

Ebooks

Q: What is full-text eContent?

A: Full-text eContent is an electronic version of a print book or journal that has been enhanced with features such as links from the Table of Contents, an embedded Dictionary, full-text searching, and the ability to mark titles or pages and make notes.

Q: How do I find full-text eContent titles?

A: All NetLibrary titles are full-text. You can find full-text eContent titles by performing a search from the NetLibrary home page.

Q: Do I need a NetLibrary account to access full-text eContent titles?

A: No. You can search and view titles in your library's collection without logging in, but you will need an account to use some features.

Q: How do I set up a free account?

A:

- Go to <http://www.texshare.edu/roanokepl>.
- Log in using the standard TexShare username and password, all letters in **UPPER CASE** (check with a librarian for more information).
- After the **TexShare** page appears, click on the netLibrary link.
- You will be taken to a **NetLibrary** page. Click on **Create a Free Account** in the upper right-hand corner of the screen.
- Fill out the form, and then click **Create Account**.

Q: Do I have to be online to view full-text eContent?

A: Yes. Most of the full-text eContent available through NetLibrary is used for reference and research.

Q: Do I have to have any special software or hardware to view eContent?

A: You will need to have Adobe Reader 4.0 or higher to view eContent. You can get the Reader free from the [Adobe website](#).

Q: How many full-text eContent titles can I view simultaneously?

A: You can have up to four eContent titles open in the online reader at any given time.

Q: What is the difference between viewing and checking out a title?

A: Viewing lets you access a title in 15-minute increments. As long as you are active in the eContent (turning pages, doing full-text searches, etc.), you continue to have access to the title. When you become inactive in the eContent, it is returned for someone else to use. Checking out a title to your account gives you exclusive access to a title for the entire checkout period.

Q: What is the checkout period for full-text eContent titles?

A: You can check a title out for 24 hours. After that, the title automatically returns to your library and you no longer have access to it.

Q: Do I need to return full-text eContent titles when the checkout period expires?

A: No. The full-text eContent title automatically returns to your library after the checkout period.

Q: What happens if a full-text eContent title is not available?

A: When all copies of a title are in use, the NetLibrary system displays a message indicating that all copies are in use by other users. You are given the option view the Table of Contents for the title, and to be notified by email when a copy of the title becomes available.

Q: Can I print or copy text from a full-text eContent title?

A: Yes. You can copy small selections or print single pages on a title, just as you can with print material. NetLibrary full-text eContent is protected by copyright laws subject to the terms and conditions of fair use.

Q: Can I access the NetLibrary site and my library's eContent collection remotely (for example, from my home or my dorm room)?

A: Yes, if you have set up a NetLibrary account.

E-Audiobooks

Note: Listening devices must be able to play .wma format files. These audiobooks will not work with Apple iPods at this time. We are unable to provide technical assistance for specific playback devices.

To set up a free account:

- Go to <http://www.texshare.edu/roanokepl>.
- After the **TexShare** page appears, click on the netLibrary link.
- You will be taken to a **NetLibrary** page. Click on **Create a Free Account** in the upper right-hand corner of the screen.
- Fill out the form, and then click **Create Account**.

To download audiobooks:

- Go to <http://www.texshare.edu/roanokepl> and click on the **NetLibrary** link.
- Log on to your account.
- Search for the audiobook title you want to download.
- Click on **Download this Audiobook**.

- Select the quality of the audiobook you want to download. You are prompted to login if you have not logged in already.
 - **CD quality** offers high-fidelity playback for patrons with high-speed Internet access. Note: Most portable listening devices do not support the playback of files lower than 32 kpbs, so you must download the CD quality file if you are going to transfer and listen to the audiobook on a portable listening device.
 - **Radio quality** provides faster download speeds and is ideal for patrons with dial-up connections. The files sound as if they were recorded in mono, though.
- Specify how you want to download the file:
 - Save the audiobook file on your personal computer in a directory of your choice. Note: **NetLibrary** highly recommends this option.
 - Open the audiobook file on your personal computer in a Temporary directory. It can be difficult to find Audiobook files using this method.
- Locate and open the audiobook file the same way you would any other file. Note: You **MUST** open the audiobook file before disconnecting your Internet connection or you will be prompted to log in the first time you attempt to open the audiobook file.
- When opening the audiobook for the first time, you may get a message that you don't have a license to play the audiobook. If so, you will need to download a newer version of **Windows Media Player**.
- If you want to transfer your audiobook to a portable device you **MUST** open the audiobook file and obtain a license before transferring the file. For more information on transferring see below.

Frequently Asked Questions

Q: What are the supported portable listening devices?

A: NetLibrary's eAudiobooks can be listened to on a wide range of portable devices, including portable music players, portable media centers, Pocket PCs, and even select smartphone devices. In order to be considered a device that works with NetLibrary eAudiobooks, the only requirement is that the device must be able to support playback of secure or protected wma files.

NetLibrary eAudiobooks are provided in two sound qualities, CD (34 kpbs) and Radio (4 kpbs) quality. Most devices do not support the playback of files lower than 32 kpbs. When selecting a device you should make certain the device supports playback of at least 32 kpbs files. If you are going to transfer and listen to an eAudiobook on a device you should download the CD quality file.

To have an optimal experience when listening to a NetLibrary eAudiobook, it is recommended that you select devices that support features such as bookmarking

and full time stamping. Also, devices that have a storage capacity of 256 MB at a minimum are recommended since the average CD quality eAudiobook file size is 140 MB.

Devices that support bookmarking allow you to designate a place within a file and return to that place. Some devices limit time tracking to a pre-defined period of time and often eAudiobooks files may be longer than the pre-defined period in the device. In this case, the complete length of the file will not be shown in the device. Devices that support full time stamping do not limit the time tracking of a file in any way and will allow the full length of an eAudiobook file to display.

To learn more about secure or protected wma files and devices that support **Window Media Audio** visit [Windows Media Plays for Sure](#). If you already have a device you may want to check the documentation provided with your device or your device manufacturer's website. Several manufacturer's websites are also listed below.

[Windows Media Plays for Sure](#)

[Rio](#)

[Creative](#)

[Cowon](#)

[Archos](#)

Q: Do I need any software on my computer to listen to audiobooks?

A: Audiobooks can be downloaded or played on any personal computer or portable listening device that supports **Microsoft Windows Media Player v9** and above, **Musicmatch Jukebox v8.2** and above, or **Nullsoft Winamp v5** and above.

Q: Why doesn't the audiobook download, even though I get an acquiring license message?

A: When opening the audiobook for the first time, you may get a message that you don't have a license to play the audiobook. If so, you will need to download a newer version of **Windows Media Player**.

Q: How do I transfer an audiobook to my portable device using Windows Media Player version 9?

A:

- Find your CD Quality downloaded audiobook file and double click it to open it with **Windows Media Player**. Windows Media Player opens and will obtain the license from NetLibrary to allow the audiobook file to play.
- Select **Copy to CD or Device** from the media player's menu options. A list of available titles will be displayed in the **Items to Copy** frame.
- Select the title you wish to download by clicking on the check box.

- Select a target device from the Items on Device drop-down menu. Click on the copy button to transfer the title.
- Windows Media Player will transfer the file to your portable device. When the transfer is complete, disconnect your portable device and enjoy your NetLibrary Audiobook.

(*Some MP3 players will need to use the Safely Remove Hardware icon (on the taskbar) before removing the USB cable or an error will occur.)

Q: How do I transfer an audiobook to my portable device using Windows Media Player version 10?

A:

- Find your CD Quality downloaded audiobook file and double click it to open it with Windows Media Player. Windows Media Player opens and will obtain the license from NetLibrary to allow the audiobook file to play.
- You may stop playback at this point if you choose. Click the 'Library' tab. The media Library will be displayed.
- Find your audiobook in the Library Playlist pane, or sort your list by selecting the 'Now Playing' selection.
- Drag the audiobook title from the Contents or Details panes in your library to the List pane to add it to the list of items to be synchronized, ensure that your portable device is connected and click the 'Start Sync' button in the List pane. Windows Media Player will transfer the file to your portable device.
- When the transfer is complete, the status field will indicate 'Complete'. You may now disconnect your portable device and enjoy your NetLibrary Audiobook.
- (*Some MP3 players will need to use the Safely Remove Hardware icon (on the taskbar) before removing the USB cable or an error will occur.)

Note: This information and more can be found in the Window Media Player v10 Help Contents under: Synchronizing content to devices > Synchronizing media items to your device > To synchronize content manually.

Q: How many audiobooks can I check out simultaneously?

A: You can checkout a maximum of ten (10) audiobooks at any given time. You will not be able to check out additional titles until the license for a currently downloaded Audiobook expires.

Q: What is the checkout period for audiobooks?

A: NetLibrary automatically downloads a license, with each download, which lets you access the audiobook for 21 days. The license lets you copy the Audiobook to two additional portable listening devices.

Q: Can I renew audiobooks without downloading the file a second time?

A: Yes. Audiobooks can be renewed at any point by logging into your account. A renewal provides you with an additional 21 days of access from the date of renewal.

Q: What does "You need a license" mean?

A: You may have downloaded a new version of Windows Media Player and need to resynch with the portable listening devices. Contact your computer or portable listening device manufacturer for specific information.

Q: Why won't the audiobook play on my portable listening device? It played just fine yesterday.

A: The checkout period for the audiobook may have expired. Login to the NetLibrary web site, and click on the My Checked Out items link in the upper right-hand navigation, to see if the Audiobook checkout period has expired.

Q: Do I need to return audiobooks when the checkout period expires?

A: No. The license for downloaded audiobooks automatically expires after 21 days. You will not be able to play the Audiobook, even though the file remains on your personal computer and portable listening device. You need to manually delete the file from your personal computer and portable listening device.

Q: Can I burn an audiobook to a CD?

A: Yes and no. NetLibrary cannot stop you from burning the audiobook file to a CD, but encryptions on the Audiobook file will make it unusable.

Q: Do I have to wait for the file to download before I can listen to an audiobook?

A: No. You don't have to wait for the file to download before you can listen to the audiobook. Once you select a download option, you are prompted to Open or Save the Audiobook file.

If you select the Save option, you can specify where the file is placed on your personal computer. This option takes less time to download the file, since it is only downloading the file. Note: NetLibrary highly recommends this option.

If you select the Open option, NetLibrary launches Windows Media Player and begins streaming the audio as the file downloads. Once the download is completed, the file is saved to your media player's download directory. This option downloads the file slower than the Save option, since it is playing at the same time it is downloading the file. You can stop the download at any time, change the download preferences, and restart the download.

Q: What level of audio quality can I expect from an audiobook?

A: NetLibrary offers two audio qualities: CD quality and radio quality. CD quality offers high-fidelity playback for patrons with high-speed Internet access. Most portable listening devices do not support the playback of files lower than 32 kpbs,

so you must download the CD quality file if you are going to transfer and listen to the audiobook on a portable listening device. Radio quality provides faster download speed and is ideal for patrons with dial-up connections.

Q: Can I download audiobooks to public computers in my library?

A: Yes and no. NetLibrary strongly advises patrons not to download audiobooks to a public computer and some libraries do not provide the necessary equipment to then transfer the Audiobook file to your portable listening device. You won't be able to copy the Audiobook file to a portable listening device from a public computer.

Q: Are audiobook files automatically removed from my computer when the checkout period expires?

A: No. You need to manually delete the audiobook file from your personal computer and portable listening device. However, if you want to renew the Audiobook, click on the file to automatically open the NetLibrary web site (if your computer is online). You can login to your account and renew the checkout.

Q: How long does it take to download a NetLibrary audiobook?

A: Download time depends on the size of the audio file and the speed of your Internet connection. See Audiobook Estimated Download Times.

Q: How do I listen to an audiobook in the car?

A: You will need a radio transmitter or other device adapter that works with your portable listening device and car stereo. Contact your device manufacturer for specific requirements.

Q: How do I delete an audiobook from my personal computer or portable listening device?

A: You can delete an audiobook file from your personal computer or portable listening device in the same manner as you delete other files. Contact your personal computer or portable listening device manufacturer for specific information.

Q: How do I know which version of Windows Media Player I have installed?

A: There are two ways you can determine which version of Windows Media Player you have installed: Press the F1 key anywhere on the Windows Media Player window. The version displays. Press the Alt key anywhere on the Windows Media Player window. The standard menu bar displays. Then click on Help and About Windows Media Player.

Q: How do I remove the media bar?

A: The media bar is a toggle on your web browser. If the media bar displays on your web browser, click on the Media icon located in the toolbar of your web browser to "remove" it. Click on the Media icon again to "display" it. You can also click on the close window icon located at the top of the actual media bar.

- Click the "Media" toggle button in the toolbar at the top to expose (or hide) the media bar. If you have started playing an audiobook file in the media bar, and then hidden the media bar without stopping the file from playing, the Audiobook file continues to play even if the media bar is not exposed. You must expose the media bar and stop the file from playing with the controls in at the bottom of the media bar.
- In the bottom left of the media bar, under the "Media Options" drop-down, go to "Settings" and un-check "Play web media in the bar." Use this option if you have previously selected to play files in the media bar and want to change the setting in the future.

NetLibrary recommends that you save audiobook file and then open it in Windows Media Player. Listening to a file while it is downloading increases the download time. It is also advisable that you save the file in a specified directory, so you can easily remember where the file was saved.

Q: How do I stop playing a file in the media bar, even if I don't see it?

A: You need to display the media bar (click on the Media icon on the web browser toolbar), click on Media Options at the bottom of the media bar, scroll to Settings, and click on Play Web Media in the Bar. You can then close the media bar.

Q: What if my download does not complete successfully?

A: You might experience dropped connections for long downloads via dial up. A "download manager" application is generally loaded on all personal computers running Microsoft XP to address connection drops. You need to reinstate the connection, log back into NetLibrary, redo your search for the audiobook, and select Save when prompted to "open" or "save." The download manager picks up saving the Audiobook file where it left off. Additionally, some portable listening devices have their own built-in download manager.

Q: Is there a safe way to remove the connection from my portable listening device connected to my computer?

A: Yes. NetLibrary recommends that you use the Remove Hardware option (generally found on your Control Panel) to remove the connection from your portable listening device.

Q: Can I download and play an audiobook on a Mac?

A: NetLibrary audiobooks cannot be played on Macs because the latest version of Window Media Player available for Macs (version 9) is based on Windows Media Rights Manager version 1.3. NetLibrary uses version 2.x licenses for downloadable audiobooks in order to maintain a high level of security. Because the latest version of Windows Media Player for Macs does not support 2.x licenses, NetLibrary audiobooks cannot be played on Macs at this point in time.

Q: Can I download and play an audiobook on an iPod?

A: No, NetLibrary audiobooks cannot be played on iPods. iPods use the .aac file format and the .aac file format does not support the Digital Rights Management protection required by NetLibrary audiobooks at this time. Digital Rights Management protection helps ensure that the content of our publishing partners is secure, especially when items are checked out from the library's collection and borrowed by a user rather than purchased. This Digital Rights Management technology allows checked out items to expire on the due date.

Q: I can't find "Author" or "Book Title" mentioned in my Media Player? How do I find, play, and transfer my audiobook file?

A: Media players and portable listening devices may be music oriented, so you need to be creative when trying to find your audiobook file. Try looking under Album title for your Audiobook title or under Artist when looking for the Author.