



THE PROVIDENCE ATHENÆUM

EBOOK FREQUENTLY ASKED QUESTIONS

What is the cloudLibrary?

The cloudLibrary is a new easy way for libraries to lend eBooks. With the cloudLibrary, library members use their personal Providence Athenæum accounts to access eBooks on their own devices (iPad, iPhone, Android devices, Nook, Kindle Fire, and PC). All that is required to login is your library ID number.

What is my library ID?

The Providence Athenæum issues a 14 digit number to all patron accounts. Each membership has one ID number (i.e. all members of a household membership will share one cloudLibrary account and one number). *Please call the Circulation Desk at 401-421-6970 or email Mary Brower at mbrower@provath.org for your barcode number.*

What kind of eReaders can I use with cloudLibrary eBooks?

Apple devices (iPad/iPhone/iPod Touch), Android-based tablets and smartphones, Nooks, Sony eReaders, the cloudLibrary Library eReader, Kindle Fire, PCs, and more.

Will cloudLibrary eBooks work with a Kindle?

Only with the Kindle Fire right now. Amazon, the company that created the Kindle, requires that eBook companies have an agreement with them in order to offer Kindle compatibility. cloudLibrary is currently in negotiations with Amazon. They use a proprietary file format for eBooks, unlike the rest of the publishing industry. We will let you know if there are any changes.

How can I start to use my cloudLibrary account?

1. Simply download the [cloudLibrary App](#) (available in the Apple App Store, Google Play Store, and Kindle Fire App Store) or install the Windows, Chromebook or Apple desktop applications.
2. Visit the [Providence Athenæum cloudLibrary site](#). Select Country, State, and Providence Athenæum, then simply enter your library ID number. Agree to the terms and log in.
3. Browse, borrow, and start reading!

How long can I keep the books?

For 14 days. The books disappear automatically from your account on their due date.

How many eBooks can I check out?

As many as you'd like! Just remember that they will disappear from your account after 14 days and that other patrons cannot read books you currently have checked out.

Can I return my eBooks early?

Yes. Go to "My Books" and click on "Return" to select the book you want to return. Please remember that if you have a book checked out, no one else can read it. If you finish a book before its due date, you can check it in early!

Can I renew my eBook?

No, but you can check it out again immediately if it's not on hold for someone else.

Do I pay fines for eBooks?

No, the eBooks disappear automatically from your account on their due date, so they will never be overdue and you will never have to pay fines for them.

Can I put eBooks on hold?

Yes, you can place a hold on an eBook that is currently checked out to another patron. When you place a hold on a book, the computer screen will display the scheduled number of days until the book will be available. When the book is returned to the library, a message will appear in your Message Center telling you the book is available for downloading. You will have seven days to download the book before the hold is removed.

Will I receive emails telling me a hold is available?

Yes, but you must activate this feature. Go to Settings and add your email to "Yes, Notify Me" under Email Notifications. Be sure to verify your request through the email that will be sent to you. You'll have seven days to download the title once it becomes available.

Can I cancel a hold?

Yes, if you decide you don't want a title, go to the "My Books" page and click on "Show All." This will take you to a new page that will display a "Remove from Hold List" button next to each book on hold. Simply click on the button next to the hold you wish to delete.

Can I request books through the app?

Yes. You can request books through the app by selecting "Filters" from the menu and clicking on "Suggestions for library." After doing this, you will browse the entire catalog of available titles and be provided with a green suggestion button when viewing items. You can also request titles on our [website](#).

I don't see the newest books by my favorite author, and they are a popular author regularly on the bestseller list. Why don't you have them?

Some publishers are still trying to decide how to approach allowing libraries to purchase or license digital copies of their books. Some of these publishers are currently not selling new eBooks to lending libraries at all. Please request a copy of any title you are interested either through the app or on our [website](#), and we will investigate acquiring it.

I have more questions! Where can I get answers?

Drop by the library, and we'll be happy to help you with the app and answer any other questions you might have. You can also call contact Brendan Ryan, Technical Services Librarian, at 401-421-6970 x25.