



## Destiny FAQ's

### Accessing Destiny Library Catalog

**Q:** What browsers will work with the library database?

**A:** Make sure you have a supported browser, such as one of the following:

- Microsoft Internet Explorer 11
- Firefox (latest version)
- Google Chrome (latest version)
- Apple Safari (latest version)
- Edge (not recommended or supported)
- Display: 1024 x 768 resolution

**Q:** How can I search for books on my mobile devices (iPhone, Android phone, iPad and other tablets)?

**A:** Go to the Apple or Google App store on your mobile device and search for **Destiny Discover**. Simply download this free app, enter Florida as your location and Church of the Palms Library, Sarasota, as your "school". You can browse the library as a Guest, or log in if you have already registered as a patron.

**Q:** How do I request a login to Destiny?

**A:** Visit the Church of the Palms Website: <http://www.churchofthepalms.org>

1. Click on the **library web page**.
2. Click on **Request Login ID**.
3. Fill out the form and click on **Submit**. Directions for logging in as a guest, will appear and you will receive your new patron barcode number within three business days.

**Q:** Once I receive my barcode number, how do I login for the first time?

**A:** Visit the Church of the Palms Website: <http://www.churchofthepalms.org>

1. Click on the library web page.
2. Click on the **Library Catalog** which will take you to Destiny Discover.
3. On the Destiny Discover Page click on the three-bar icon  on the left side of the blue menu bar.
4. Click on the **Destiny** tab after the drop-down menu appears.
5. When the new page appears, click on **Create Account!** on the right side of the blue menu bar.

- Enter your last name
- Enter the barcode that you received

6. Create your new User Name and Password.

Hints:

- Username - It should be short and memorable.
- Password - It is suggested that it should be 6 or more characters.

7. This will bring you to Destiny Discover – Our online catalog!

## Circulation Policies and Instructions

**Q:** What can I check out and for how long?

**A:** The table below describes our circulation policies:

Patron Type	Book Limit	Circ Time: Bks & CDs	DVD Limit	Circ Time: DVDs	Renew 1 week	Ref Bks
Adults & young adults	5	3 weeks	2	3 weeks	Y	N
Children: grades K-5 Juvenile books only	2	3 weeks	0	0	Y	N

**Q:** When can I check books out of the library?

**A:** You can check books out yourself using our online system anytime during normal library hours. Instructions are located on the wall above the computer. If you prefer assistance, visit the library during hours when volunteer staff is available. Library hours and staffing schedule are listed on the main library webpage.

**Q:** When can I check DVDs out of the library?

**A:** You can check out DVDs only when library volunteers are available. These hours are listed on the main library webpage.

**Q:** How can I renew a book?

**A:** When you select  > **Checkouts**, all your checked-out resources appear. You can **Renew** resources from here.

**Q:** How can I see the books I have on hold?

**A:** When you select  > **Holds**, all your resources on hold appear. Open the title details by selecting a title or a cover image.

**Q:** How can I cancel a book on hold?

**A:** If the book is available and ready for you, you must send an email to the volunteer staff and they will be happy to remove the hold for you. See *How can I contact the library staff* below. If you are on a waiting list, you can cancel your hold by selecting  > **Holds**.

## Searching for Resources

**Q:** How can I do an advanced search?

**A:** Access additional features by selecting  > **Destiny**. On the new page, click on *Library Search* at the top left. Click the tab labeled *Power* which will let you enter a very detailed search.

**Q:** Where can I find the Pastor's Picks?

**A:** There is a button on the right-hand side of the library web page that will take you to the list or you can check the Collections ribbon in Destiny Discover.

## Updating Personal Information

**Q:** How can I change my personal information such as email address, phone or church affiliation?

**A:** You must send an email to the volunteer staff and they will be happy to make these changes. Include your name and the information that needs to be updated. Changing your email address on your member profile will not change it in the library master file. See *How can I contact the library staff* below.

**Q:** How can I add a picture to my profile?

**A:** Log in to the library database and click on the silhouette in the circle on the right side of the blue bar at the top. Click the *My Profile* link. Click the pencil icon to the right of your name which will take you to add your picture. Click on the *Upload* link and navigate to the location on your computer where you have the picture stored. Click *Save* to save your picture. You can also choose an Emoji or a Sticker to represent yourself. If adding your photo using Apple software systems – please note that your upload will not be allowed from the Apple iPhotos file. Your JPEG photo needs to be moved out of the iPhotos and placed into another file and then uploaded.

## Contacts:

**Q:** How can I contact the library staff?

**A:** Go to the library main page and click on the CONTACT button in the right-hand menu bar. This will use your email client to send a message to the library staff. Or send an email to [copfl2017@yahoo.com](mailto:copfl2017@yahoo.com).