

## **CURBSIDE SERVICE**

### **Using the myLIBRO App**

With myLIBRO, you can:

- Search items from the library
- Request items from the library
- Schedule a pick-up time (after notification that your items are available for pickup)
- Let us know when you have arrived in the parking lot

Download myLIBRO

- Free to download and use
- Apple store for iPhones and iPads
- Play store for Androids

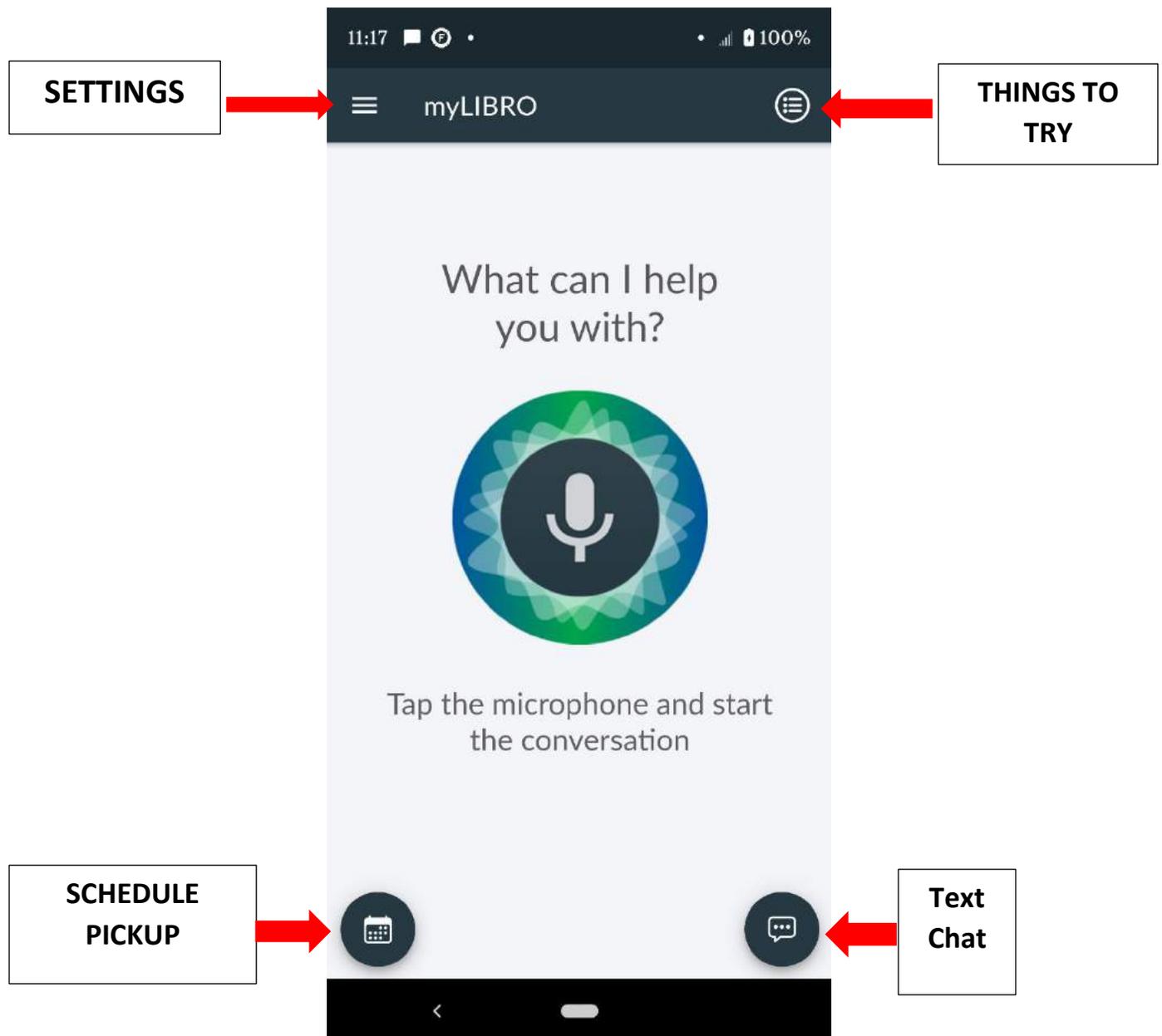
To create an account, you'll need:

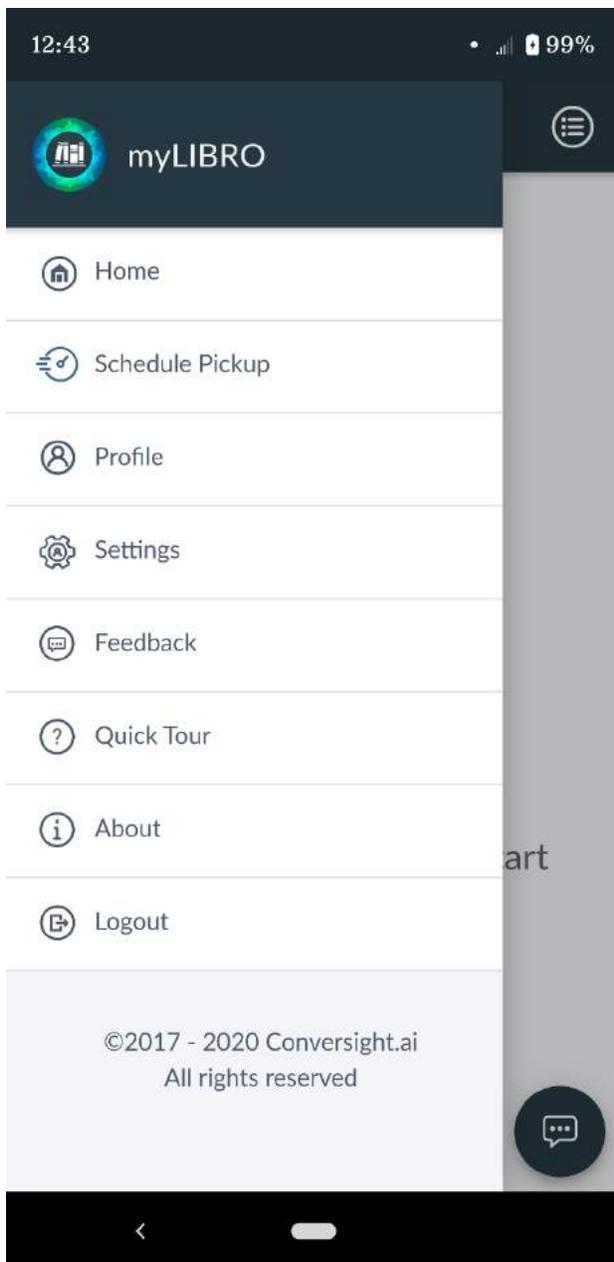
- Your library card number
- Your PIN
  - If you don't remember your PIN, try the last 4 digits of your phone number OR call us at 248-684-0845 Option 2 for a reset
- An email account

This is the myLIBRO home screen

Each corner has an icon for you to explore:

In the middle of the home screen,  
you will find a microphone to start  
a conversation with myLIBRO





## Settings

If this is your first time using myLIBRO, it is a good idea to explore how you can personalize the app

- Tap on **Profile** to make changes to your profile or to add another member from your family to myLIBRO
- Tap on **Settings** to enable or disable the microphone and chat response
- **Settings** will also let you synchronize myLIBRO with Alexa if you'd like
- Tap on **Quick Tour** to view a few videos to get you started

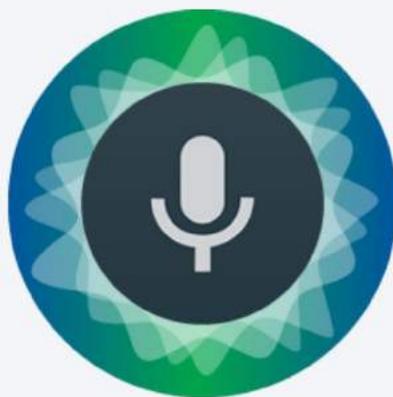
## Start here....

To search for an item in myLIBRO, you can either use the microphone or text chat

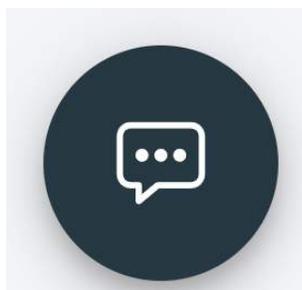
To use the microphone, tap on it and tell myLIBRO what you would like.

**TIP:** Not sure how to ask myLIBRO? Look for examples under **Things to Try**

What can I help you with?



Tap the microphone and start the conversation



## Text Chat

Tap on **Text Chat** icon to type your search

Tap on **Ask myLIBRO here...** to activate the keyboard on your device

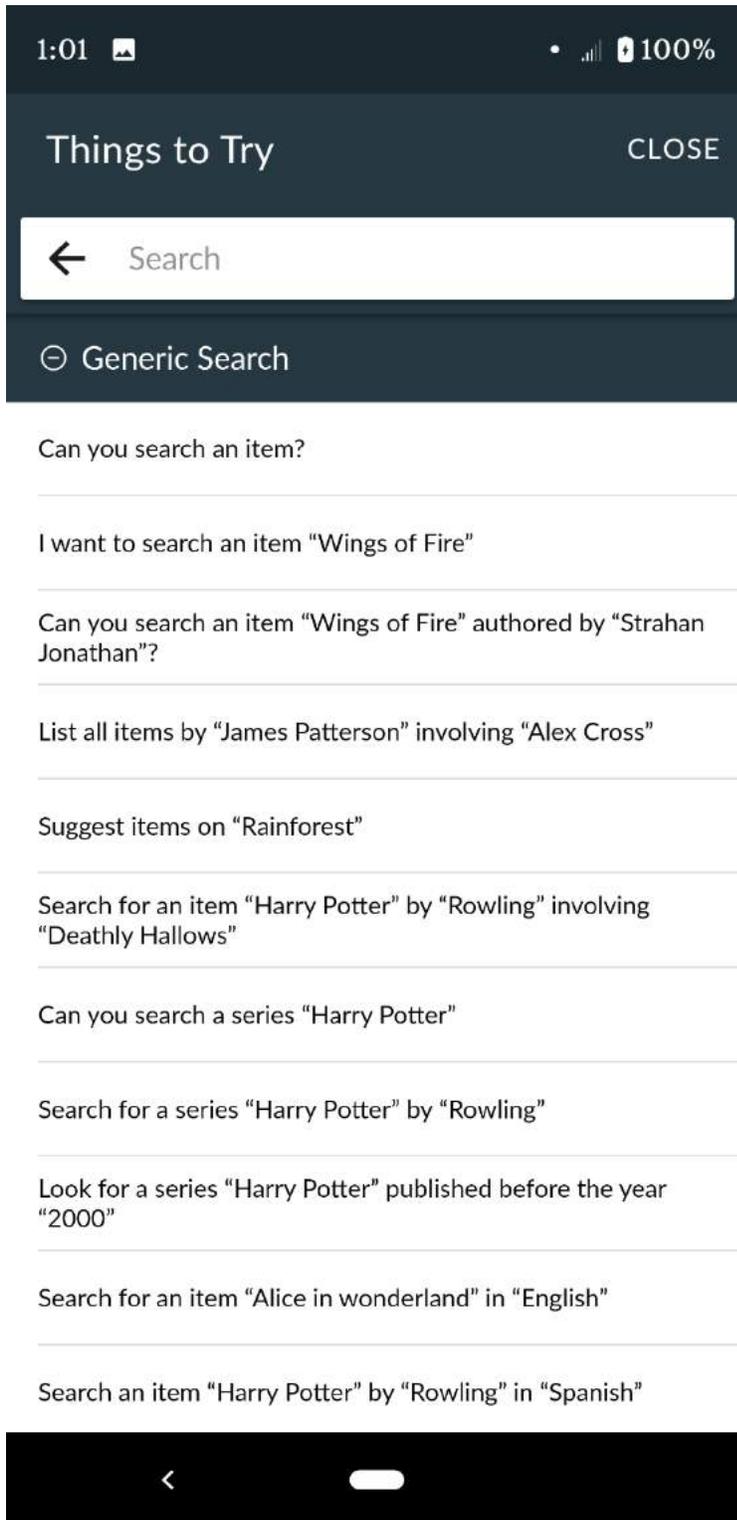
Type your search

Ask myLIBRO here ...





TIP: Not sure how to ask myLIBRO? Look for examples under **Things to Try**



## Let's try a search

Search for an item "little fires everywhere"

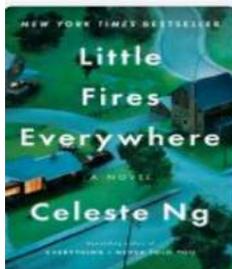
I have found 6 options for the title Little Fires Everywhere.

AUDIO

**BOOK**

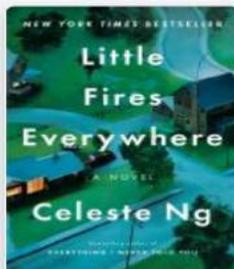
DIGITAL BOOK

OTHERS



Ng, Celeste

Little Fires Ever...



Ng, Celeste

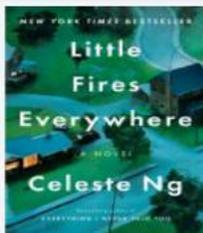
Little Fires Ever...



Select an option to narrow down by material type. This example is narrowed down to **Book**

To place a hold, select your choice and tap on hold. Confirm your hold pickup location

← Little Fires Everywhere



Little Fires Everywhere

Ng, Celeste

**HOLD**

### Description

"Traces the intertwined fates of the picture-perfect Richardson family and the enigmatic mother and daughter

"Traces the intertwined fates of the picture-perfect Richardson family and the enigmatic mother and daughter who upended their lives in the process." —*Booklist*

Choose pickup location

Milford Public Library

[SEE MORE](#)

[CANCEL](#) [HOLD](#)

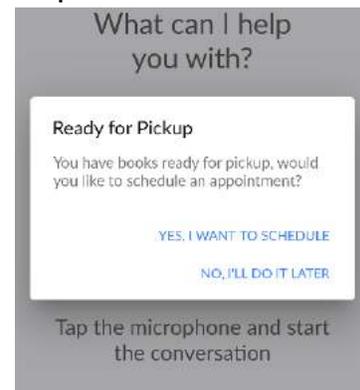
Item Details  
ISBN  
Material Type  
Publication year 2017

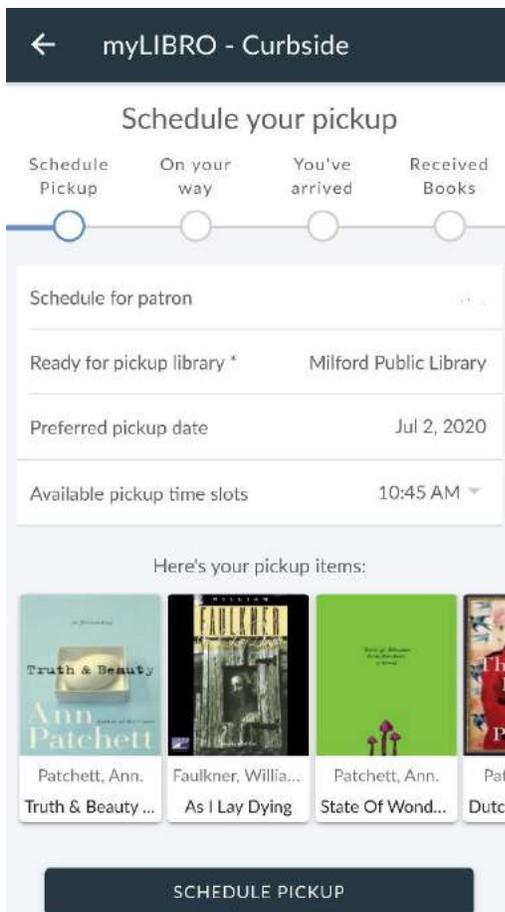
## Schedule your pickup

Once you are notified that an item is ready for you, you can schedule a pickup date and time

- Notifications are sent via The Library Network via text message, automated phone call, or email
- myLIBRO will also alert you to schedule a pickup of available items and give you an option to schedule now or later

- Select the Schedule Pickup icon
- Select a date and then a pickup time
- Tap on **Schedule Pickup**





### Let us know....

Within **Schedule Your Pickup**, you can let us know when you're on the way.

We'll check out and package your item(s).

Let us know **You've arrived** in the app and we'll move your items to the pickup table in the vestibule