cloudLibrary
FAQs
for Windham patrons

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]