CAFE LIBRARIES APP
FAQ'S

Download on the App Store

GET IT ON Google Play

How do I download the app?
Search for "Bridges Library Café Mobile" in the Android or Apple app stores. Look for the teal **CAFÉ** logo. Select **Download App**. The app is free to download and use.

What are the device or software requirements for the app?
For Android devices, the app requires Android 4.4 or higher. For Apple products, the app works with iOS 10.0 or higher.

How do I set up my account?
1. Open the app
2. Select your preferred language.
3. Scroll through the menu list and select your library.
4. Enter your library card number and PIN.

What is my Password/PIN?
You selected your password or PIN when you signed up for a library card. If you need to change your PIN, you can contact your library or go to www.cafelibraries.org, select **Log In**, and select **Forgot your password?** under the Password box.

How do I create a Username/Password?
Creating a username and password is not required to use the app. It's an optional feature for your CAFÉ account that can be set up at www.cafelibraries.org. After you go to the website, select **Log In** and select **Create Username** on the login page. You can then create a username and password for your account.

How do I set up multiple accounts?
You can have more than one library account on the app. To add an account, select **My Account** from the home screen. Select **Account Setup** from the menu. Select **Add A Library Card**. Enter the barcode/username and password/PIN.

How do I view my account?
From the home screen, select **My Account**. Here, you can choose to view the items you have currently checked out, your active holds, any fines or fees on your account, your reading history if you have it enabled in the catalog, and your digital library card. You can also view your account at any point by selecting the person icon on the bottom toolbar.

How do I search for items in the catalog?
From the home screen, select **Search the Catalog**. You can also select the magnifying glass icon on the bottom toolbar. Enter keywords, title, or author in the search bar. Using the dropdown menus under the search bar, you can search by material type or library location, or search by keyword, title, author, or subject. This will help narrow your results.

How do I place a hold?
After searching for a title in the app, select the item on which you want to place a hold. You will see the item's details, including the libraries that own the title. Select the **Request Item** bar at the bottom of the screen. You can then select which user you want to place the hold for (if you have multiple accounts connected to the app), the library you want to pick it up from, and the copy you prefer. Select **Submit request**. You can see your list of active holds by selecting the person icon on the bottom toolbar or **My Account** from the home screen.

Bridges LIBRARY SYSTEM

café
cafelibraries.org

CAFE LIBRARIES APP
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How do I view my library's hours?
From the home screen, select **Library Information**. You can view your library's hours, contact information, website, a list of library services, and directions to your library.

Can I see upcoming events at my library?
Yes! From the home screen, select **Events and Programs.** You can browse upcoming events at your library by scrolling through the list. For many libraries, you can also search a specific event name or keyword by using the search bar at the top. Select an event to see a description, register for the event (if required), or add the event to your personal calendar.

Can I find digital collections or tools on the app?
Yes, the app includes links to your library's ebook and digital magazine collections, like Wisconsin's Digital Library/Overdrive, Flipster, and Hoopla, as well as other online tools. From the home screen, select **Digital Collections**. You can browse and select an online collection from the list provided.

How do I pay my fines on the app?
To pay a fine, select **My Account** from the home screen or the icon of the person in the lower toolbar. Select **My Fines and Fees** to view your fines. Select **Pay Fines**. You will be redirected and asked to log in again with your library card number. From there, you will pay your fines as you would on the catalog.

I have an Android device and have already downloaded the Libby app to my device, but it's asking me to download it again.
After selecting Wisconsin's Digital Library on an Android device, you'll get a prompt to either **Download App** or **Browse**. Select **Download App**. You will be taken to an app store, where it will show that you've already downloaded the app. Select **Open** to open the Libby app on your device.

What's the digital library card?
You can use the digital library card in place of your physical, plastic library card. It shows your barcode number and expiration date. You can access the digital card from the home screen or through the card icon on the bottom toolbar.

I get an error message when trying to create an account. What is going on?
Your library card may have expired or be blocked for another reason. Contact your library to find out the status of your library card.

I don't have a library card. Can I get one through the app?
Yes, you can get a temporary digital library card through the app. From the home page, select **My Account**. Scroll down and select **Get a Library Card**. This will take you to a new screen in the CAFÉ catalog. Select your library and your postal code. On the next screen, enter your name, birth date, address, phone, and preferred contact information. You will also create a username and password.

The digital library card is temporary. You will need to visit the library within one month to complete your registration and get your permanent library card. Proof of current address and a picture ID will be required.

My question is not listed here. Who can I contact?
Please contact your local library with questions or issues. You can also contact Mellanie Mercier, Automation Coordinator at the Bridges Library System, at mmercier@bridgeslibrarysystem.org or 262-896-8084.