myLIBRO can be downloaded from the Google Play Store or the Apple App store.

- **iOS**
- **Android**
- Open myLibro App.
- Select the Jersey City Free Public Library from the drop-down menu.
- Type in your library card number and PIN.
Requesting a Book

- Open myLIBRO App, press search to begin searching for an item. You can search by Keyword, Title, Author or Subject.
- Select the item from the search list.
- Press Hold and select branch/location to place the item on hold.
- Library staff will begin preparing your items for pickup.
- As soon as your item is available you will receive a notification to schedule your pickup.
- Follow the steps below to schedule the pickup after receiving the notification.

Pick My Books!

Not looking for a particular title? Let library staff select one for you!
Pick My Books! and Pick My Books for Kids! are now available at all Curbside locations. Pick My Books! allows you to request five books for adults and 10 books for kids according to age and interest, selected by library staff. You may request Pick My Books! on the myLIBRO app when you schedule a pickup. See below for how to schedule a Pick My Books! pickup.
How-to Schedule Your Pickup

After library staff have processed your request, you will receive a notification to schedule pickup when you open the app. If there are holds on another account but not yours, you will need to switch to their account to get to the Schedule Pickup screen.

- If you have other family members with holds, use the drop-down to change accounts.
- If you have holds available at multiple pickup libraries, you can use the dropdown to toggle between holds locations.
- You will see the covers of all the holds ready for pickup. We have added the date that your hold expires on the cover.

Scheduling your pickup.

- Press Yes Schedule.
- This will take you to the My Schedules section.
- Pick your preferred pickup date and time slot. Pickups cannot be scheduled for the same day. You can schedule your pickup for the following day.
- If you would like to place a Pick My Books! request, let us know your favorites (non-fiction subjects, mystery, romance) in the Schedule notes box.
- Scroll down and tap the 'Schedule' button at the bottom of the screen.
- You can close the app when you are done.
How to Schedule a Pick My Books! Pickup

- Start by selecting the Schedule Pickup button from the home screen of the myLIBRO app.
- Tap the Schedule button.
- Tap Hold library and choose one of the locations listed above.
- Select the Date and time you would like to pick up your items.
- Under Additional Pickup, toggle on Do You want to request for Additional Pickup.
- Select either Pick My Books! or Pick My Books for Kids!
- You can choose a subject or genre in Sub-Category.
- Sub-Categories for Pick My Books for Kids! are chosen by age range.
- Please provide more details in the Notes for Pickup section, such as favorite authors or series, types of books (picture books, board books), subject areas (computers, health, history), or any other information that will help staff with their selections.
When you are leaving for the library:

- Click on the Schedule Pickup button from the main screen.
- Tap on your schedule to open it again.
- Tap the 'I’m On My Way' button. This will alert library staff to pull your items, so they are ready when you arrive.

Pickup

- **You have arrived.** Use the buzzer outside of the library to alert the staff you have arrived to pick up your materials.

- **Received books.** If the staff adds any instructions, this will add a message screen. When you have your holds, tap I’ve Received.

- **Feedback.** You can rate the experience and provide feedback. Library staff will be able to view reports so we can improve Curbside to Go.
Make a Change to your Scheduled Pickup

- Go back to the myLIBRO home page and tap on **Schedule Pickup**.

- **My Schedules.** You can cancel or reschedule the current reservation. If you have closed the app after you have arrived, select the schedule. This will take them back to the **you’re all set!** Screen. From here, you can cancel or reschedule your appointment.

- Library staff will check out your items before your reservation. If you need to cancel or reschedule close to your appointment time, please call your pickup library. Items not picked up at the end of the day will be checked in.

- If the staff needs to cancel your reservation, you will see a message on the myLIBRO app.
Family members can be added to myLIBRO app.

How-to Add a Family Member

- Tap the three lines in the top left corner.
- Tap the Profile menu.
- Scroll down and tap the Add Member button, then fill out the account details.
- Use the drop-down arrow at the top right to switch from your account to another account.
- Be careful with the three dots at the top right, this will delete your account from the myLIBRO app and you will need to re-register. *This will not delete your account with JCFPL (Jersey City Free Public Library).*
- Under Add Family Members, tap on the account name, then the trash icon in the top right corner to remove that account from the myLIBRO app. *This will not delete the account with JCFPL.*

![myLIBRO app screens](image)

What if I am late?
You will need to arrive before the end of your pickup schedule. If you are unable to do so, you can reschedule your pickup time.

What if I Do not Pick up My holds?
Staff will bring your items inside after a reasonable amount of time. Holds that are not picked up by the end of the day will be checked in.

See all app features.

[Download the myLIBRO app](#) user guide and learn how to:

- Use myLIBRO on an Alexa device or the app voice mode.
- Use advanced features.