FAQs for Parents

1. **Which school districts are participating?**
   a. Currently Olympia School District (ESD 113).

2. **What is a MyTRL student account?**
   a. A MyTRL account provides students with access to Timberland Regional Library electronic resources.

3. **What may a MyTRL student account access?**
   a. TRL provides online access to magazines; newspapers; math, history and science resources; language study programs; online courses; job and study resources; eBooks; music; audiobooks; videos; encyclopedias; dictionaries; auto manuals; and almanacs.
   b. TRL libraries also provide Wi-Fi and Internet stations.
   c. Specific resources may change based on costs and collection development decisions. Current resources are listed on the TRL.org website.

4. **Is a student account the same as having a library card?**
   a. No. Basic or regular library cards not only provide access to a wealth of online resources, but also print books, DVDs, CDs (music and audiobooks) that may not be available in electronic formats.

5. **Are all students eligible for a student account?**
   a. All K-12 Olympia School District students are eligible.

6. **Will all students have a student account?**
   a. Parents will have the option to opt out their student(s) through their school district. Students who do not receive a student account may still apply for a basic or regular library card.

7. **When do student accounts expire?**
   a. Student accounts expire in 1 year, and may be renewed.

8. **What is the PIN for a student account?**
    a. The default 4-digit PIN is the student's birth month and day. For example, February 7 would be listed as 0207. Students may reset the PIN to something else.

9. **Where does the student get their account number?**
    a. Students are provided their account number by the school.

10. **How does a student upgrade a student account to a regular library card?**
    a. Students may upgrade to a basic account (allows five items to be borrowed at one time), or a regular account (allows 50 items to be borrowed), with parent's permission and verification of address and contact information. Parents need either to be present with the student, or to complete and sign a library card application verifying the required information. Students 17 years or older may provide address and identification to apply for a regular library card.

11. **What if the student already has a basic or regular library card?**
    a. Students who already have a basic or regular TRL card may have their student account merged with their existing library card at any TRL location.