Libraries Connected E-Learning FAQs

Q1. I have a Learning Pool account for my library services' e-learning resource, is this the same?
A. No, you will have to register for a separate Learning Pool account to access Libraries Connected's e-learning courses.

Q2. When registering for an account how do I find my library service location?
A. Towards the bottom of the registration form click on 'Choose Organisation' you can then either:

- browse by region – click on the + symbol to expand the lists until you see your location, then select your location and click OK
- click onto the 'search' tab then type the name of your location into the search box, click search, select your location from the list and click OK

Q3. How can I rest my username or password if I've forgotten them?
A. If you have access to your email go to 'Log In' then select 'Forgotten your username or password' them enter your username or password and an email with instructions on how to reset your details will then be sent to you. If you haven't got access to your email account please contact support@learningpool.com specifying your query is in relation to https://lc.learningpool.com/.

Q4. I've been told that I don't have an account, but I remember registering for one a long time ago, what should I do?
A. If you haven't accessed your account in over 3 years it may have been deleted. Check your old account isn't still active by emailing support@learningpool.com specifying your query is in relation to https://lc.learningpool.com/ then you may need to reregister.

Q5. I have two accounts, can my learning history be transferred from my old account to my new one?
A. No unfortunately it isn't possible to transfer data from one account to another.

Q6. How can I find an enrolment key?
A. Email info@librariesconnected.org.uk letting them know which library service you work for and which course you are trying to access.

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Q7. I've been through the whole course, but it isn't showing as 'completed', what can I do?

A. If you return to the course home page you can check the progress bars for each section to see if they are all showing as complete (they are coloured if complete and or partially white if not). If one of the bars shows as incomplete go back to this section and double check you have clicked on all the expansion boxes, submit buttons etc. If the course still show as incomplete contact support@learningpool.com or call the helpdesk on 0845 0744 114 specifying your query is in relation to https://lc.learningpool.com/.

Q8. Is there a way to show I have completed a course for a second time?

A. Once you have completed a course you can redo the e-learning, but the original completion is the only one that is recorded.

Q9. I have typed my answer into a text box and saved it but when I've looked back my answer has gone, why is this?

A. The text entered in the e-learning will only save on the computer and browser you are using and without cookie clearing so if you use a different computer or browser, or reboot your computer the answer will no longer be stored. If you wish to revisit your answer, we recommend saving it separately in a word document.

Q10. I've spotted a broken link, who should I inform?

A. Please email info@librariesconnected.org.uk letting us know which module and section the broken link is in, we'll then be able to look at fixing it.

Q11. I've wanted to go back and edit an answer I have submitted?

A. Once you have submitted your answer you aren't able to go back and edit the text box.

Q12. How do I close a module without losing my progress?

A. When you open a module from the course page it will popup in a new window to close the module you should click on the 'x' to close the window then wait for your progress to be saved and to be returned to the course page. Once you are back at the course page you can logout or navigate away.

Q13. I am responsible for tracking learners progress within my library service how can I get access to the reports?

A. Email info@librariesconnected.org.uk and we'll be able to tell you who your local report administrator is.

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