

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

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- * 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?

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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
(570) 823-0156
www.luzernelibraries.org



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A service provided by the
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The Blio App will allow you to borrow and read books from the Luzerne County Libraries “Magic Wall” on Windows Devices.



Step 1: Download Blio:

- 1) Visit blio.com, tap New Account, fill out the registration information and tap Submit.
- 2) Search the Microsoft Store for Blio Books and then tap Install.
- 3) Open the Blio app and sign in with your new account information.

Step 2: Downloading eBooks from Axis 360

- 1) Go to luzernelibrary.org and tap the “eBooks are Here” button and then Magic Wall to open Axis 360.
- 2) In the upper right-hand corner, Tap Log In and enter your Library Card number (located on the back of your card—no spaces).

- 3) 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 Checkout List on the top right and change the loan period. Tap Confirm Checkout and enter your Blio Account information for initial checkout. Go to Step 4.
 - 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.

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