

Now Available on Your Libby App or at <https://libbyapp.com/>:

# Universal Class

## What is Universal Class?

[Universal Class](#) provides library cardholders with lifelong learning courses in over 30 subject areas, many of which offer continuing education units (CEUs). Topics include:

- Business: Accounting, Entrepreneurship, Finance
- Career Training
- Law/Legal
- Office Skills, Computer Training
- Personal Development, Self-Help
- Real Estate
- Teacher Resources, Special Education
- Science, Health & Medicine, Alternative Medicine
- And so much more!

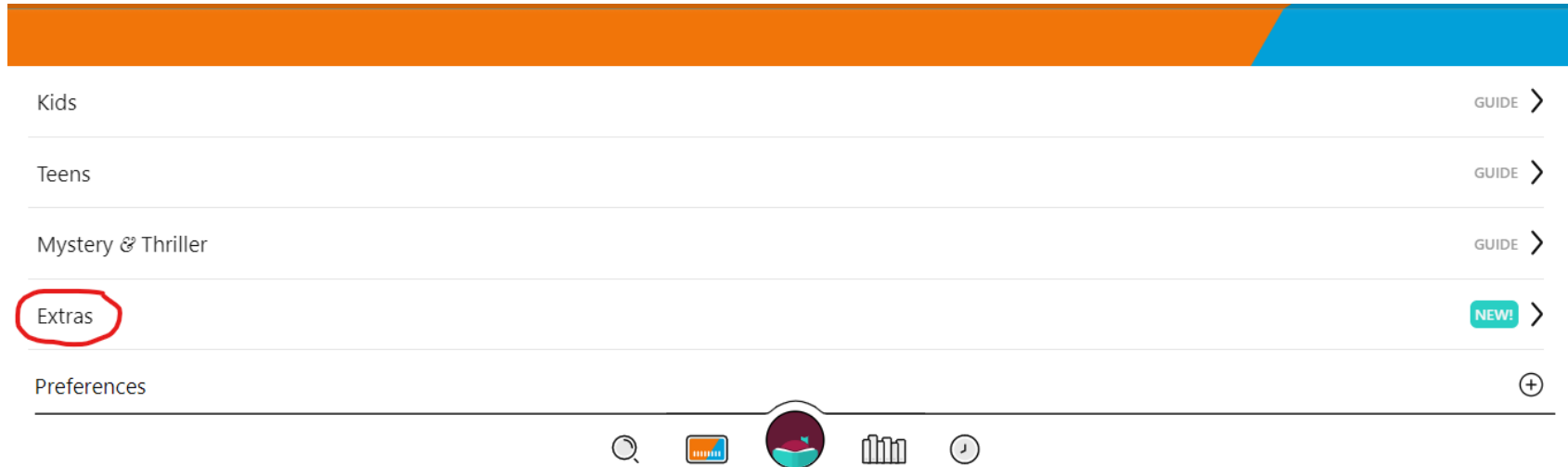
This guide provides instructions for accessing Universal Class, registering and signing in, and FAQs and other notes.

## How can you access Universal Class for Free?

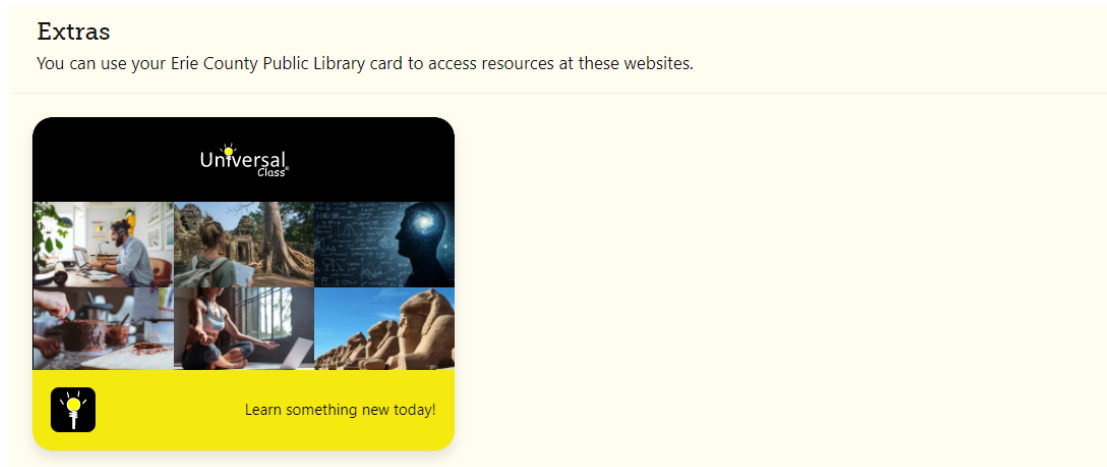
1. Using your home library's site, **open up the Libby app** to your home library's collection **or visit the website** on your computer.  
Library cardholders in Crawford County: <https://libbyapp.com/library/ccfls>  
Library cardholders in Erie County: <https://libbyapp.com/library/erielibrary>
2. Using your **library card number** for your home library in Erie County or Crawford County, **sign into your account**. If you're already logged into Libby, proceed to the next step.
3. **Click the library card icon** to view the main homepage, if your device prompted you to your shelf or elsewhere in the system.



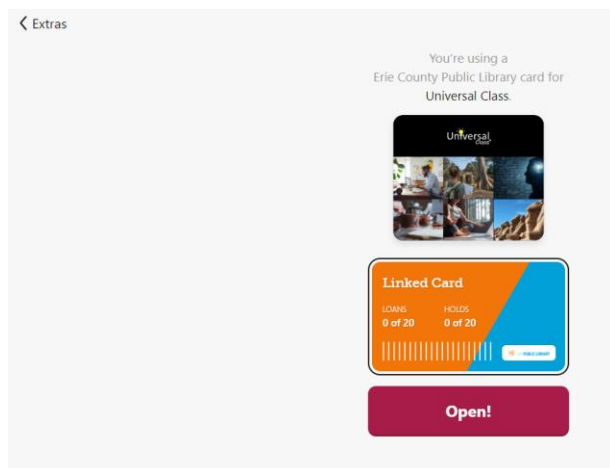
4. Within the menu table on the homepage, **click on Extras**.



5. Next, **click on the Universal Class icon**.



6. The next slide will confirm the library card which you're using to access Universal Class, an Erie county Public Library card or a Crawford County Federated Library System Card. Go ahead and **click Open!**



7. The next page provides a brief description of Universal Class. **Click on Get Access.** Please note: You'll have full access to content from Universal Class for 30 days. When it expires, you can go through Libby to get another 30 days. Repeat process indefinitely.

A banner for Universal Class featuring a collage of images: a person working at a desk, a person in a field, a chalkboard with math equations, and a person's head with a glowing brain. Below the banner is a "Get Access" button.

Universal Class is the place to continue your education online and fulfill all your lifelong learning goals.

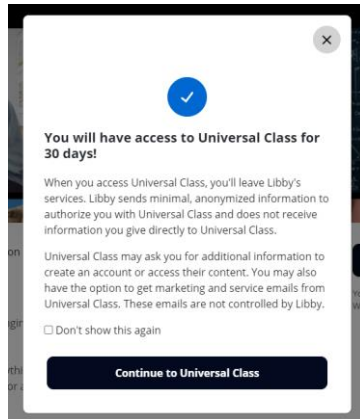
**Get Access**

You'll have full access to content from Universal Class for 30 days. When it expires, you can get access through Libby again.

**Features**

- 500+ online courses on just about anything ranging from cake decorating to accounting & bookkeeping
- Accredited CEUs for professional development
- Self-paced, easy-to-use, 24/7 access – learn anything, anytime and anywhere
- Supports assessments for the serious student or a view only version for the casual learner
- Supported languages: English

8. A pop-up will appear explaining more about the 30-day pass and saying that you will be redirected to the Universal Class site. Users have the option to click the checkbox that says “Don’t show this again.” **Click on Continue to Universal Class.**



**Pop-Up:**

**You will have access to Universal Class for 30 days!**

When you access Universal Class, you'll leave Libby's services. Libby sends minimal, anonymized information to authorize you with Universal Class and does not receive information you give directly to Universal Class.

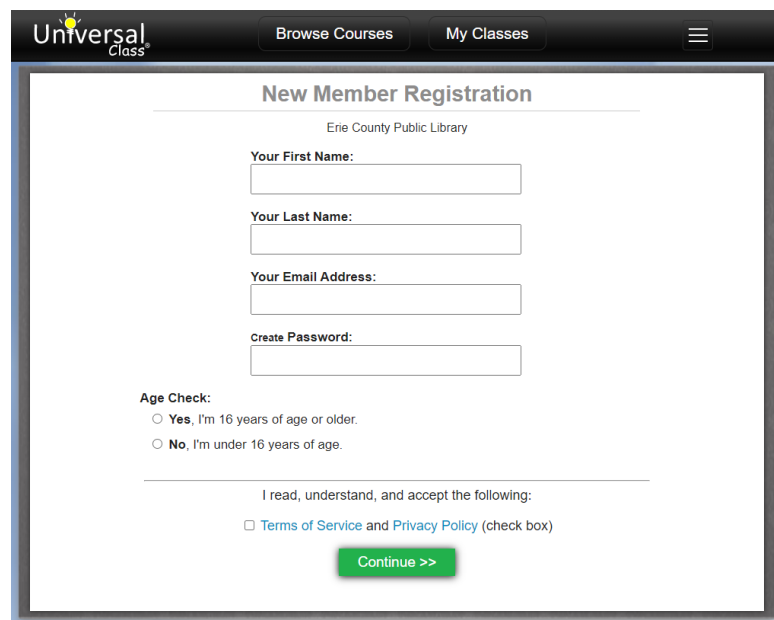
Universal Class may ask you for additional information to create an account or access their content. You may also have the option to get marketing and service emails from Universal Class. These emails are not controlled by Libby.

9. Now that you have been redirected to the Universal Class site, **click on Register Now!** if you are a new user **or Sign In** if you already have a Universal class account.

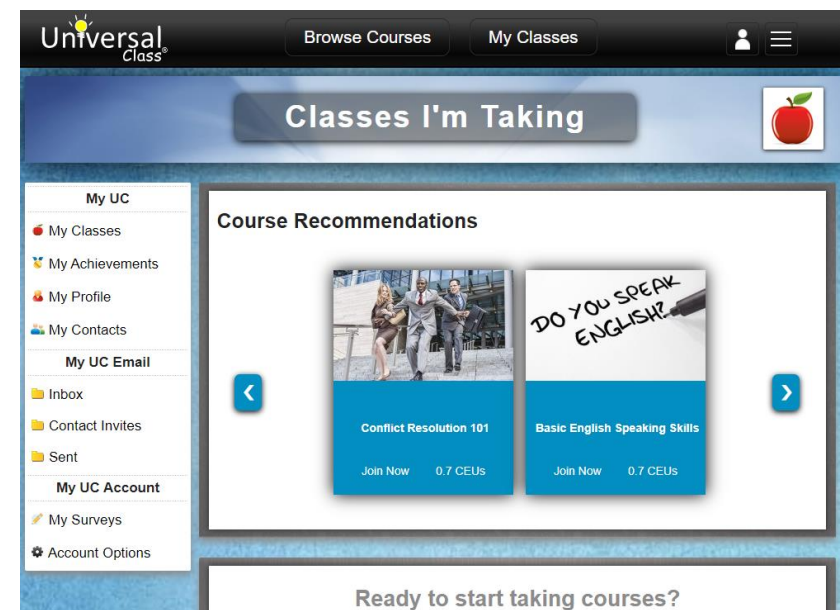


## How Can You Register for Universal Class?

1. **Click Register Now!** on the main homepage.
2. **Enter your information as requested**, including first and last name, email address, and password. Mark whether you are over or under 16 years of age as well as the box that states that you agree to the Terms of Service and Privacy Policy. (Links are provided if you would like to read their policies.) Then, **click Continue**.
3. **You are now ready to start taking courses!** Browse the course offerings to begin. You can also browse the other features of the program including your course list, Universal Class email, achievements, profile, and more.



The screenshot shows the 'New Member Registration' page for Universal Class, associated with the Erie County Public Library. The page has a dark header with the 'Universal Class' logo and navigation links for 'Browse Courses' and 'My Classes'. The main content area is white and contains several input fields: 'Your First Name:', 'Your Last Name:', 'Your Email Address:', and 'Create Password:'. Below these fields is an 'Age Check' section with two radio button options: 'Yes, I'm 16 years of age or older.' and 'No, I'm under 16 years of age.' At the bottom, there is a checkbox for 'I read, understand, and accept the following:' with links to 'Terms of Service' and 'Privacy Policy' (noted as a check box). A green 'Continue >>' button is at the bottom right.



## How Can You Sign-In to Universal Class with a Preexisting Account?

Upon **clicking Sign In** on the homepage, you will be asked to enter your email address and password to your account. If you've forgotten your password, there is a **Forgot your password?** link to walk you through those steps.

## FAQs/Notes

- **Only library cardholders from a home library will be able to access Universal Class on the platform:** If a library cardholder from outside the county attempts to sign in to access Universal Class, they may be prompted to sign in. Upon saying that they are visiting from another library and entering their library card number, they will be informed that “this title is not available.”
- **Universal Class provided my library with a custom URL for users to access their content. Will that continue to work?**  
Yes. Any custom URLs created and supplied by Universal Class should continue to work as expected. Once your Universal Class service is up for annual renewal with OverDrive, custom links provided to your library by Universal Class will continue to work as expected.
- **Will a patron’s activity from their Universal Class account (courses completed, etc.) remain available after the service is transferred to OverDrive?** Yes. We expect patrons to have continued access to any previous activity in their Universal Class account.
- **Will users need to create additional accounts to access these services?** Some providers may require or request that users provide additional information or create an account. Universal Class requires users to create a separate account using an email address and password.
- **If a user has active access to any of these services at the time of transfer, what will happen?** For users with active access to any of Universal Class, access may be disrupted after May 18, 2021 when these services are disabled on the RBdigital platform. Once the services are available through OverDrive, users can re-access them via the Libby app.