

## **GETTING STARTED**

### **How do I use the CloudLibrary?**

You will need:

- An active, 14-digit Windham Public Library account in good standing
- To know that 14-digit library account number
- A digital device that is compatible with the **cloudLibrary**
- To load the **cloudLibrary** app on your device

### **How do I get an active, 14-digit Windham Public Library account?**

Come in to the library and open a new account or update your old account. [Contact us](#) if you have questions.

### **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. Go to:

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

## **ACCESSING THE COLLECTION**

### **Where can I see the cloudLibrary?**

Once you have the app on your device, sign in to the **cloudLibrary** site. You can also [access the collection through our library website](#), or inside the Windham Public Library building through the **cloudLibrary** Discovery Terminal.

### **What is the cloudLibrary Discovery Terminal? Where is it?**

The Discovery Terminal is a dedicated touch screen computer which allows our patrons to browse, checkout and place holds on **cloudLibrary** eBooks and eAudios. Patrons can then download their checkouts directly to their devices. The Discovery Terminal is currently located upstairs.

## **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?**

Yes, as long as there are no holds on a title, a Renew button will appear in your My Books tabs 3 days prior to your loan expiring.

### **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. 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. Go to **My Books** and select **History**. Your selections are automatically saved, but you can choose to opt out of this feature.

### **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 (RESERVES)**

### **Why do I have to wait for a digital item?**

The current model used by publishers dictates that eBooks and eAudios 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. To see the items you have on hold, go to **My Books** and then select **Hold**.

### Can I make a “wishlist” of items I want to come back to?

Yes, regardless of whether I can place holds on them or not, you can flag a title to check on later. When you have selected an individual item, click on the flag icon . To see your list of flagged titles, go to **My Books** and select the **flag icon**.

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

When the item is ready for you, a message will appear in your **Message Center**. You will have three days to checkout the item before the hold is removed. You can also set up email notification through your **Settings**.

### How do I cancel a hold?

Go to **My Books** and select **Hold**. Remove the hold for your item.

## SELECTION

### Can I request or suggest a title to be added to the cloudLibrary collection?

Yes. You can browse all of the digital items available through the **cloudLibrary** system and suggest titles. Go to **Filters** and select **Suggestions for Library**, then **Browse** the collection. You can suggest any of these items.

### 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.

## MOBILE CHECKOUT

### This feature allows you to check out items right from your smart phone!

Tap “Checkout”

Tap “Scan Barcode”

Hold phone over the item’s barcode, and when scan is complete . . .

Tap “Finish”

## NEED HELP?

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

**Library**– Through your **cloudLibrary** account, click on **About**. Click **Contact Library** and send an email. Someone will respond to you during business hours as soon as they are able.

**Individual**- If you need more individualized assistance, our Reference Librarian will schedule time to sit down with you and your device, one-on-one (as time permits). [Contact Ray](#) at the Windham Public Library by phone (892-1908) or email: [rmarcotte@windhammaine.us](mailto:rmarcotte@windhammaine.us)