

How to Recover Your PIN

During the Library's Closure

So you're practicing responsible social distancing and suddenly your online library account is more important than ever... but you've forgotten your PIN!

Don't panic. Here's what to do to get access.

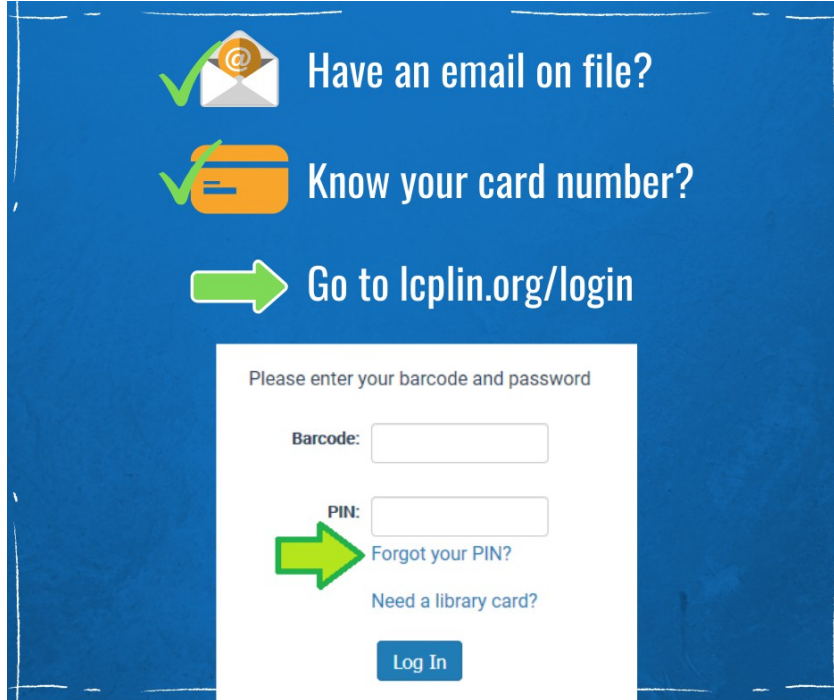
Option 1: Make sure you actually still have a library card.

First of all, if it's been years since you used your card the system might have dropped you. It happens! The good news is, this makes getting access super easy.



Just go to www.lcpln.org/get-a-card and fill out the form. If your card is still active with us, it'll stop you and you can try option two (on the next page) instead.

Option 2: Email yourself your PIN



If you know your library card number and your account has an email address associated with it (where you get holds notices and automatic renewal reminders, for example), you can mail yourself a new PIN.

Go to www.lcplin.org/login

Enter your library card number in the first field, and click [Forgot your PIN?](#)

Then check your email!

If you don't have an email account associated with your card, or you don't know your barcode, or if something else went wrong, head on over to the next option.

Option 3: Ask a Librarian



If all else fails, you can call your branch or go to www.lcplin.org/ask and use our Ask a Librarian form and we'll help you out!

We'll need your full name and barcode if you have it.