

Frequently Asked Questions

Which devices are compatible?

The 3M Cloud Library is compatible with iPad, iPod, iPod Touch, Nook, Kobo, and Android tablets and phones. It is currently not compatible with Kindle ereaders.

Can I access my ebook across multiple devices?

Yes, once checked out, an ebook can be accessed on up to 6 devices.

If I'm reading an ebook on more than one device, will the 3M Cloud Library keep track of where I left off?

Yes, if your device is connected to the internet, the 3M Cloud Library will keep track of progress, bookmarks, and any notes you may have added.

How many titles can I have checked out at one time?

5.

Do my 3M Cloud Library checkouts count against my OverDrive checkouts?

No, you can have up to 5 checkouts from each.

How many holds can I have at one time?

5.

Do my 3M Cloud Library holds count against my OverDrive holds?

No, you can have up to 5 holds from each.

What is the loan period?

14 days.

How will I be notified that an ebook I had placed on hold is now available?

If you have an email address in your library card account, then an email will be sent to you. Otherwise, you will need to check from within the app. This is a great opportunity to add your email address to your library card account.

How long will an ebook be held for me once I've been notified that the hold is available?

3 days (72 hours) from when the email is sent.

Frequently Asked Questions (cont.)

Can I return 3M Cloud Library ebooks early?

Yes, 3M Cloud Library ebooks can be returned early through your library account of the iOS or Android app.

Can I renew an ebook?

At this time, it is not possible to renew 3M Cloud Library ebooks, but you can borrow the title again, if there are no holds.

Can I download eaudiobooks?

At this time, the 3M Cloud Library only offers ebooks.

Do I need to use the Adobe Digital Editions software?

No, it is not necessary to use the ADE software. Books are downloaded directly to your device or transferred through the 3M Cloud Library PC app.

Where can I go for help?

The 3M Cloud Library has created an excellent online resource with videos and FAQs to assist patrons. The support site can be accessed at ebook.3m.com. Additionally, you can send an email to downloadable@bccls.org for assistance.

Need **HELP?**

Go to <http://ebook.3m.com>

or

email downloadable@bccls.org



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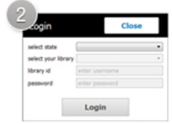
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Getting started...



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Download the 3M Cloud Library app from the Apple App Store, Google Play, Nook Storefront or install the PC or MAC 3M Cloud Library app from ebook.3m.com.



Log into your library.

Using the drop down menu, select **NJ, BCCLS**, and enter your **library card number** and **Password/PIN**. Be sure that your library account is in good standing. Agree to the terms and log in.



Browse, check out and read.

Now you are ready to browse, check out ebooks from the app or the BCCLS catalog and read your ebook.

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Don't have a tablet or smart phone?

3M ebooks can be transferred to Nook, Kobe and the Sony T1 dedicated ereaders. At this time, it is not possible to transfer 3M Cloud Library ebooks to Kindle dedicated ereaders.

Step 1

Download the PC or MAC computer APP from ebook.3m.com.

Step 2

Log into your library

Select the State (**NJ**)

Select the Library (**BCCLS**)

Enter your **library card number** and **Password/PIN**

Agree to the terms and conditions

Step 3

Enter your Adobe ID if prompted to do so. If you don't remember your Adobe ID, you can request assistance from Adobe at www.adobe.com.

Step 4

Browse and check out ebooks.

Step 5

Click on My Books on the PC or MAC app.

Step 6

Connect the ereader to a USB port.

Step 7

Wait a moment for the PC app to detect the ereader and then click the Download to device button.

Step 8

Safely eject the device from your computer.

Step 9

Enjoy your ebook!

BCCLS Catalog Integration

3M Cloud Library titles have been integrated into the BCCLS catalog. This means that you are able to search for, check out, or place a hold on any 3M Cloud Library ebook directly from the BCCLS catalog.

Look for the 3M Cloud Library icon next to a title.



Log into your library account and check out or place a hold on a 3M Cloud Library ebook.

Be sure that your email address is included in your library card account so that you will be notified when your 3M Cloud Library ebook holds become available.

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