CloudLibrary Transition – FAQs

Why is this change happening?

Ontario City Library is always on the lookout for new & exciting opportunities to provide great service. The decision to transition to CloudLibrary™ as Ontario City Library's go-to platform for eBooks & eAudiobooks is data-driven and informed. We acknowledge that the landscape for digital content consumption is rapidly changing as are consumer needs and expectations. Based on valuable feedback from our membership, we also know that there is an increasing demand for more: more titles, more copies, and more content overall.

You asked, we listened, and CloudLibrary™ is our best answer. Thanks to a continuously expanding eBook collaboration with local libraries called CloudLink, Ontario City Library members can benefit from a rapidly growing collection having greater selection and more 'available now' titles to choose from. With the goal of developing a larger digital collection alongside other participating cloudLinked libraries, we strive to provide our customers with more digital content and improved service experience with CloudLibrary™.

How long will OverDrive® be available? When is the last possible day I can use OverDrive® before it is shut down?

OverDrive® will be available from now until June 30, 2019. During this time, OverDrive® users will still be able to access content, however several features will be turned off and impact the user experience leading up to the service shut-down date. CloudLibrary™ is currently available and we encourage you to try it out.

Will the current OverDrive® collection migrate over to CloudLibrary™?

No, once the service is terminated, all OverDrive® titles will disappear. Many of the titles will already be available on CloudLibrary™. You will have the ability to recommend titles to add to the CloudLibrary™ service if something you wanted on OverDrive® is missing from CloudLibrary™ but be aware not every request may be honored.

What happens to my account after OverDrive® is shut down?

Once OverDrive® is shut down and no longer available to Ontario City Library members on June 30, 2019, existing information associated with the OverDrive® account you made using your Ontario City Library card (i.e., email, reading history, holds, etc.) will be eliminated.

When is the last day I can borrow titles in OverDrive®?

June 30, 2019 is the last day you can borrow titles in OverDrive®. You will still be able to read or listen to borrowed titles in OverDrive® after this date until the borrowing period expires.

When is the last day I can place holds on titles in OverDrive®?

June 30th, 2019 is the last day you can place holds on titles in OverDrive®. However, keep in mind that borrowing features will be unavailable shortly after this date. We encourage you to switch over to CloudLibrary™ to start placing holds on titles.

Will my holds be automatically transferred from OverDrive® to CloudLibrary™?

No. Your holds from OverDrive® are unable to be automatically transferred to CloudLibrary™. We encourage you to switch over to CloudLibrary™ to start placing holds on titles. If the title you're looking for isn't in our collection, you can let us know by suggesting a title for purchase.

Will my reading history be automatically transferred from OverDrive® to CloudLibrary™?

No. Your reading history in OverDrive® will not be automatically transferred to CloudLibrary™. If you want to keep your OverDrive® reading history, you will need to copy this information and save it elsewhere before the OverDrive® platform is shut down. We encourage you to switch over to CloudLibrary™ to discover your next great read or listen to start building a new reading history.

Will my OverDrive® account from another public library be impacted by the OverDrive® shut down happening at Ontario City Library?

No. Ontario City Library will be discontinuing subscription to the OverDrive® platform, however users can still access OverDrive® using their library card from other Libraries offering OverDrive® service.

If I already have an account with OverDrive®, do I need to sign up for an account with CloudLibrary™ to use the platform?

Yes. You will need to sign up for an account to get started with CloudLibrary™, but it is incredibly easy to do. Download the CloudLibrary™ app on your desktop or mobile device and simply follow the prompts to find your library and sign in using your Ontario City Library card.

What devices are compatible with CloudLibrary™?

CloudLibrary™ has downloadable apps available for desktop and mobile devices. These apps are offered as links on the CloudLibrary™ webpage or through the app store associated with your device by searching for "CloudLibrary" (ignore the TM).

I own a new Kobo® eReader with OverDrive® as a built-in feature. Can I get CloudLibrary built in for my Kobo® eReader?

No. CloudLibrary™ integration is not available for Kobo eReader products (both Kobo® and OverDrive® are owned by Rakuten, Inc.) However, CloudLibrary™ eBooks (epub, pdf) can be transferred over to all Kobo® eReaders, including those with built-in OverDrive® compatibility using the CloudLibrary™ desktop app forWindows OS/Mac OS. Kobo® eReaders with built-in OverDrive® compatibility currently include the Aura ONE, Aura H2O Ed. 2, Aura Ed. 2, Clara HD, & Forma.

Can I download and transfer eBooks through CloudLibrary™ to my eReader? How does this work?

Yes, once you have checked out a book using the CloudLibrary™ desktop app for Windows OS/Mac OS, you can transfer a copy to your eReader.

Note: When you first use the CloudLibrary™ desktop app, you will be prompted to activate your CloudLibrary™ account with an Adobe ID after you log in. It is important that the PC and the eReader have both been activated with the same encrypting account – either an Adobe ID account or a CloudLibrary vendor ID Adobe account.

If you will only be using CloudLibrary™ (without OverDrive): When you log in to the CloudLibrary™ desktop app, choose the recommended option to "*automatically generate an ID."* Note that if you have used OverDrive® in the past, Adobe Digital Editions must be uninstalled from your computer before installing the CloudLibrary™ app in order for it to function properly.

If you will be using both CloudLibrary™ and OverDrive®: You must have both the CloudLibrary™ desktop app and Adobe Digital Editions installed on your computer. Any eBooks you download in CloudLibrary™ will redirect to Adobe Digital Editions. When you authorize the CloudLibrary™ app, do not use the recommended instructions to "*automatically generate an ID."* Instead, choose "*explicitly provide an Adobe ID"*, and enter the same ID that you have used for Adobe Digital Editions. Some computers may recognize your ID automatically, and you can simply click to activate the detected ID.

How many items can I check out in CloudLibrary™ at one time?

Up to 20 items.

How many holds can I place in CloudLibrary at one time?

Up to 20 items.

How long can I borrow an item for in CloudLibrary™?

Up to 21 days. After this time period, your item will automatically expire.

How do I suggest a title for purchase in CloudLibrary™?

Can't find what you're searching for? Let us know!
In the CloudLibrary™ desktop app for Windows OS/Mac OS, select the 'Suggestions for Library' view under 'Filters', search for your title, and click on the 'Suggest to Library' button.
In the CloudLibrary™ mobile app for Android/iOS, go to the 'Browse' menu, select the 'Suggestions for Library' view under 'Filters', search for your title or browse under 'All', and click on the 'Suggest to Library' button.
All requests are evaluated according the Ontario Library's Materials Selection Policy including demand, quality, and budget. Ontario City Library values your feedback and encourages you to suggest titles for purchase, however we regret that we are unable to purchase every item suggested.

You can also request eBook purchases for CloudLibrary through the library's Online Purchase Request Form by clicking here.

Why do some titles 'disappear' in CloudLibrary™?

Ontario City Library has partnered with public libraries across Southern California to form a CloudLinking partnership. Basically, CloudLinking allows participating libraries to pool eBook & eAudiobook collections together on CloudLibrary™, providing a greater selection of titles and more 'available now' copies to library cardholders. The reason why some titles may seem to 'disappear' in CloudLibrary™ is because they belong to another library within the partnership and have been borrowed. These titles will reappear once they are returned and available to borrow again. All Ontario City Library owned titles remain visible, borrowable, and holdable on CloudLibrary™ regardless of their availability status.