Frequently Asked Questions About the 3M Cloud Library, version 2

How do I use the 3M Cloud Library?

To use the 3M Cloud Library you will need a library card from the East Albemarle Regional Library, a PIN and the 3M app downloaded to you PC, iPhone, iPad, or Android device. An app for Mac and Kindle Fire are in the works. e-Books downloaded to your PC can be transferred to a Nook, Kobo, Literati or older Sony Reader. It is possible to side load books to the Kindle Fire and newer Sony readers. See directions below.

What e-readers are compatible with the 3M Cloud Library?

At the present time, you can transfer books from your PC to the following e-readers: the original Nook, Nook Simple Touch, Nook Color version 1.41, Kobo, older Sony readers and the Literati Reader. By downloading some additional software, it is also possible to side load books from your PC to new Sony readers, the Kindle Fire and other e-readers. Please see our troubleshooting guide for directions on how to do this.

How long can I keep an e-book?

e-Books check out for 14 days. However, if you are only going to read the book on your e-reader you can return the book as soon as you have finished transferring it to your e-reader. The book will remain accessible on your e-reader for 14 days.

How many e-books can I have out at one time?

Four

Can I return an e-book early?

Yes. If you intend only to read your e-book on your e-reader, you can return the book as soon as you have transferred it to from your computer to your e-reader. If you want to be able to read the book on your computer as well as your e-reader you must leave the book on your computer. After a book has been transferred to your e-reader it will remain available for reading for 14 days. After that it will become inaccessible and have to be manually deleted from your e-reader.

How do holds work? Can I place holds on an e-book? How many holds can I have?

You may have as many as 5 holds at one time. When you place a hold on a book, the computer screen will display the number of days until the book will be available. When the book is returned to the library, a message will appear in your Message Center telling...
you the books is available for downloading. You will have three days to download the book before the hold is removed. Please check your Message Center several times a week since you will not receive an email telling you your hold is available.

**How do I cancel a hold?**

Go to the “My Books” page and click on “Show All.” This will take you to a new page that will display a “Remove from Hold List” button next to each book on hold. Simply click on the button next to the hold you wish to delete.

**Why doesn’t the library buy every best-selling title in eBook format?**

Not all publishers will sell eBooks to libraries. We are unable to purchase any titles published by Simon and Schuster, Macmillan, Penguin or their subsidiaries. At the present time, Hatchette only sells their older titles to libraries. We will start offering Hatchette titles this summer. Harper-Collins requires that we purchase a new copy of a title after 26 uses. Budget is a consideration as well. Random House has recently raised prices by as much as 300%. So while you may see a price of $12.99 on the internet, we may have to pay as much as $70 - $90 for the same title.

**Why do I have to wait for an e-book? Aren’t these virtual?**

Libraries have to purchase an eBook in the same way they purchase physical books. The publishers require us to abide by one copy/one user model just as we do with physical books. Unfortunately, we don’t have the funds to buy enough copies to fill every patron request immediately.

**e-Books are less expensive than print books. Why doesn’t the library own more e-books?**

The price that we pay to the publishers for e-books is higher than the price charged to consumers. In most cases libraries pay 100% to 500% more for the same e-book that individual consumers purchase for $12.99.

**Is it possible to renew e-books?**

e-Books cannot be renewed, but if there are no holds on the book you can check it out again immediately after returning it.

**Why don’t you have e-books for children?**

We decided to focus our initial collection effort on adults because of limited funding. In addition, the same publishers that refuse to sell adult e-books to libraries also refuse to sell children’s e-books. As soon as the adult collection grows large enough to accommodate demand and publishers make more titles available, we will begin to add children’s books to our e-book collection.
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 this website: https://www.adobe.com/cfusion/membership/index.cfm?nl=1&nf=1&loc=en_us

When installing the 3M Cloud Software on my computer, I accidentally accepted the 3M ID instead of installing my personal Adobe Digital Editions ID. What should I do?

Follow the directions below for your version of the Windows operating system to delete the 3M ID from your computer:

For Windows 7 or Vista:
1. Go to the Start menu.
2. Search %appdata%
3. This should pull up a list of folders. Delete the 3M Cloud Library folder (basically just its cache, it is also where it stores an Adobe ID for DRM purposes).
4. The next time you check out a book in the app and open it, 3M will use whatever Adobe ID your Adobe Digital Editions is authorized with. If you do not have ADE, it will ask if you wish to use the system-generated ID or to enter your own.

For Windows XP:
1. Go to the Start menu.
2. Click on "My Computer."
3. Choose the C drive.
4. Select Documents and Settings.
5. Go into the User folder or folder named with the Username for the computer.
6. Choose the Application Data folder (this may be hidden—if you can't find it go up the Tools Menu. Select: Folder Options->View->Show hidden files and folders.)
7. Find the 3M Cloud Library folder. Delete this (basically just its cache, it is also where it stores an Adobe ID for DRM purposes).
8. The next time you check out a book in the app and open it, 3M will use whatever Adobe ID your Adobe Digital Editions is authorized with. If you do not have ADE, it will ask if you wish to use the system-generated ID or to enter your own.

The 3M Cloud Library app is prompting me to update the software? Should I do this and why?

If the 3M Cloud Library mobile app or PC app is prompting you to update the software accept the update. 3M is making improvements to their software on a regular basis and will issue an update every month or so. To ensure that the software or app work properly, it will be necessary to update the software each time it prompts you to do so.
As of May 31, 2012 the 3M Cloud Library was on version 1.24. The version number is displayed on the 3M screen as shown below.

![3M Cloud Library screen showing version 1.24.734470 Beta](image)