

Frequently Asked Questions about Checking Out eBooks and eAudiobooks from the Olathe Public Library

What is Axis360?

Axis 360 is the library's free app that allows library users to search, browse, and checkout eBooks and eAudiobooks available from the library.



What devices can I use?

- All iOS devices running iOS 7 or later (**iPad, iPhone**, etc.)
- All Android devices running Android 4.0 or later (**Google Nexus, Samsung**, etc.)
- **Kindle Fire** devices
- **Nook** HD & HD+ (for ebooks)
- For Windows **PCs**, you can use the new Axis 360 Desktop Reader.
- For **Mac** computers, you can check out titles via the library's Axis 360 website and then read it on your mobile device via the Axis 360 mobile app
- Visit the library's web site at www.olathelibrary.org/digitalmedia for links to the apps or visit the app store for your device.

Can I listen to an eAudiobook on a PC?

Not at this time. You can, however, listen to eAudiobooks within the Axis 360 mobile app.

How do I log into the Axis360 mobile app and library eBook collection?

- To log into the mobile app, search for "Olathe" in the search box on the initial display, and choose the Johnson County Library/Olathe Public Library collection, then enter your Library card and PIN and tap Log In.
- To log into the library eBook collection, go to the library's downloadable book page: www.olathelibrary.org/digitalmedia and click the link to the Johnson County/Olathe Public Library collection, click the Login link in the upper right-hand corner and enter your Library card and PIN.

What if I can't remember my PIN?

Call the library at 913-971-6850 and have your library card number ready. We will be happy to look up your PIN number. Your PIN is a four-digit number you may have chosen or the computer may have chosen for you.

How can I refine my search to show just eBooks or eAudiobooks in the Axis360 app?

Tap the Filter link at the top of the screen when viewing search results. From the Filter page, you can choose to view only eBooks or eAudiobooks. Note that these filters will stay in place until you return to the Filter screen to disable them.

How can I refine my search to show only available items?

Tap the Filter link at the top of the screen when viewing your search results. From the Filter page, select Available Now to view only titles that are currently available for check out. Note that these filters will stay in place until you return to the Filter screen to disable them.

How do I checkout items from the Axis360 app?

Find the title you wish to check out and then tap the Check Out button. Your title will immediately begin to download and will open automatically inside the Axis 360 app. See the example to the right.

Note: If you are online in the [library's eBook collection \(the Magic Wall\)](#), click on the Check Out button next to the item you wish to check out.

How many items can I checkout at one time?

You may have a **total of 10 items** checked out at the same time. Those ten items may be a combination of eBooks and eAudiobooks.

How do I return an eBook or eAudiobook early?

If you are using the Axis 360 mobile app, you can return your title by going into the My Stuff section and displaying the list of titles you have checked out. In iOS, swipe to the left on the title you wish to return to reveal a Return button. Tap to return. In Android, tap the book cover for the title you wish to return, tap the Return button on the individual title page.

If you are reading on the Axis 360 Desktop application, hover over the title and click the Info button. Click Return Item.

What happens to my items at the end of the checkout period?

Digital content will be **returned automatically** at the end of the checkout period. **No fines.**

What is my Wish List?

Your Wish List is an area you can use to save books for later checkout.



Can I renew my eBooks and eAudiobooks?

To renew your eBooks and eAudiobooks, you will need to check them out again.

1. Log into your account from the [library's eBook collection page \(the Magic Wall\)](#).
2. View the items you have checked out by clicking My Lists in the upper right-hand corner, then the Items on Loan section.



3. Select the item you wish to renew and click the Renew button.
4. You will receive a notice that you have successfully renewed the item. At the end of the **current** checkout period, you will receive email notification instructing you to check out the book again.
5. You will receive a new due date, when you check out the book again.

If I place a title on hold, how will I know when it's ready to checkout?

You will receive an email notice when a title you placed on hold is available to checkout.

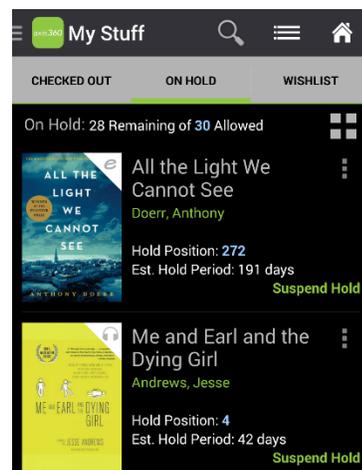
What do I do when I receive a notice that my hold is ready to checkout?

The email notification you receive when your hold is ready for checkout will provide a **link to that title** in the library's e-content collection. Simply click the link to connect to the book and follow the normal checkout procedure. You can also go directly to the Axis360 app and checkout the title from the "On Hold" section within "My Stuff."

When I place an item on hold, how can I tell where I am in line?

In the "On Hold" section within "My Stuff" in the Axis360 app, each title will include an estimated hold period and your position in line. See example to the right.

When you are logged into the [library's eBook collection \(the Magic Wall\)](#), you can find your hold position in the "Hold Queue" section of "My Lists."



Why is there a holds list to checkout digital content?

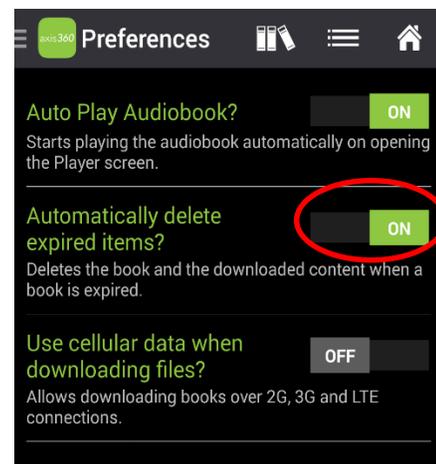
Borrowing eBooks is similar to checking out physical books: there is one copy per patron. If another patron already has checked out the item you want, you can place it on hold.

Why won't my expired titles automatically delete from my device?

To avoid having to manually remove your expired titles, go to the Preferences page in the Axis 360 app and select Automatically Delete Expired Titles. Once you have done so, any time a title is expired, it will be automatically removed from your mobile device.

How do I prevent my eAudiobook from automatically playing?

Go to the Preferences screen in the Axis 360 app and turn off the Auto Play Title option. See the example to the right.



Can I start listening to my eAudiobook before the download is complete?

Yes. To immediately begin listening to your eAudiobook, tap Listen Now. The eAudiobook will begin to play while the file continues to download in the background.

Can I download content on my mobile device without being connected to WiFi?

Yes. You can download content on the Axis 360 mobile app via your cellular data plan. To enable this option, go to Preferences. **You must have an internet connection to download any content to the Axis 360 Desktop application.** Once titles have been downloaded, an internet connection is not required to read or listen.