



## Q&A

### Maine InfoNet Download Library

(<http://download.maineinfonet.org>)

Q: What do I need to download audiobooks using the New Maine InfoNet Download Library ?

A: You will need

- A PC (or MAC)
- A valid library card; you will be asked for your Library Card number when you 'check out' your audiobooks.
- Access to the Internet
- Free digital media software – Overdrive Media Console (download from <http://www.overdrive.com/software/omc/>)
- First time PC users of the service will be prompted to complete a one-time Windows Media Player security upgrade.

Q: How do I play the audiobooks?

A: You may play them straight from your computer, transfer them to a compatible portable device using the Transfer Wizard built in to Overdrive Media Console, or in many cases, burn them to CD using the built-in Burn to CD wizard.

Q: What file formats are supported?

A: Windows Media Audio (WMA) and MP3. Note that not all devices support all formats. Rule of thumb: Apple devices (MAC, iPod, etc.) will play MP3 files only; Windows devices (PCs) and most other 'MP3' players will play WMA files. (See below for more info).

Q: What portable players will work?

A: A wide variety of players are supported, including devices by Creative, SanDisk, Sony, Samsung, many cell phones that support MP3 files, plus Apple products including iPod, iPhone and iTouch. See Overdrive's Device Resource Center at [www.overdrive.com/deviceresourcecenter](http://www.overdrive.com/deviceresourcecenter) to devices compatible with OverDrive WMA titles and OverDrive MP3 titles.

Q: How many audiobooks are available?

A: The initial collection numbers almost 900 titles. New audiobooks will be added to the service each month.

Q: What kinds of audiobooks are included?

A: There are titles available across a wide variety of subject categories, including popular titles in fiction, biography & autobiography, mystery and thrillers, non-fiction, romance, science fiction and fantasy, children's, teens, current events & politics, history, and many more. Over 40 publishers are represented, including BBC Audiobooks, Blackstone, Books on Tape, Tantor Media, Brilliance, Simon and Schuster. You can view the entire list from link on the Maine InfoNet Download Library (<http://download.maineinfonet.org>) Web site.

Q: How many books can I download at once?

A: Up to 2

Q: Can I just download a chapter at a time, or do I need to get the whole book?

A: You can download individual chapters anytime during the 1-week lending period.

Q: How long will I have the book for?

A: The files will remain playable on your computer for one week. At the end of that week the book will be "returned" to the download library. The files may remain on your computer but will not be playable. You will have to delete them to remove them from your computer.

Q: What if I haven't finished the book within 1 week?

A: There is no limit to the number of times you may download, but if there is a hold on the item, you may have to wait until the next person in the queue has used it. You may place a 'hold' so that when the item is 'returned', you will receive an email and you'll have 3 days to 'check out' the book.

If you have downloaded them to a compatible player or burned them to CD's, they will remain there until you erase them.

Q: Can I return them early and checkout something else?

A: No. You will only be allowed to check out 2 books during a 1-week borrowing period.

Q: Will the Maine InfoNet Downloadable Audiobook site work with Firefox as well as Internet Explorer?

A: Yes

Q: Can I copy files to a thumb/flash drive?

A: You can copy them but they will not play.

Q: Can the Overdrive audio books be copied to DVD disks, which hold more than CD-R's?

A: As far as we no, they can only be copied to CDs.

Q: Can I download audiobooks to my MP3 player in the Library?

A: The service is designed for people to use on their home computers or laptops. LPL staff can demonstrate the service at the Reference Desk on the 2<sup>nd</sup> floor. We also have

the Overdrive Media Console software loaded on two computers in the Computer Lab on the 2<sup>nd</sup> floor.

Q: Can I make recommendations?

A: Maine InfoNet is working on enabling this. Not yet.

Q: What if my local library is not a member?

A: You will not be able to use the Overdrive system if you do not hold a card from one of the member libraries listed at: <http://maine.lib.overdrive.com/B6E89F5E-60EA-4BDC-8DC8-AE61AFDF69D5/10/467/en/libraries.htm>.

Q: Can I find records for these items in the library catalog?

A: Not yet, but coming soon!

Q: What do I do if I'm having trouble?

A: for PATRONS: The Web site has very good help screens, explaining in detail everything from compatible devices to how to manage your account. See the FAQ at <http://download.maineinfonet.org/help.htm> . If you are still stumped, you can email our Maine InfoNet support at: [audiobooks.maineinfonet@gmail.com](mailto:audiobooks.maineinfonet@gmail.com).

In order to facilitate troubleshooting, please include the following information in your correspondence:

- Steps to reproduce the problem (in as much detail as possible)
- Exact text of any error message (screen shots are helpful)
- URL(s) of any error page(s) you encounter
- Library card number
- Title(s) of problem download(s)
- Applicable software version (this information can typically be found under *Help > About*.)
- Operating system (Windows Vista®, Windows® XP, Windows 98 SE, etc.)
- Internet browser and version (Internet Explorer® 7.0, Firefox® 2.0, etc. In most browsers, find this under *Help > About*.)
- If applicable, device type and operating system



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