

# Frequently Asked Questions

## How many titles can I have in my OverDrive cart at one time?

OverDrive allows you to put up to 7 titles in your cart at the same time. If you've decided against checking out a particular title, click the 'remove' link to pull it from your cart. Please note that OverDrive will automatically remove a title from your cart 30 minutes after you have placed it there without "proceeding to checkout," making it available to other patrons.

## How many titles can I have checked out at the same time?

You can have up to 5 titles checked out at any given time.

## Can I return items early?

At the end of the loan period, titles will expire and be automatically 'returned' to the library. At that time, you can delete the expired file(s) from your computer. There are no late fees. Audiobooks and videos may not be returned early, but eBooks can be returned early using the Adobe Digital Editions software.

## What happens when I place an item on hold?

The title you have placed on hold will be reserved for you to check out once it becomes available. When the title is available for you, you will receive an email with instructions on checking the item out.

## How many items can I place on hold at the same time?

You can place up to 5 titles on hold at a given time.

## Answers to More FAQ's available at:

[www.cadillaclibrary.org](http://www.cadillaclibrary.org)

## Still need some help?

<http://upnorth.lib.overdrive.com>

### My Help!

This help feature from Up North Digital will walk you through the steps of downloading to your personal device(s).

If information is needed for Kindles, please ask desk staff for a brochure.

## Cadillac Wexford Public Library

231-775-6541 ext. 109

### Winter Hours

M-Th 9am-8pm

Fri & Sat 9am-6pm

### Summer Hours

M-Th 9am-8pm

Fri 9am-6pm

Sat 9am-3pm

For further help with all digital materials:

## Digital Audiobooks, eBooks,

## Music and Videos

## UP NORTH DIGITAL

## Cadillac-Wexford

## Public Library & branches



**Your 24 hour/ 7  
days a week/ 365  
days a year library.**

**The Libraries offer downloadable audio books, eBooks, music and videos through the Up North Digital Collection. You can check out and download items anytime, anywhere by visiting the library's website. The Up North Digital Collection is free and contains over 1400 titles. Download to iPods, iPhones iPads, many mp3 players, Nooks, and other eReaders, and many Android mobile devices.**

[www.cadillaclibrary.org](http://www.cadillaclibrary.org)

# Audiobooks

## Software Download

1. Download and install OverDrive Media Console (OMC) software to your computer available at:  
[www.overdrive.com/software/omc](http://www.overdrive.com/software/omc)
2. For Windows users a Windows Media Player Security Upgrade is REQUIRED for OMC. You will be prompted to install the upgrade when you download OMC.

## Download Audiobooks

1. Browse or search the Library's collection at [www.cadillaclibrary.org](http://www.cadillaclibrary.org) until you find an audiobook to download. Click on the title.
2. Click the Add to Cart link, if the item is currently checked out you'll see 'Place a Hold.'
3. Click the Proceed to Checkout link
4. Choose Cadillac-Wexford Public Library from the drop-down menu
5. Enter your Library Card # and PIN
6. Click the Confirm Checkout link
7. Click the Download button
8. If prompted, choose the Open With option and choose OMC from the list.
9. OMC will open and a Get Media box will pop up. Click OK.
10. On the Download screen, click OK. Your download begins and may take several minutes to complete.
11. When the download is complete, you can transfer the book to an audio device by plugging the device into your computer, clicking the Transfer button and following the steps.

**Note:** Not all audio files types are compatible with all audio devices. A compatibility list is available at [www.overdrive.com/resources/drc](http://www.overdrive.com/resources/drc)

# eBooks

## Software Download

1. Download and install Adobe Digital Editions software to your computer available at:  
[www.adobe.com/products/digitaleditions](http://www.adobe.com/products/digitaleditions)
2. Activate the software. Anonymous activation allows you to download and read Library eBooks on a **single computer only**. Activating using an Adobe ID allows you to download and read Library eBooks on **multiple computers** and transfer them to supported eReader devices.

## Download eBooks

1. Browse or search the Library's collection at [www.cadillaclibrary.org](http://www.cadillaclibrary.org) until you find an eBook to download. Click on the title.
2. Click the Add to Cart link, if the item is currently checked out you'll see 'Place a Hold.'
3. Click the Proceed to Checkout link
4. Choose Cadillac-Wexford Public Library from the drop-down menu
5. Enter your Library Card # and PIN
6. Click the Confirm Checkout link
7. Click the Download button
8. If prompted, choose the Open With option and choose Adobe Digital Editions (ADE) from the list.
9. ADE opens and after the download completes, the eBook appears
10. To transfer to an eReader device, plug the device into your computer, and click and drag the eBook to the device icon in the left pane of ADE.

**Sony Reader Users:** Sony Reader Library software, not ADE, must be used to transfer eBooks.

# Music/Videos

## Software Download

1. Download and install OverDrive Media Console (OMC) software to your computer available at:  
[www.overdrive.com/software/omc](http://www.overdrive.com/software/omc)
2. For Windows users a Windows Media Player Security Upgrade is REQUIRED for OMC. You will be prompted to install the upgrade when you download OMC.

## Download Music and Videos

1. Browse or search the Library's collection at [www.cadillaclibrary.org](http://www.cadillaclibrary.org) until you find a music album or video to download. Click on the title.
2. Click the Add to Cart link, if the item is currently checked out you'll see 'Place a Hold.'
3. Click the Proceed to Checkout link
4. Choose Cadillac-Wexford Public Library from the drop-down menu
5. Enter your Library Card # and PIN
6. Click the Confirm Checkout link
7. Click the Download button
8. If prompted, choose the Open With option and choose OMC from the list.
9. OMC will open and a Get Media box will pop up. Click OK.
10. On the Download screen, click OK. Your download begins and may take several minutes to complete.
11. When the download is complete, you can transfer some items to a compatible device by plugging the device into your computer, clicking the Transfer button and following the steps.

**Note:** Some videos are available in both Standard and Mobile versions. Library videos cannot be used on a Mac computer or iPod at this time.