

## F.A.Q.

---

*What are the benefits of cloudLibrary?*

Using cloudLink, we can connect to other libraries across Ontario which will give users access to a larger collection.

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

10 items.

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

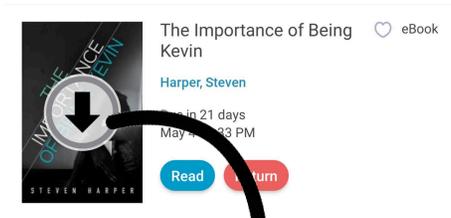
10 items.

*How long is the lending period?*

21 days. After that, your content will expire. There are no overdues or fines. You may return items early. You can renew items as long as there are no holds.

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

If a title seems to 'disappear' it is because it belongs to another library and has been borrowed. These titles will reappear once they have been returned. All Simcoe County titles will remain visible and holdable, regardless of availability status.



If this icon appears, you have not yet downloaded your book! If you want to read offline (without wifi/data) you will need to click/tap the arrow to download your book.

## eReaders

---

cloudLibrary is compatible with these devices:

Android  
Apple iOS  
Chrome  
Fire  
Nook  
Windows

If you have a Kobo please see our other brochure.

## Need More Help?

---

Visit [www.yourcloudlibrary.com/common-issues/](http://www.yourcloudlibrary.com/common-issues/) to access how-to videos and tutorials.

Contact a branch if you need help logging in or navigating.

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

Borrow eBooks &  
Audiobooks with your  
**Smartphone  
or Tablet**  
using  
**cloudLibrary**



Available through the  
**Simcoe Digital  
Library Service**



**Tay Township Public Library**

# Getting Started

## STEP 1:

Download the **cloudLibrary app** in your device's app store.



## STEP 2:

Put in your location - County, Province - and select **Tay Library** as your library. Click Next and read the Terms and Conditions.

Select your Country, State and Library

Canada
Ontario
Tay Library

## STEP 3:

Use your Tay Library card to login! Your username is your library barcode number (no spaces) & your pin/password is the first 4 of the last 5 numbers (see underline).



# Navigating

-  Home  
Browse trending ebooks & audiobooks
-  My Books  
See your checkouts, holds, saved, history, and download borrowed titles to read offline
-  Search  
Use filters to search for eBooks & audiobooks by genre, author, subject, format, and more! Or browse featured lists
-  Account  
Add or remove cards, switch between library accounts, and edit your settings.

# Comics Plus



Enjoy unlimited access to thousands of digital comics, graphic novels, and manga — 24 hours a day, 7 days a week; on your computer, tablet, or phone. No holds. No wait lists. No limits.

## HOW TO ACCESS COMICS PLUS:

1. Visit [login.comicsplus.app](http://login.comicsplus.app) or download the Comics Plus app on your device.
2. Search for Simcoe Digital Library Service, then use your library card barcode to sign in.

# Quick Tips

**Kids Mode** – Specially catered towards your little ones, easily switch between your account and theirs with the slide of a button. You can select this function from the 'Home' screen.

**Customization** – You can view your cards at the top right-hand corner of the app. On the card you wish to modify, select 'Options' to either lock or edit your card. You can give your card a nickname an avatar and a colour theme.

**Searching**- You can search for books via keyword under the 'search' feature and input your search term in the box at the top of the screen. This will also give you the option of 'Advanced Search' so you can search more specifically by title, author, series, etc. You can search using filters as well.

**Borrowing** – Press on the image of the book and it will give you the option to 'Borrow' or 'Save for Later.' If the book is unavailable, the 'Hold' option will appear.

**Help and Support** – Under 'Account' select 'Help and Support' then 'Tutorials and FAQ's' which will link you to the cloudLibrary help page.

