



Download Library FAQs



Getting Started

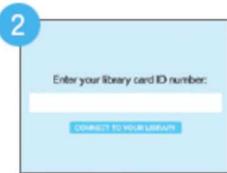
To use the Maine InfoNet Download Library cloudLibrary collection, you will need:

- An active Vose Library account in good standing and to know your library card number
- A digital device that is compatible with the **cloudLibrary**
- To follow these directions:



1 Download the app

Download the cloudLibrary App by going to <http://yourcloudlibrary.com>



2 Log into your library

Using the drop down menu in the app, select your state, library, and enter your library card ID (number on your card). Click Log In (agreeing to terms).



3 Browse, borrow, and Read

Now you are ready to browse, borrow and read eBooks from the Maine InfoNet Download Library

How do I get Library Card that will work with the cloudLibrary?

Come in to the library and open a new account or update your old account.

Which e-readers are compatible with the cloudLibrary?

The **cloudLibrary** website lists current compatible devices at the bottom of the Overview page. You can also download the free app from that same page.

Just go to: <http://www.yourcloudlibrary.com/index.php/en-us/>

iOS App

iPad
iPhone
iPod touch

Android App

Android Phones
Android Devices

Kindle Fire App

Kindle Fire*
Kindle Fire HD
Kindle Fire HDX

PC/Mac App

Windows / Mac OS X
NOOK eReader
Kobo eReader

NOOK App

NOOK Tablets

*Not supported: black and white Kindles, 1st generation Kindle Fire.

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Accessing the Collection

Where can I see the Maine InfoNet Download Library's cloudLibrary collection?

Once you have the app on your device, sign in to the **cloudLibrary** site and you will be automatically brought to our collection. You can also access the collection at

<http://download.maineinfonet.org>—Simply choose your library from the drop-down menu and go!

Borrowing

How long can I keep an item?

Our eBooks and eAudios check out for up to 21 days (3 weeks).

How many digital items can I have out at one time?

Three.

Is it possible to renew my items?

No. This is dictated by the publisher, not the library or vendor. However, the item can be checked back out again if there is no one waiting for it, and your device will remember where you left off.

Can I return an item early?

Yes. Go to **My Books** to return (check in) the item.

What fines are associated with cloudLibrary items?

None. At the end of the checkout period the book returns automatically and will no longer be on your account. If you transferred the book to a portable device from your computer, the file on that device will have expired after the "due date" and you will no longer be able to access it.

Can I keep track of what I read using the cloudLibrary?

Yes. Reading history is automatically saved, but you can choose to opt out or delete it.

Can I save my bookmarks in the cloudLibrary?

Yes. Bookmarks are saved in the **cloudLibrary**. When you check out a book again that you have bookmarked previously, your bookmarks will reappear.

Holds (Requests)

Why do I have to wait for a digital item?

The current model used by publishers dictates that eBooks and eAudiobooks be treated in the same way we lend physical items, which results in a one-copy/one user model.

How many holds can I have?

Three.

How do holds work?

When you place a hold on an item, the screen will display the number of days until the item is available. If the initial dialog doesn't show the number, try refreshing your screen by selecting **My Books** and then select the item in your holds listing.

How do I know when my item is available? Can I get notified via email?

When the item is returned to the library, a message will appear in your **Message Center** telling you the title is available for checkout. You will have three days to checkout the item before the hold is removed.

You can set up email notification through **My Books** under your settings (account profile).

How do I cancel a hold?

Go to **My Books** and find your Holds. Remove the hold for the item that you no longer need.

Selection

What is the source of the star rating given to each title?

Star ratings are based on other user ratings and users can provide a rating to any book that they check out. You can add ratings to books you have checked out in the **cloudLibrary** app.

Why aren't there more best-sellers in the collection? Why isn't the collection larger?

Many of the so-called 'Big Six' publishers do not sell digital items to libraries, and those that do impose strict limitations. The prices charged to libraries are also significantly higher than the prices charged to individual consumers. Volunteers from subscribing libraries help make selections and we buy as widely as we can, given the budget constraints we have.

Need Help?

Through your **cloudLibrary** account, click on **About**. Click **Online Help**.

If you need more individualized assistance, contact your library directly and we can help you!

Vose Library

392 Common Road

Union ME 04862

librarian@voselibrary.org

www.voselibrary.org

207-785-4733