

Somerset County Library System
LIBRARY ACCOUNT PINS
Frequently Asked Questions
(updated 02/2010)

What is a PIN?

A PIN is a “personal identification number”. The Somerset County Library System uses a secure PIN in combination with a patron barcode number to maintain the confidentiality and security of your library account information. A patron PIN must satisfy certain security requirements in order to be accepted by the online catalog software.

Why is a PIN required?

When a PIN is used your patron record information cannot be accessed by anyone else if your card is lost or stolen. Your account cannot be accessed if the correct PIN is not entered. If the system detects more than five failed attempts to log in with the same barcode within one minute, it will block access to that patron account for one minute even if the correct PIN is subsequently entered.

What is a “secure” PIN?

A secure PIN uses only numbers, is at least 4 numbers long and does not contain any common patterns. A PIN that consists of any number that is repeated three or more times (i.e. 1111, 2222) or any set of numbers that is repeated two or more times (i.e. 1212, 1122) will not be accepted as a secure PIN.

How do I change my PIN?

Click on the “Change your PIN” button on your library account screen and enter your current PIN. Then, enter your new PIN. Enter it again to confirm it.

What do I do if I forget my PIN?

Click on the “Forgot your PIN?” link on the library account login screen. The system will ask for your barcode. After you enter the barcode and click the “Submit” button an informational message will be sent to the email address listed in your patron record. The email message will include a link to use for resetting your PIN. This link is valid for 3 hours from the time when you clicked on the “Submit” button. When you click on the link you will be taken to a screen that will ask you to enter your patron barcode number. After you enter your new PIN and correctly validate it the system will reset the PIN in your patron record.

What if I don't have an email address in my patron record?

If you have forgotten your PIN and do not have an email address in your patron record you will need to ask a library employee to enter a new PIN for you. Once your PIN is working you can keep your email address current by using the “Change Preferences” option.