

Frequently Asked Questions about downloading e-books from the Ohio E-book Project:

#1 - Why can't I find our library's name when I try to sign in to the Ohio E-book Project? - Choose "Public Library of Mount Vernon & Knox County" from the drop down list.

#2 - I did everything right on my Nook and transferred the file from my computer to my Nook but now I can't find it. - Books downloaded from the library will not be in on your Barnes and Noble Library. Instead, go to My Files -> Digital Editions

#3 – To which devices can I download e-books directly? – Any Apple device with Wi-Fi access, any Android based tablet or phone, Blackberry phones and tablets, and Windows phone 7.

#4 – Which devices require me to have access to a computer to use them? - The Nook, Pan, and Sony e-Readers require that you have your own computer to download to and license books through. Most kindles will require you to have access to any web browser on a computer to check out the book, but the book will arrive at the Kindle *via* Amazon's normal delivery means.

#5 – Which e-Reader does the library recommend? - While the library does not have an official recommendation, library patrons seem to review Kindle products and the iPad very highly. The Nook is a wonderful device but the current delivery method seems to require a higher comfort level with computers.

#6 – Can I return an e-Book early?

You can if you are using Adobe Digital Editions software. Let your mouse hover over the book cover, then click on the tiny square that appears in the upper right corner of the book for options. You can also return a Kindle Book early by going to "Manage my Kindle" when signed into your Amazon account online.

#7 – Are there late fees? – No.

#8 – How long do I have to download a book after being notified my hold is ready? - 72 hours.

#9 – How many eBooks can I have out at once? - 10 books total.

#10 – Does the library have anyone on staff that can help me? – Yes, if you are having trouble, please contact the library's technology educator at 392-2665, ext. 247 or bhoeffgen@knox.net – ask for "Beth".