



cloudLibrary Frequently Asked Questions

How do I access cloudLibrary?

Access our cloudLibrary collection or download the app for your device at www.yourcloudlibrary.com.

Where can I go for help with cloudLibrary?

Library staff are available to provide help with cloudLibrary in person, by email or by phone.

User guides are available on our website at www.sdglibrary.ca/cloudlibrary.

Or visit www.yourcloudlibrary.com for additional information about using cloudLibrary.

Will my holds automatically be transferred from OverDrive/Libby to cloudLibrary?

Unfortunately, no. Holds from OverDrive/Libby cannot be automatically transferred to cloudLibrary. We encourage you to start using cloudLibrary for placing holds. The newest digital titles will be available in cloudLibrary and if a title you're looking for isn't in our collection, you can let us know by suggesting a title for purchase.

Why do some titles 'disappear' in cloudLibrary?

cloudLink is a network of Ontario libraries that pool eBook and eAudiobook collections together on cloudLibrary. Some titles may 'disappear' because they belong to another library and have been borrowed.

Titles belonging to other library systems are available to SDG Library patrons on a first come, first served basis - holds cannot be placed on these titles. Items in our collection can be placed on hold by SDG Library patrons and our patrons always receive priority when accessing our collection.

When I search in the cloudLibrary app or website, am I searching just the SDG Library collection?

No. A search on the cloudLibrary app or website will show results from all of the partners in cloudLink.

How do I suggest a title for purchase in cloudLibrary?

In both the cloudLibrary app and desktop, select **Suggestions for Library** view under **Filters**, search for your title, and click on the **Suggest to Library** button.

Will I be notified when a cloudLibrary eBook or eAudiobook I have on hold becomes available for check out?

A message will appear in your **Message Center** telling you the item is available for downloading. You will have four days to download it before the hold is removed. You may also sign up to receive an email notification when an item on hold is available by entering your email address in the **Email Notification Tab** of **Account Profile** settings.

Why should I manually return my eBooks and eAudiobooks?

eBooks and eAudiobooks are automatically returned at the end of the loan period. However, you have the option to return them early if you are finished with them prior to that date.

Manually returning items early gives you space in your account to access other titles and is a courtesy to others who may be waiting to enjoy the book that you just finished.

To return an item manually in the mobile app, go to **My Books**, click on **List View**, and select the book you'd like to return.

Can I add multiple library cards to the mobile cloudLibrary app?

Yes! Go to **Account – View Cards** in the mobile app and tap **Add New** in the top right corner.

You may switch between library accounts within the cloudLibrary mobile app and you can ‘lock’ an account with a PIN if you wish to restrict access to it within the app. To do this, tap **Options** on the image of the library card and select **Lock**.

What should I do if an eAudiobook playback stops or skips?

Sometimes a playback will stop or skip unexpectedly when listening to eAudiobooks on the Android version of the cloudLibrary mobile app. cloudLibrary has acknowledged that this is a known issue and their technical team is working on an update for the app.

Audiobook is not downloading or only streams from mobile app?

If an eAudiobook seems to download to the mobile app but when opened, it defaults to streaming content, go into **Account – Cellular Data Usage** and switch off the **Streaming Audio** option, while ensuring that **Downloading Audio** remains switched on.

Download Failed – Android Devices

If you get the **Download Failed** message or are otherwise unable to download items to the cloudLibrary app on your Android device, you may need to give the app permissions to access device storage.

On your Android device, go to **Settings – Apps**, select the cloudLibrary app, go to **Permissions** and turn on **Storage**.

Can I cancel a hold?

To cancel a hold, go to **My Books** and click **Holds**. This will show all the books you have on hold. Tap on the title that you would like to take off hold and tap on the button **Remove Hold** button.

Can I listen to my eAudiobook offline?

Offline listening is available only through the mobile app.

Can I transfer books I've checked out on the PC to my personal e-reader?

Yes. Once you have checked out a book to your PC, you can transfer a copy to your e-reader by connecting your e-reader to your PC using a USB cable. Go to the **My Books** tab in the cloudLibrary app and look for the green button on each book you have checked out that says "**Download to Device**". Click the green button to transfer a copy.

Do I need to create an account specifically for cloudLibrary?

No. cloudLibrary will use your existing library account with your SDG Library card and PIN.

What are the system requirements for the cloudLibrary PC app?

Supported Operating Systems:

- Windows 7, 8 (excluding R.T.) and 10

Recommended Configuration:

The following configuration provides optimal experience while using the PC application.

CPU: Dual Core

Memory: 2 GB, Available disk space: minimum 40 MB needed for installation.

Internet Connection: Broadband (minimum 1.5 Mbps)

What is my Adobe Digital Editions ID?

This is usually the email address and password you used when setting up the account on the Adobe website where you initially applied for an Adobe Digital Editions ID. If you cannot remember your password, you can request assistance from Adobe at accounts.adobe.com.