

# CloudLibrary Frequently Asked Questions

## **What is CloudLibrary?**

CloudLibrary is a large collection of eBooks and eAudiobooks for adults, teens, and children. All titles are downloadable to your eReader, smartphone, or tablet and can also be read directly from your computer using the CloudLibrary desktop app.

## **How do I access CloudLibrary?**

Starting January 1, 2020 you can access the CloudLibrary webpage to download the Desktop App to read on your PC. Download the CloudLibrary Android or Apple app for reading & listening on your smartphone or tablet.

## **Why is Selwyn Public Library moving from OverDrive to CloudLibrary?**

We are always searching for new ways to improve our collections and customer satisfaction. CloudLibrary offers a more user-friendly browsing experience, opportunity to access titles from other libraries meaning wait times will be shorter, better selection of titles, and a three-week lending period.

## **How long will OverDrive / Libby be available? When is the last day I can use OverDrive before it is shut down?**

Last day to place holds in OverDrive: November 25<sup>th</sup>, 2019

Last day to borrow in OverDrive: December 16<sup>th</sup>, 2019

OverDrive/Libby access closed: December 31<sup>st</sup>, 2019

## **Will my holds automatically be transferred from OverDrive/Libby to CloudLibrary?**

No. Your holds from OverDrive/Libby are unable to be automatically transferred to CloudLibrary. We encourage you to take note of titles on hold so you can add them to CloudLibrary after January 1<sup>st</sup>. If you require assistance, please contact library staff.

## **What happens to my account after OverDrive/Libby is shut down?**

Once OverDrive/Libby is shut-down and no longer available to members on December 31<sup>st</sup>, 2019, existing information associated with the OverDrive/Libby account you made using your Selwyn Public Library card (i.e., email, reading history, holds, etc.) will be eliminated.

If you also have an OverDrive/Library account from another library, your access will continue as normal but without the content owned by Selwyn Public Library.

## **Where can I go for help with CloudLibrary?**

Library staff are available to provide assistance in person, by email, or by phone.

Help guides for eBooks, eAudiobooks, and downloading content from the CloudLibrary desktop app to your eReader will be available on our website.

CloudLibrary also offers a number of how-to-videos, user guides, and additional information about common issues on their website.

## **How many Loans / Holds / Suggestions can I make in CloudLibrary?**

Maximum number of checkouts: 10

Maximum number of holds: 10

Loan period: 21 days - content will automatically disappear from your account on their due date

Days on hold-shelf: 3 days

Maximum number of patron suggestions: 2 per month

Renewals: You may renew a book from 3 days prior to its expiry date, if there are no holds on it. You can only do this from the yourcloudlibrary.com or mobile app

Fines: None! Items you have checked out will automatically disappear on their due date and so they will never be overdue and you will never pay a fine

## **Why do some titles 'disappear' in CloudLibrary?**

Selwyn Public Library has partnered with over twenty public libraries across Ontario to form a cloudLinking consortium. This consortium allows participating libraries to pool eBook & eAudiobook collections together on CloudLibrary, providing a greater selection of titles and more 'available now' copies to library cardholders.

The reason why some titles may seem to 'disappear' in CloudLibrary is because they belong to another library within the consortium and have been borrowed by their members. These titles will reappear once they are returned and available to borrow again. All titles owned by Selwyn Public Library remain visible, borrowable, and holdable on CloudLibrary regardless of their availability status. 'Saving a title for later' within the app may help to keep track of your favourite books.

## **When I search in the CloudLibrary app or website, am I searching just Selwyn Public Library's books?**

No, when you search in the CloudLibrary mobile or desktop apps, or on Selwyn Public Library's page on yourcloudlibrary.com, you will discover available eBooks and eAudiobooks from all of the partners in our cloudLinking Consortium.

### **Can I suggest a title for purchase in CloudLibrary?**

Yes, each account may suggest 2 titles for purchase each month.

The Library does not have the resources available to purchase all suggestions and will follow our Collection Development Policy when selecting titles.

### **Will I be notified when a CloudLibrary eBook or eAudiobook I have on hold becomes available for check out?**

Yes, a message will appear in your Message Center telling you the item is available for downloading. You will have 3 days to download it before the hold is removed. You may also sign up to receive an email notification when an item on hold is available by entering your email address in the Email notification tab of Account Profile settings.

### **Why should I manually return my eBooks and eAudiobooks?**

At the end of 21 days, your items will be automatically returned; however, you do have the option to return them early when you are finished with them. It is a courtesy to others who are waiting to enjoy the book that you just finished. If you have the book checked out, no one else can read that copy. Just like a physical book, the book is unavailable to others when it is checked out: one copy, one user.

### **Can I add multiple library cards to the mobile CloudLibrary app?**

Yes! You may add additional library accounts to the mobile app.

### **Can I download and transfer eBooks through CloudLibrary to my eReader?**

Yes, depending on your device\*. The CloudLibrary website maintains an up-to-date list of supported devices.

Once you have checked out a book using CloudLibrary Desktop App (Windows OS/Mac OS), you can transfer a copy to your eReader.

Note: When you first use the CloudLibrary Desktop App, you will be prompted to activate your CloudLibrary account with an Adobe ID or an automatically generated CloudLibrary ID after you log in. It is important that the PC and the eReader have both been activated with the same ID.

\*CloudLibrary is currently not compatible with Kindle Paperwhites or Kindle Apps. If you would like to read eBooks from the library on your Kindle, please email [kindle-feedback@amazon.com](mailto:kindle-feedback@amazon.com) and request that Amazon allow compatibility with CloudLibrary.

### **Can I transfer my eAudiobook from my Mac or my PC to my MP3 player?**

No. Both the PC and MAC version of the app stream the content and do not download the entire audiobook file to the computer. CloudLibrary does not permit transfer of the audiobook file.

Audiobooks require that the computer be connected to the web during playback; however, mobile devices can download eAudiobooks for offline use.

### **Number of copies available on online catalogue**

When looking at a CloudLibrary item on our online catalogue, the number of available copies displayed reflects the total number of copies of that item shared between all libraries using CloudLibrary in Ontario. The number of copies directly owned by Selwyn Public Library may be fewer.

The number of Holds displayed represents our patron holds only. Holds can only be placed on items that are directly owned by Selwyn Public Library.