

## Patron FAQs

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Powered by ODILo and accessed with your library card/account, **[LIBRARY NAME]** offers free, 24/7, one-click lending for eBooks, audiobooks, streaming video, and more. Browse thousands of titles to enjoy on any device, whether via the Nubereader browser app, download to your PC or MAC, or the ODILo app for your tablets and mobile devices.

### **Q. What is Nubereader?**

**A.** This is ODILo's powerful HTML5 cloud-based reader that allows you to enjoy digital reading like never before, with features such as notes taking, highlighting, notes sharing, device synchronization, and many other features.

### **Q: What devices can I read from?**

**A:** You can enjoy digital content a variety of devices, including Chromebook, PC and Mac® computers, iPhone®, iPad®, and iPod® touch, Android™, and many eBook readers such as Sony® Reader, Barnes & Noble NOOK™, Kobo eReader, and Amazon® Kindle eReaders.

### **Q: Is there a mobile reading app?**

**A:** Yes, there are Android, iOS and Windows 8.x mobile apps. EPUB and/or PDF eBooks can be also be enjoyed using the [Adobe Digital Editions \(ADE\)](#) software. ODILo's device agnostic browser app allows you to read from any device, including Kindles.

### **Q: Do I need an Adobe ID to register the Odilo reading app?**

**A:** No Adobe ID is required. Patrons simply fill in their state, choose their library name from a dropdown menu, library barcode and PIN.

### **Q: How can I read from a Kindle?**

**A:** Reading from Android powered Kindles is available using the ODILo App or cloud-based reader, Nubereader. The ODILo Cloud Reader also works for Kindle e-ink devices with a browser and Wi-Fi or 3G/4G connection.

### **Q: Do I download audiobooks like eBooks?**

**A:** No. Currently, Audiobooks are available only through streaming.

### **Q: Can I make the eBook more like a large print book?**

**A:** Yes. You control whatever you want your reading experience to be, whether font size, brightness, spacing, making notes, adding bookmarks, etc.

### **Q: How many titles can I check out?**

**A:** This is determined and decided by your library. **[LIBRARY enter info]**

### **Q: How long do I have the title for?**

**A:** This is determined and decided by your library. **[LIBRARY enter info]**

**Q: How do I return my materials?**

**A:** At the end of the lending period, titles automatically 'expire' and return to the library collection.

**Q: Can I renew a title I already have checked out?**

**A:** No. But if there is not a hold on the title, you can just check it right back out.

**Q: Can I choose my own lending period?**

**A:** Yes, you can choose the lending period for each title: 7, 14, or 21 days.

**Q: Can I return eBooks early?**

**A:** Yes, but the titles are automatically checked in when the lending period expires so you don't need to manually return the materials.

**Q: How will I know that my hold on an eBook is ready?**

**A:** If you place a hold on an eBook, you will be emailed when it is ready for pickup. You have **XXXX** hours **[Library enter info]** from the time the email is sent to checkout the title before your hold is cancelled.

**Q: Are there any late fees on eBooks?**

**A:** Never!

**Q: Can I read the same book from multiple devices?**

**A:** Yes. The ODILoTK digital library automatically syncs to all your devices that have the ODILoApp. You can checkout and start reading an eBook on your iPad. Continue later on your PC, if you want to take notes. Pick up right where you have left off again on your Android device or phone. (Up to 6 different devices allowed)

**Q: Can I print pages from the e-books or print my bookmarks?**

**A:** No, at this time there is no option to print content from the e-books.

**Q: Can I customize my reading experience and change my reading options?**

**A:** Yes, you can change your font size, line spacing, background color, font style, add bookmarks, make notes, highlight text and more.