

FAQs for Online Services & Resources

How do I get a library card?

You can apply for a digital library card 24-hours a day and for immediate use from the [Getting a Library Card](#) webpage.

Why can't I log in to my library account?

Enter your library card number (14-digit number underneath the barcode on back of your library card) with no spaces between the numbers and use the 4-digit year of your birth (ex: 1990) as your default pin number unless you changed your PIN.

If you are still having trouble please contact [Ask-A-Librarian](#) or call Customer Accounts at 240-777-0005 (Monday–Fridays from 8:30 AM–5 PM).

What is my PIN?

If you already have a full-service library card/account then your pin is defaulted to your 4-digit year of birth (ex. 1990).

If you are creating a digital library card using the online form please type your desired 4-digit PIN in the first pin space and then type the same number in the second pin space.

If you are still having trouble, please contact [Ask-A-Librarian](#).

How do I download e-books from the library?

MCPL offers downloadable e-books through [OverDrive](#) and [Hoopla](#).

To read books on your smartphone or tablet go to the App Store (on iOS) or Google Play Store (on Android) on your device and download the [Libby](#) app (supported by Overdrive) or the [Hoopla](#) app. You will need your library card number and pin to use the apps.

Detailed directions based on your specific device (e-reader, laptop/computer, etc.) can be found on the “Getting Started” link on our [E-Books](#) page.

How do I download audiobooks from the library?

MCPL offers downloadable audiobooks through the following services: [Overdrive](#), [Hoopla](#) and [RBDigital](#).

To read books on your smartphone or tablet go to the App Store (on iOS devices) or Google Play Store (on Android devices) and download the [Libby](#) app (supported by Overdrive), [Hoopla](#) app or [RBDigital](#) app. You will need your library card number and pin to use the apps.

Detailed directions based on your specific device (e-reader, laptop/computer, etc.) can be found on the “Getting Started” links on the [Audiobooks from MCPL](#) page.

How do I stream movies & television shows?

MCPL offers [several services](#) for streaming movies & television. You will need your library card to use most of these services.

How do I take online classes and/or courses via MCPL website?

MCPL offers [many free online educational services and platforms](#) for educational, personal and career development. You will need your library card to use most of these services.

