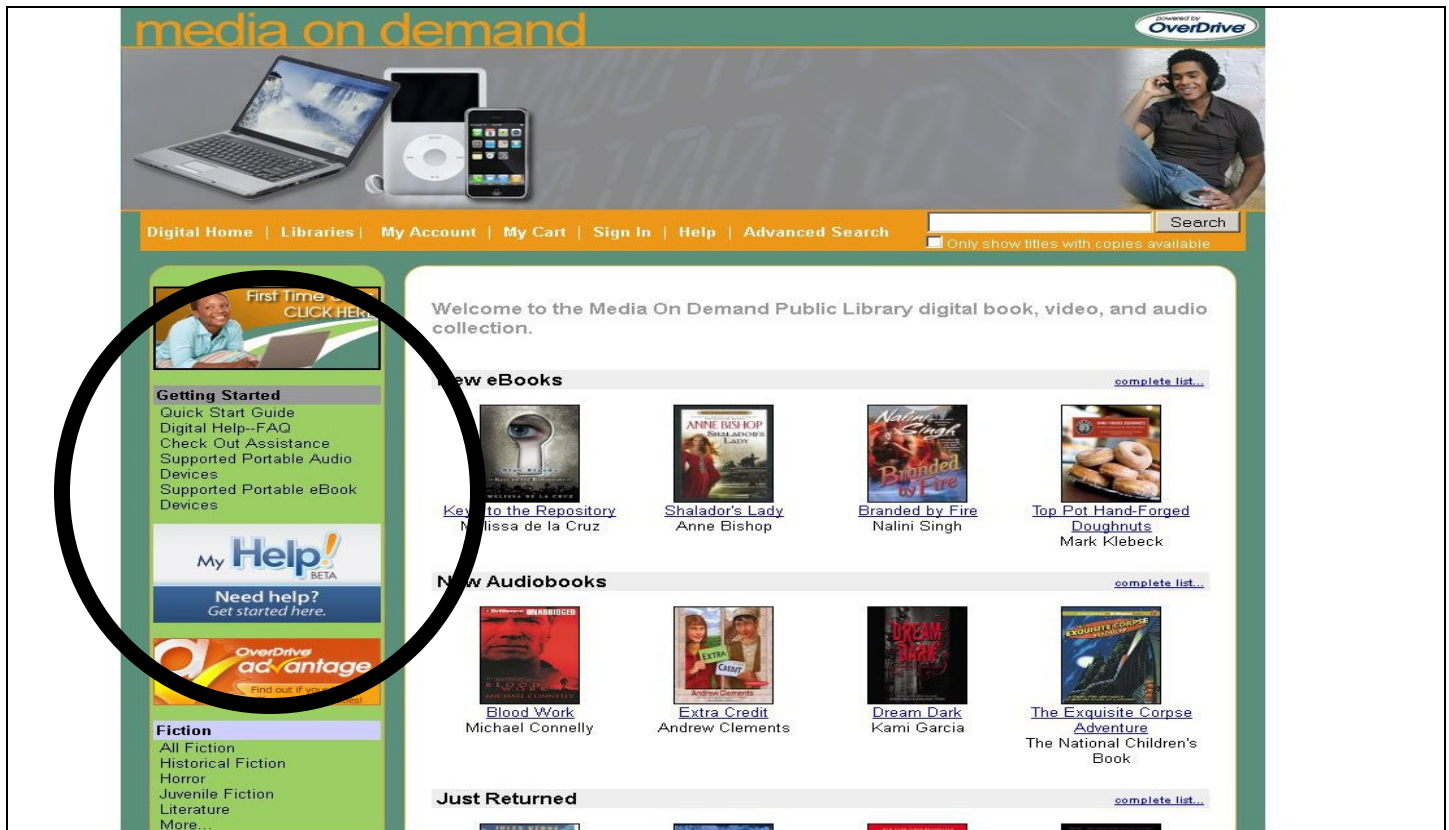


Media On Demand Help/Login Errors

If you're having trouble using Media On Demand, the site offers extensive help options!

With your computer's browser go to www.mediaondemand.org. The help options are located on the left side bar, close to the top.



“First Time User” will guide you through general searching and checking out information. They are done in guided tour video format, explaining how to use Media On Demand for all your eBook and audio book needs.



Located under **“Getting Started”** are **quick FAQ pages.** They provide help for checking out and links to the pages that lists all the devices that can use eBook and audio books.



My Help allows users to select the device and what they would like to do and then provides a step by step video explaining the process.

Media On Demand Help/Login Errors FAQ

To use Media On Demand, patrons must have a Lansing Public Library card in good standings (meaning all fines must be under \$2.00). Any questions please call the library (708) 474-4227.

If a login error occurs, please read the information below to identify the problem.

Sign In Error

We're sorry, but the specified library patron account information is not valid.

Details: (2) Invalid Library Card: 211370000000113. Not a valid Lansing Public Library card.

[Click here to return to the sign in form.](#)

This error indicates that you have used either a non-valid Lansing Public Library card or you have typed your barcode number incorrectly. The barcode number is the 14 digit number listed on your library card underneath the barcode.

If you do not have a Lansing Public Library card, then you must log in under your home library.

Sign In Error

We're sorry, but the specified library patron account information is not valid.

Details: (1) Invalid PIN for station user

[Click here to return to the sign in form.](#)

This error indicates a problem with the pin you've provided. Your pin is the last four digits of the phone number you have on file with us. If you do not know your pin please contact the library (708) 474-2447 and make sure you have your library card available to you.

Sign In Error

We're sorry, but the specified library patron account information is not valid.

Details: (1) User BARRED

[Click here to return to the sign in form.](#)

This error indicates that you, or a child under your care, may have fines over \$2.00. Please call the library at (708) 474-2447 if you have any questions regarding the fines. You can pay the fines in person with check (with library card & drivers license), cash or online with our PayPal account (visit www.lansingpl.org/paypal.html).