

How to Find & Borrow Digital Titles: Answers to FAQ



Peoples Library

'My Basket'

When you find an available title/s that you want to check out, click 'Add to My Basket' to put the title/s in 'My Basket.' When the title/s is in 'My Basket,' it is available for you to check out.

Number of Titles Permitted in 'My Basket' at One Time

You can have up to seven titles in 'My Basket' at the same time. You can remove titles from 'My Basket' by clicking their 'Remove' links.

Duration a title remains in 'My Basket'

Once you add a title/s to 'My Basket,' it will remain there for 30 minutes before it is automatically removed. Be sure to complete your checkout within this timeframe to avoid losing access to these title/s.



Checking Out

Number of Titles Permitted to be Checked out at One Time

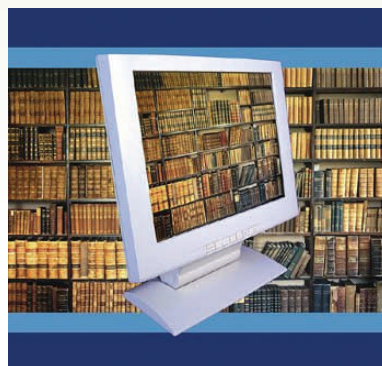
You can have up to five titles checked out on your account at any given time. See the fourth page of this booklet on returning titles, should you have five titles checked out and you wish to return one title early so as to check out another title.

Number of Days Titles Can Be Kept Once Checked Out

The lending period can vary from title to title; the lending period for each item is displayed with other details about the title.

Specifying Preferred Lending Period/s

You can select a lending period when checking out a title at the standard site. You can also set personalized default lending period/s on a format-by-format basis at the 'Lending Periods' page. The mobile version of this site uses the default lending period you specify at the 'Lending Periods' page.



Returning

Returnable Items

Adobe® eBooks can be returned using Adobe® Digital Editions. To return:

1. Open Adobe® Digital Editions.
2. Select the 'Library View' icon (in the upper left corner). The Adobe® Digital Editions library is displayed.
3. Under the 'Bookshelves' heading, select 'Borrowed.'
4. Click the title you want to return.
5. Click the 'Item Options' arrow (in the upper left corner of the selected eBook).
6. Select 'Return Borrowed Item.'
7. Click 'Return' to verify that you want to return the title. The title is returned.

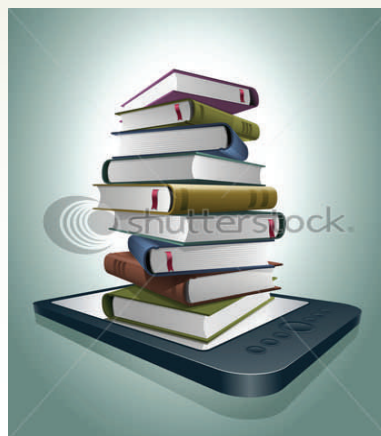
EPUB eBooks can be returned using OverDrive® Media Console v2.3 (or newer) for Android™, BlackBerry®, iPhone®/iPad®, and Windows® Phone 7.

- To return a title from Android™:
 1. Tap and hold the title you want to return. The title menu is displayed.
 2. Tap 'Delete' to display the return options.
 3. Tap 'Return and Delete.' The title is returned and deleted.
- To return a title from BlackBerry®:
 1. Select the title you want to delete.
 2. Select Menu > Delete to display the return options.
 3. Select 'Return and Delete.' The title is returned and deleted.
- To return a title from iPhone®/iPad®:
 1. Swipe across the title you want to delete. A 'Delete' button is displayed next to the title.
 2. Tap 'Delete' to display the return options.
 3. Tap 'Return and Delete.' The title is returned and deleted.
- To return a title from Windows® Phone 7:
 1. On the library screen, swipe across the title you want to delete. A 'Delete' button is displayed next to the title.
 2. Tap 'Delete' to display the return options.
 3. Tap 'Return and Delete.' The title is returned and deleted.
 4. Tap and hold a title to show the context menu.
 5. Select 'Delete' to display the return options if the selected title is not expired.
 6. Select 'Return and Delete.' The title is returned and deleted.

Renewing

Renewing Checked-Out Items

Titles cannot be renewed, but you can check them out again if they are available when the checkout period ends.



Placing Holds

Placing a Title on Hold

A title you place on hold will be reserved for you to check out once it becomes available. When the title is available for you, you will be e-mailed instructions on checking the item out. The item will be held for you for three days after you receive the e-mail notice that the title is available.

Number of Items that can be Placed on Hold at One Time

You can place up to 10 titles on hold at a time.

Length of Time to Check Out a Held Title Once It Becomes Available

When the title is available for you, you will be e-mailed instructions on checking the item out. The item will be held for you for three days after you receive the e-mail notice that the title is available.

Cancelling a Hold

1. Login to your account. The 'My Account' page is displayed.
2. Click the 'My Waiting List' link. The titles that you have currently placed on hold are displayed.
3. Click a title's 'Remove' link to cancel the hold.

Changing the E-mail Address Entered When Placing a Hold

1. Login to your account. The 'My Account' page is displayed.
2. Click the 'My Waiting List' link. The titles that you have currently placed on hold are displayed.
3. Click a title's 'Edit' link. You are prompted to edit holds information.
4. Enter the new email address in the 'Email address' and 'Confirm Email address' fields.
5. Click 'Submit'. The email address for the selected title is updated.

'Wish List'

When you find a title that you are interested in, including titles that have not yet been released, you can click 'Add to Wish List' to put the title on your 'Wish List'.

Adding a Title from 'Wish List' to 'My Basket'

1. If a title on 'Wish List' is available for check out, click the 'Add to My Basket' button. The title is added to 'My Basket.'
2. Click 'Proceed to Checkout' to check out the title.

Maintenance of Titles on 'Wish List' Upon Checkout

Titles remain on 'Wish List' after they are checked out so that you may reference them again if desired. To remove a title from 'Wish List', click the title's 'Remove' link.



Rating

The 'Average Rating' Shown by Titles at the Site

Once signed in at the site, you can rate titles on a scale of 1–5 stars. The ratings displayed for each title are an average of the ratings submitted for that title.

Rating Titles

Once signed in at the site, you can rate a title from its details page. Alternatively, you can rate a title you have currently checked out from the 'My Items Out' page. From either of these pages, next to 'My Rating', click the number of stars you want to award the title. The site automatically applies your rating to the existing average, and recalculates the 'Average Rating' to include your input.

Changing a Previous Rating Made

After signing in at the site, you can change the number of stars that you have awarded a title from its details page. Alternatively, you can change any of your previous ratings at the 'Rated Titles' page. Or, if you want to rate or change a rating for a title you have currently checked out, you can do so from the 'My Items Out' page. At any of these pages, next to 'My Rating,' click the number of stars you want to award the title. The site automatically recalculates the 'Average Rating' to include your revised input.

Deleting a Previous Rating Made

After signing in at the site, you can remove the rating that you have awarded a title from its details page. Alternatively, you can remove ratings from any previously rated titles at the 'Rated Titles' page. Or, if you want to delete a rating for a title you have currently checked out, you can do so from the 'My Items Out' page. At any of these pages, click 'Remove Rating' to remove your rating for a title. The site automatically recalculates the 'Average Rating' for the title, excluding your previous rating from the recalculation.

Other

What To Do When Issued a New Library Card and Checkouts/Holds Cannot Be Seen

To transfer your existing checkouts and holds to your new account, please contact support with your new library card number, your previous library card number, and your email address.





Peoples Library

880 Barnes Street
New Kensington, PA 15068
724.339.1021

3052 Wachter Avenue
Lower Burrell, PA 15068
724.339.1565