



# cloudLibrary

A stunning app for avid readers

## Save the Date! April 3rd, 2023

### We are migrating from Libby/Overdrive to cloudLibrary for eBook and eAudiobook Content

#### Simcoe County Digital Library Services cloudLibrary FAQs

**Are there any more benefits to cloudLibrary? Why the switch from Overdrive/Libby?**

Yes! The cloudLibrary app is incredibly easy to download and use. It is clean, neat, and intuitive. Using cloudLink, we can also connect to other libraries across Ontario which increases our collection.

**What does the timeline look like?**

Here are the important dates to keep in mind as these changes progress:

- **March 20, 2023** Last day to place a hold in Overdrive/Libby
- **April 2, 2023** Last day to borrow in Overdrive/Libby (if it is downloaded to your device only. If it is on your shelf, it will be deleted). Last day to note your holds, so you can reserve the same titles in the new app!
- **April 3, 2023** Overdrive/Libby will shut down
- **April 2 - April 26, 2023** Transfer of content from Overdrive/Libby to cloudLibrary



**Tay Township Public Library**

Port McNicoll Victoria Harbour Waubaushene  
705-534-3511 705-534-3581 705-538-1122

[www.tay.library.on.ca/](http://www.tay.library.on.ca/)

### **Will Simcoe County's Overdrive and Libby collection be migrated to cloudLibrary?**

Yes. You can access the wider cloudLink collection immediately, but our Overdrive and Libby collection cannot exist in two places at once, so it will take some time for it to migrate over. It will be fully migrated during the month of April, 2023.

### **What will happen to my Overdrive or Libby account after the shutdown?**

Existing information in your account such as holds and reading history will be deleted on April 2, 2023. You will want to note which titles you had placed holds on in Libby/Overdrive, but have yet to receive. You can download your reading history in Libby, contact us for a link that explains how.

### **What devices are compatible with cloudLibrary?**

You can download the cloudLibrary app onto a wide range of Apple, Apple iOS, Android, Windows, Fire, Nook and Chrome devices. For more information and to download the app that's right for you, please visit [yourcloudlibrary.com](http://yourcloudlibrary.com). cloudLibrary is currently not compatible with Kindle Paperwhites or Kindle apps.

### **How do I download cloudLibrary?**

Download the app from your app store or Google Play. It is available for IOS, Android and as a web browser. Be sure to search for Simcoe County Digital Library Services, instead of your individual library. If you use an e-reader, you will also be required to use an Adobe ID.

### **May I make suggestions for purchases?**

Yes, there is the ability to make suggestions within the app. All suggestions are subject to our collection development policy for County Libraries. We thank you for your suggestions, but please note that not every suggested title can be purchased.

**How many items can I have checked out at one time?** 10 items.

**How many items can I have on hold at one time?** 10 items.

### **How long is the lending period?**

21 days. After that, your content will automatically expire. There are never any overdue or fines. You may return items if you finish them early.

### **Can I renew items?**

Yes, as long as there are no holds on the title.

### **Why do some titles appear to disappear and reappear in cloudLibrary?**

Simcoe County Digital Library Services has partnered with public libraries across Ontario to form a cloudLinking consortium. Basically, cloudLinking allows participating libraries to pool e-Book & e-Audiobook collections together on cloudLibrary, providing a greater selection of titles and more 'available now' copies to library cardholders. The reason why some titles may seem to 'disappear' in cloudLibrary is because they belong to another library within the consortium and have been borrowed. These titles will reappear once they are returned and available to borrow again. All Simcoe County owned titles remain visible, borrowable, and holdable on cloudLibrary regardless of their availability status.

### **Why am I unable to put holds on some materials?**

We are unable to place holds on cloudLink materials. Conversely, the other cloudLink Libraries are unable to place holds on Simcoe County Digital Library Service titles.

### **I need more help. Where can I go?**

Here are some ways we can get you the help you need: - Access cloudLibrary how-to videos and tutorials here. [www.yourcloudlibrary.com/common-issues/](http://www.yourcloudlibrary.com/common-issues/)

- Contact or visit your branch after March 20th, and we will be able to answer your questions.