

Frequently Asked Questions

What is an eBook?

eBook is short for electronic book, a digital file containing text and images and (at times) audio that can be viewed on a computer or mobile device (a tablet or smart phone that can connect to the Internet, such as an iPad, Nexus 7, Microsoft Surface, Nook or Kindle Fire).

What do I need to borrow an eBook for free?

All you need is a Luzerne County Library card, an Internet connection, and a mobile device or computer.

What are Axis 360 eBooks?

Axis 360 is a website that displays a collection of eBooks purchased by Luzerne County Libraries for you, our patron. You can access the collection by visiting www.luzernelibraries.org and clicking on "eBooks are Here" and then "Magic Wall." Your local library's website should also have a link to the collection.

What are the rules for borrowing Axis 360 eBooks?

- * You may check out up to 3 titles at one time.
- * The lending period is 14 days, but you may shorten this to as few as 1 day during the checkout process (see instructions for more details on altering lending times).
- * You do not have to return your checked out items. They will expire automatically.
- * You cannot renew an item, but you may check out the same title again if it is still available after the lending period has expired.
- * If a title is checked out, you can place a hold; you will be notified by email when your item is ready and you will have three days to download it before it is released to the next patron who has a hold.

How do Axis 360 eBooks work?

Axis 360 eBooks come in formats that require software which you need to download in order to read them: Blio, Adobe Digital Editions and AxisReader.

How do I know what software I need to download?

Download the *Blio* app to your computer or mobile device if:

- * You have an iOS device (Apple), a Kindle Fire (Basic Kindle models are not supported), Nexus 7 or Nook HD/HD+
- * You are vision impaired and require a read-aloud option
- * You will read your books on multiple devices and want them to be accessible on the Cloud

Download *AxisReader* app to your mobile device if:

- * You have an iOS device (Apple), Nexus 7 or Nook HD/HD+
- * You want a one step connection to the Axis 360 collection of eBooks

Download both *Blio* and *AxisReader* if:

- * You have an iOS device (Apple), Nexus 7 or Nook HD/HD+
- * You want a choice in the type of app you use

Can I read my eBook without an Internet connection?

Yes! eBooks are downloaded directly to your computer or mobile device through the Internet and can be accessed at any time, with or without an internet connection, until the due date

What does it mean when my card isn't accepted?

If your card isn't accepted it could mean any of the following:

You have a fine over \$5

Your card has expired

There is something wrong with your account

Please contact your local library for assistance.

How do I use Axis360?

Visit luzernelibraries.org, tap on the eBooks are Here button and then tap Help (not available on mobile version). Visit your local library for assistance.

Luzerne County Libraries
71 S. Franklin Street
Wilkes-Barre, PA 18701
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The Blio App is not available in the App Store, you will need to sideload it by following the instructions below

Step 1: Download the Blio App:

- 1) Go to blio.com, tap New Account, fill out the registration information and tap Submit .
- 2) From your device, tap Settings and then More.
- 3) Tap Device and tap ON to Allow Installation of Applications .
- 4) Open your web browser and go to: <http://bits.blioreader.com/update>
- 5) Tap the link named KNFB Blio 3.1.1 PROD.apk (file name may change when the app is updated) .
- 6) Tap the number in the upper left of the Kindle. The file will download.
- 7) After the file has downloaded, tap the file name and then tap Install and then Open.
- 8) Log into the Blio app with your new account information.

Step 2: Downloading eBooks from Axis 360 onto Your Mobile Device

- 1) Go to luzernelibraries.org and tap on the "eBooks are Here" button and then Magic Wall to open Axis 360.

- 2) Set up your account by scrolling to the bottom of the page until the bottom menu appears (it may appear without scrolling). Tap on Account and enter your Library Card number (located on the back of your card—no spaces), name, email address and your Blio account information. Scroll to the bottom of the screen and tap Update My Account. *After the first use, simply tap login in the upper right hand corner and enter your library card number to sign in.*
- 3) Tap Home on the bottom menu to view the Magic Wall. To select an eBook title, tap on a book cover and highlight the Blio format. Next, choose one of the following options :
 - a) **Checkout Now:** Check out up to 3 books immediately for 14 days. Tap Checkout Now and enter your Blio Account information for initial checkout. Go to Step 3.
 - b) **Add to Checkout List:** Use if you want to check out up to 3 books at once or if you want the items for less than 14 days. Items are only held in this list for 15 minutes. Tap My Lists on the bottom menu and change the loan period. Tap Confirm Checkout or Checkout Now and enter your Blio Account info for initial checkout. Go to Step 3.
 - c) **Add to Wish List:** Save titles you are interested in but don't plan to check out immediately .



- d) **Place on Hold:** This option will appear if a book is checked out to another user. Select it to place yourself on the list for the next available copy. You will be notified by email when your book is ready to download. Titles will be held for 3 days.

Step 3: Read your eBook

Open the Blio App and the cover of the book will appear; Tap the book cover to open.

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