Introducing cloudLibrary

Borrowing just got better
We are excited to introduce *cloudLibrary* – the new feature-packed app that makes it easier than ever to borrow eBooks and Audiobooks. Anaheim Public Library is always on the lookout for new and exciting opportunities to provide a great service experience, and this decision to transition to *cloudLibrary* is data-driven and informed.

The landscape for digital content consumption is rapidly changing, as are consumer needs and expectations. *cloudLibrary* is our best answer to the increasing demand for more: more titles, more copies, and more content overall. Thanks to a continuously expanding *cloudLinking* consortium, Anaheim Public Library borrowers can benefit from greater selection and more 'available now' titles to choose from, as we will be connected to 26 California libraries' digital collections.

| **How long will OverDrive/Libby be available? When is the last day I can use them before they shut down?**

Borrowers will be able to download until July 17, 2019. No new holds may be placed after July 10, 2019, and you can access downloaded content until midnight on July 31, 2019; all *OverDrive* checkouts will expire at that time. Checkout limits will diminish as we approach August 1. The good news is that most content hosted on OverDrive will be available to borrow on August 1, 2019 using *cloudLibrary,* with additional new titles. We suggest you keep your own "wish list" of titles you would like to read or place holds on as soon as cloudLibrary goes live!

| **What happens to my account when OverDrive is shut down?**
Existing information associated with the account your OverDrive/Libby account using your Anaheim Public Library card (email, reading history, holds, etc.) will be eliminated.

| **Will my OverDrive account from another public library (i.e., Fullerton, Yorba Linda, OCPL, etc.) be impacted by the Anaheim shut-down?**
No. Users can still access OverDrive collections with their corresponding library cards. With the separation of Placentia Public Library from our database, you may now obtain a Placentia card to access their OverDrive collection. To discover a participating public library near you, just log into OverDrive.com.

I was on a hold list for a title. Will I still be in the queue for that book?
Most holds will transfer to cloudLibrary, please contact your neighborhood branch for assistance.

How many titles can I check out with *cloudLibrary*?
Check out up to 10 titles at one time for 21 days. You may also place up to 10 holds. Titles will be automatically returned or you can select the *"Early Return"* button if you are ready to download more titles! If you can't find what you're searching for, let us know!

How can I access cloudLibrary and where do I find the app?
Set-up is simple! Download the app, log in with your Anaheim Public Library borrower number and start downloading! You may also visit the Library's website for more information at Anaheim.net/Library.

Which devices are compatible with *cloudLibrary*?
cloudLibrary works on Kindle Fire (Gen 2 and newer), Smart Phones, Tablets, Laptops, Computers, Nook readers, Kobo eReaders and Chromebooks. *cloudLibrary* does not work on eInk Kindles or mp3 players.

How can I get help with the *cloudLibrary*?
Anaheim Public Library's *cloudLibrary* step-by-step instructions will be available on the website at Anaheim.net/Library. If you need additional help, you may contact your neighborhood branch for assistance.

Why do some titles "disappear" in cloudLibrary?
Beginning mid-August, Anaheim Public Library will be linked to other *cloudLink* collections. This virtual inter-library loan allows cardholders first access to their own library's titles, so titles borrowed by cardholders of the owning library will disappear and then reappear when returned.

All Anaheim Public Library owned titles remain visible and are available to borrow and place holds regardless of their availability status.