain accessible to anyone if your computer has been left unattended.
- **If you are attempting to log into AquaBrowser**, please make sure your Web browser's **pop-up blocker is off**. AquaBrowser opens a secondary window for the login prompt.

*For information on reserves and e-mail notices,  
please continue reading...*

## Problems reserving items?

- **When you reserve an item**, please be sure to advance through all the prompts in the catalog to ensure your reserve request was accepted. Simply pressing the Reserve button and not advancing past the confirmation page means your request did not go through.
- **Not all items in the library system can be reserved.** Many libraries choose to make certain items, such as new books or DVDs, available only to their patrons. This situation can change quickly as other libraries make new items available in the library catalog.
- **If you are a Bloomingburg patron**, you must reserve items at your own library.
- **If you have fines, overdue items, or other problems on your library account**, reserves might not be accepted. Please inquire at Circulation to see if there are any problems with your account.
- **If your library card has expired**, you will need to renew it first (by seeing the Circulation Department) before attempting to use the card to check out or reserve items.
- **Many items in the library catalog** are Reference items which do not circulate. These items are only available at whatever library owns them, and they cannot be reserved.
- **Some items might be lost, in mending, or on order** and therefore temporarily unavailable.

## Not receiving e-mail notices?

- **If you enter your e-mail address via the library catalog's My Account page, e-mail notices will not be sent:** you must fill out an e-mail notice registration form at our Reference Department or visit our home page ([www.thrall.org](http://www.thrall.org)) and click "**Free E-mail Notices**" to register your e-mail address properly.
- **Please check your e-mail's "spam mail," "bulk mail," or "junk mail" folders** to see if one of the e-mail notices was designated as "spam" and directed to one of those folders.
- Please check to see if you (or your e-mail program or service) have mistakenly designated **RCLS' e-mail notification address ([midnotices@rcls.org](mailto:midnotices@rcls.org))** as "spam" or "unsolicited e-mail" and unblock the e-mail address if necessary.
- If you have **advanced Internet security software** on your computer that prescreens e-mail, please check to see if it is blocking e-mail from [rcls.org](http://rcls.org) and take appropriate action in that software to allow e-mail from that address.
- In addition to local spam filtration on your computer, **your Internet service provider (ISP) might also filter out certain messages** before your computer receives e-mail. Most ISPs offer "Web mail" access, where you can log into your account and check the e-mail directly on the ISP's server. Please inquire with your ISP concerning Web mail access and ask them to have your account permit all e-mail from [midnotices@rcls.org](mailto:midnotices@rcls.org)
- **RCLS will automatically remove your e-mail address** if your e-mail account is full or rejects e-mail from RCLS. RCLS will place a message on your account if this happens.
- **If you share your e-mail account with other persons**, please let them know **not to delete** any messages from [midnotices@rcls.org](mailto:midnotices@rcls.org) or designate such messages as spam.
- **If you pick up a reserved or interlibrary loan item before a notice has been sent by RCLS**, you will not receive a notice for that item. RCLS only sends notices for items waiting to be picked up.
- **Please reexamine your e-mail's Trash folder** to check if any e-mail notices were accidentally deleted. If so, you can usually select the message and move it back to your **Inbox**.
- **If your e-mail account is full**, no new messages (from RCLS or anywhere else) will arrive. You can free up space by deleting unwanted messages and then emptying the Trash folder.

## Outages and Upgrades

At times throughout the year, RCLS services or upgrades the catalog, causing it to be temporarily unavailable.

## For all other library catalog problems or questions...

Please stop by our **Reference Department** or call us at (845) 341-5461, and we will try to help you.

**Because Middletown Thrall library neither provides nor controls the e-mail notification service, the RCLS library system catalog, or the AquaBrowser interface**, if you continue to experience technical difficulties, we will be happy to forward your information to the RCLS headquarters for further analysis by their staff.