



## Using CloudLibrary

CloudLibrary is the online platform for e-books and e-audiobooks that Patten Free Library and other libraries across the state of Maine share through the effort of Maine InfoNet, a collaborative of more than 100 libraries. Over 60,000 CloudLibrary items are accessible to Mainers via the Maine Infonet joint collection.

### What You Need:

- An active Patten Free Library card in good standing.
- A desktop computer, laptop, or digital device that is compatible with CloudLibrary. To see a full list of compatible devices, visit [www.yourcloudlibrary.com](http://www.yourcloudlibrary.com).

### Getting Started:

#### On a Desktop or Laptop:

1. Visit the website <https://ebook.yourcloudlibrary.com/library/bathpfl>
2. Login using the 14-digit barcode number found on the back side of your library card.
3. Browse, borrow, and read! You can check out items and read/listen to them directly from your computer.

#### On a Phone or Tablet:

1. Visit the app store on your device, and download the “CloudLibrary” app.
2. Open the app.
  - a. Select your preferred language.
  - b. Select the country, state, and then your library.  
(Note: Patten is listed under “B” for “BATH: Patten Free Library.”)
  - c. Enter the 14-digit barcode number found on the back side of your library card.
3. Browse, borrow, and read! You can download items and read/listen to them offline.

## FAQs

### Browsing for Items

#### **How can I narrow my browsing? ie. “audiobooks only” or “e-books only” or “available now”?**

Click on the header “Filters” when searching on a computer, or click on the funnel-shaped filter icon when searching in the app, to narrow your search to your preferred parameters. Your filter settings will save from session-to-session.

#### **How can I broaden my browsing?**

As a Patten user, you automatically begin your CloudLibrary search on Patten’s “Featured” page where you’ll see our small collection of recent releases. If you click on “Browse” when searching on a computer, or “All” when searching in the app, you’ll be able to browse by genre across Maine’s entire collection of 50,000+ items.

### Borrowing Items

#### **How many CloudLibrary items can I have checked out at one time?**

Three.

#### **How long can I keep a CloudLibrary item?**

Three weeks.

#### **Can I renew my item?**

Yes, but only if no one else has the item on hold. (CloudLibrary is a very popular service, so unfortunately, renewals are often rare!) Go to “My Books,” and if a renewal is possible, a “Renew” button will be visible.

#### **Can I return an item early?**

Yes. Go to “My Books.” If you’re on a computer, simply click “Return.” Or if you’re in the app, tap on the book cover of the item that you’d like to return. You will be taken to a screen with more options, including a “Return” button.

#### **Are there fines in CloudLibrary?**

None. At the end of the checkout period, the book automatically is returned to the digital library and will no longer be on your account.

#### **Can I keep track of what I read in CloudLibrary?**

Yes. Your reading history is automatically saved under “My Books” → “History.” However, you can “Clear List” at any time to delete the data.

#### **Can I bookmark and/or make highlighted notes in CloudLibrary?**

Yes. Bookmarking and highlighting are both possible in CloudLibrary e-books, and bookmarking is possible in e-audiobooks. Bookmarking and highlighting can even be saved after you return an item. When you check out a book again that you have bookmarked or highlighted previously, your saved bookmarks and notes will reappear.

## Holding Items

### **Why do I have to put a “hold” on a digital item?**

The current agreement between publishers and CloudLibrary dictates that e-books and e-audiobooks be treated in the same way as physical items, which results in a one-copy/one-user system.

### **How many holds can I have at one time?**

Three.

### **How long will I have to wait?**

When you place a hold on an item, the screen will display the number of days until the item is available. Go to “My Books” → “Holds” to see which items you have on hold and the current waiting period. Good news: the wait time is often less than the number of days displayed.

### **How do I know when my item is available to me?**

A message will appear in your app to notify you that your item is available. Additionally, you can choose to receive an email notification by going to “Settings” when on a computer or “Account” → “Notifications” when in the app, and adding your preferred email address.

### **How long do I have to check out an item once I am notified that the item is available to me?**

You have three days to check out the item before the hold is removed.

### **How do I cancel a hold?**

Go to “My Books” → “Holds” and select “Remove Hold” on the item that you no longer need.

## Trouble-Shooting

### **Why do books seem to come and go from the collection?**

Two reasons: 1.) Most publishers only allow libraries to purchase their books with 1 or 2 years of licensed access. When that period is up, the item disappears from the collection unless a Maine library purchases it again. 2.) If an item is owned by a fellow library (and not by Patten or the state of Maine), that item is “hidden” when checked out to another patron. If an item has “disappeared” that you’ve seen on the platform before, check again in a few weeks, and you might find it available again!

### **What do I do if I receive an “Access Denied” error?**

Give us a call. More often than not, your library card simply needs its annual update.

### **What if I need further help?**

Within the app, select “Account” → “Help and Support” to view tutorials or the User Guide. Or simply contact us by phone or email, or visit the Reference Desk at Patten Free Library during our open hours for individualized assistance.