

## Downloading and Listening to eAudiobooks: Frequently Asked Questions

### Definition of

Q: What are eAudiobooks?

A: eAudiobooks are digital versions of audiobooks. They are available for download through the Internet.

### MP3 Players/Portable Devices

Q: Can I use my iPod to download eAudiobooks?

A: No, not at this time. Windows Media compatible MP3 players must be used.

Q: What types of devices are supported by the NetLibrary service?

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 (Windows Media Audio) files.

Some manufacturers of supported devices are: Creative, Rio, and Archos.

For more information and a list of supported devices, go to <http://www.netlibrary.com/Librarian/Products/SupportededeAudiobookDevices.aspx>.

Q: What MP3 player should I buy in order to listen to eAudiobooks via the NetLibrary service?

A: To have an optimal experience when listening to a NetLibrary eAudiobook, it is recommended that you select a device that has bookmarking. Devices that support bookmarking allow you to designate a place within a file and return to that place. 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.

**Creative** is a manufacturer that makes MP3 players that work well with eAudiobooks. Homewood Library purchased two Creative Zen Nano Plus MP3 players.

## Creating an Account/Checking Out/Downloading/Renewal

Q: How do I get started downloading eAudiobooks using the free library service I've heard about?

A:

*If you have a MP3 player (not an iPod) or wish to listen to eAudiobooks on your home computer (not a Mac):*

- 1) Go to the Homewood Library's Web page (<http://www.homewoodlibrary.org>).
- 2) Click on the ListenIllinois link in the middle of the page.
- 3) Click on "Get started here and create an account from Recorded Books/NetLibrary."
- 4) Type in the 14 digit number found on your Homewood Public Library District card (it starts with 21311).
- 5) Click on the NetLibrary logo.
- 6) Click on "Create a free account" (it is on the top right corner of the page).
- 7) Type in all of the required information and click on "Create Account."
- 8) To find an eAudiobook, click on "eAudiobooks" on the right side of the page. If you do not want to browse the entire list, limit your search by entering a search term in the "Basic Search field." Click "Search."
- 9) To check out an eAudiobook, click on "Download this eAudiobook."
- 10) Select a download quality: CD quality (for high-speed connections) will allow transfer to a computer and to a portable device. Radio quality (for dial-up connections) will allow transfer to a computer only.
- 11) You will be prompted to open or save the eAudiobook to your computer.
- 12) To transfer an eAudiobook file to a portable device using Windows Media Player version 9.0:

1. Find your CD Quality downloaded eAudiobook file and double click it to open it with Windows Media Player. Windows Media Player opens and will obtain the license to allow the eAudiobook file to play. **YOU MUST OPEN AN EAUDIOBOOK FILE AT LEAST ONCE ON YOUR COMPUTER BEFORE TRANSFERRING IT TO A PORTABLE DEVICE.**
2. 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.
3. Select the title you wish to download by clicking on the check box.
4. Select a target device from the Items on Device drop-down menu. Click on the copy button to transfer the title.
5. Windows Media Player will transfer the file to your portable device. When the transfer is complete, disconnect your portable device and enjoy your eAudiobook. (\*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.)

13) To transfer an eAudiobook file to a portable device using Windows Media Player version 10.0:

1. Find your CD Quality downloaded eAudiobook file and double click it to open it with Windows Media Player. Windows Media Player opens and will obtain the license to allow the eAudiobook file to play. **YOU MUST OPEN AN EAUDIOBOOK FILE AT LEAST ONCE ON YOUR COMPUTER BEFORE TRANSFERRING IT TO A PORTABLE DEVICE.**
2. You may stop playback at this point if you choose. Click the 'Library' tab. The media Library will be displayed.
3. Find your eAudiobook in the Library Playlist pane, or sort your list by selecting the 'Now Playing' selection.
4. Drag the eAudiobook 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.
5. When the transfer is complete, the status field will indicate 'Complete'. You may now disconnect your portable device and enjoy your eAudiobook. (\*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.)

*If you do not have a MP3 player and wish to borrow one from the library in order to listen to eAudiobooks:*

- 1) Go to the ListenIllinois main page at <http://www.listenillinois.org/>.
- 2) Browse eAudiobooks using the categories on the left side of the page or by typing in a keyword/title/author in the Search box on the top right corner of the page.
- 3) Click on "Add to Basket" beneath a title that you want.
- 4) When prompted, type in the 14 digit number found on your Homewood Public Library District card (it starts with 21311) and then type in your PIN. *If this is your first time using the service, create a PIN for yourself. Be sure to write down your PIN somewhere safe so that you can remember it.* Once this information is typed in and you click on "Login," the item will be added to your basket.
- 5) When you are done browsing, click on "Logout."
- 6) When you wish to listen to an eAudiobook title that you placed in your ListenIllinois basket, call the Homewood Library at (708) 798-0121 x232 and have your 14 digit library card number ready. A maximum of TWO eAudiobooks can be downloaded onto the Library's MP3 player.
- 7) The Library will call you within 48 hours to let you know that the MP3 player is ready for pick up. MP3 players are to be picked up, checked out, and returned UPSTAIRS.

Q: How long is the checkout period for eAudiobooks?

A: 21 days (for both services – NetLibrary and ListenIllinois/Audible)

Q: Can I renew my eAudiobooks?

A: Yes – if you downloaded your material via the NetLibrary service. To renew one or more items, log in to NetLibrary, click on the “My Checked Out Items” link, click on the “Download this eAudiobook” link for the title(s) you want to renew, and then click on the “Renew your checkout for 21 days” link. Titles checked out via the ListenIllinois “Add to Basket” method cannot be renewed.

Q: I don't have any headphones. Do you provide some with the Library's MP3 player?

A: Headphones are available for purchase UPSTAIRS for \$3.00.

Q: What if both of the Library's MP3 players are already checked out to other patrons? Can I put my name on a waiting list?

A: Yes. You can give the librarian at the desk UPSTAIRS your name and home phone number. The librarian will give you a call when an MP3 player is available. (FYI: The record for the MP3 players does not allow holds to be placed on them.)

Q: I do not live in Homewood or East Hazel Crest. Can I check out a Homewood Library-owned MP3 player?

A: No – because Homewood Library only has two MP3 players for checkout, this service is reserved for Homewood and East Hazel Crest residents. Ask your home library about the ListenIllinois service.

Q: If I've already established an account with NetLibrary, do I have to go through your library Web page every time I want to download eAudiobooks?

A: No. Go to <http://www.netlibrary.com> and login with your username and password.

## **Software Requirements**

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

A: Yes. Windows Media Player version 9.0 or higher.

Q: What if my Mac computer has a version of Windows Media Player? Can I use my Mac to download eAudiobooks?

A: No. The versions of Windows Media Player for Mac do not have the correct licensing for these particular eAudiobook services.

## Listening to eAudiobooks

Q: How do I listen to my downloaded eAudiobook on my computer?

A: After you have saved the eAudiobook, open the file through Windows Media Player, or by double-clicking on the filename in your download folder. **Note:** You MUST open the eAudiobook file before disconnecting your Internet connection or you will be prompted to login the first time you attempt to open the eAudiobook file.

Q: Can I burn a NetLibrary eAudiobook file to CD?

A: No. Burning an eAudiobook file to a CD for listening to on a CD player is not allowed. If you do burn an eAudiobook file, encryptions on the eAudiobook file will make the file unusable.

Q: What is a "license" and why do I need one to listen to eAudiobooks?

A: Playing or transferring an eAudiobook requires a license. The license automatically downloads the first time you open the eAudiobook file, giving you access to the eAudiobook for the checkout period. The license also allows you to copy the eAudiobook file to two additional portable listening devices. You must be connected to the Internet and you may have to login to acquire the license for the eAudiobook file. Once you have a license, you no longer need to be connected to the Internet or logged in to listen or transfer an eAudiobook.

**Note:** If Windows Media Player shows "acquiring license," but eventually you get a message that you don't have a license to play the eAudiobook, you may need to download a newer version of Windows Media Player. To do so, go to <http://www.microsoft.com> and click on Downloads.

## Troubleshooting

Q: I am getting a licensing error on Windows Media Player. How can I get rid of this problem and be able to listen to my eAudiobooks?

A: Try these steps:

1. Go directly to NetLibrary <<http://www.netlibrary.com>> and login, click on the "My Checked Out Items" link in the top right corner of NetLibrary to find your checked out books.
2. Find the eAudiobook title and click on "Download this Audiobook" link.
3. Click on the link "Renew your checkout for 21 Days (No Download. Only license to play file)."
4. Perform these steps for any titles that give you the licensing error. This will renew your license and allow you to listen to your eAudiobook.