BILL'S HOME TECH
Home & Small Business Tech Solutions

BILL'S COMPLETE MANUALS

Libby, Hoopla & Your Library Card

Free e-books, audiobooks, magazines and movies — explained in plain English, one step at a time

A plain-English guide for every library cardholder

Take your time — you can't break it

Written for you by Bill — Bill's Home Tech

(330) 200-8042 · BillsHomeTech.com

Covers Libby, Hoopla, Kanopy & Portage County libraries · facts current November 2026

What's Inside

This is your plain-English guide to borrowing free e-books, audiobooks, magazines, movies and music with your public library card, using the Libby, Hoopla and Kanopy apps. Read it in any order and at your own pace; there's no test, and you can't fall behind.

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PART 1

Getting Started

What a library card really gets you today, the three apps that do the lending, and what you need before you begin.

CHAPTER 1

A Note from Bill

Hello, and welcome. I'm Bill. I've spent more than 30 years working with technology, and these days I help folks all over Portage County, Ohio get comfortable with theirs, in person and remotely. Of all the things I show people, this one may be my favorite, because it costs nothing and it brings so much joy: borrowing books, audiobooks, magazines and movies from your public library without leaving your chair.

If you have a library card, or can get one, you already own a ticket to thousands of free e-books, audiobooks you can listen to while you cook or drive, the latest issues of popular magazines, and movies and TV shows you can watch on your television. There's no monthly bill, no late fee and no trip to the library in the snow. The books return themselves when the time is up.

WHAT THIS DOES FOR YOU

What this guide does for you

By the end you'll have a library card (if you don't already), the Libby and Hoopla apps set up on your phone, tablet or computer, and the confidence to borrow, read, listen, renew and return on your own. You'll know what our local libraries offer, how to make the text big and easy on the eyes, how to watch library movies on your TV, and how to spot the scams that pretend to be your library.

You can't break it

Please hear this: you cannot break your library card, your account or your device by trying these apps. If you borrow the wrong book, return it. If you tap the wrong button, back out. If you forget a book, it simply goes back to the library on its due date with no fine. Libraries *want* you to use these services. Every borrow tells them their collection is wanted.

How this guide is laid out

- **Part 1** explains what's on offer and what you need.
- **Part 2** covers our local libraries in Portage County: who they are, how to get a card, and which apps each one offers.
- **Part 3** is all about **Libby**, the app for e-books, audiobooks and magazines.
- **Part 4** is about **Hoopla**, which lends movies, TV, music and books with no waiting.
- **Part 5** covers **Kanopy** and the other free extras your card unlocks.

- **Part 6** helps you pick a device, make reading comfortable, stay safe, and fix common snags.
- **Part 7** has a cheat sheet and when it's worth calling me.

And I'm only a phone call away

If you get stuck, you're never on your own. Your librarians are wonderful and happy to help, and you can always call me at **(330) 200-8042**. Now, let's go borrow something good.

— Bill

CHAPTER 2

What Your Library Card Gets You for Free

Most people think of a library card as a way to check out paper books. It still is, and that's wonderful. But today that same little card also unlocks a whole digital library that's open 24 hours a day, 7 days a week. Here's what's usually in it.

What you can borrow	What it is
E-books	Books you read on a screen: a phone, tablet, computer or e-reader. You can make the text as large as you like.
Audiobooks	Books read aloud by a professional narrator. Listen through your phone's speaker, earbuds, a Bluetooth speaker or your car.
Magazines	Current and past issues of popular magazines, page for page as they appear in print.
Movies & TV	Feature films, documentaries, classic movies and TV episodes you can stream to your phone, tablet or television.
Music	Whole albums to stream, and in some services, songs you can download and keep.
Learning & research	Online classes, craft lessons, genealogy, newspapers, car repair guides and more, through free databases.

What "free" really means here

Your library pays for these services with public money, so you don't pay anything to use them. There's no subscription, no credit card and no free trial that turns into a bill. The library does set a few limits, and it's only fair to tell you about them up front:

- **Waiting lists.** In Libby, the library buys a set number of copies of each e-book or audiobook, and only one person can borrow each copy at a time. Popular new books often have a wait.
- **Borrowing limits.** Each library decides how many titles you can have out at once, and in Hoopla and Kanopy, how many you can borrow each month.
- **Loan periods.** Items are lent for a set time, then return themselves automatically.
- **Not everything is available.** Some publishers don't sell e-books or audiobooks to libraries, or only on certain terms. If a title isn't there, that's usually why.

GOOD TO KNOW

No late fees on digital items

Because digital books and movies return themselves on the due date, there's nothing to bring back and nothing to be late with. You can't run up a fine on an e-book. That alone makes digital borrowing a relief for many people.

Who does the lending

Libraries don't build these apps themselves. They pay outside companies to run them, which is why you'll see a few different names. The three you'll meet most are **Libby**, **Hoopla** and **Kanopy**. Each one works a little differently, and the next chapter lines them up side by side. Your card number works in all of the ones your library offers.

TIP

Keep your paper borrowing, too

Digital borrowing doesn't replace the library building. Large-print books, audiobooks on CD, DVDs, museum passes, help desks and programs are all still there. Many people enjoy both: an audiobook in the car and a large-print novel on the nightstand.

CHAPTER 3

Libby, Hoopla and Kanopy: Which App Does What

It helps to think of these apps as three different counters at the same library. They each lend different things in a different way. You don't have to use all three. Start with one, and add another when you're ready.

	Libby	Hoopla	Kanopy
Best for	E-books, audiobooks, magazines	Movies, TV, music, books, comics	Movies and documentaries
Waiting lists?	Yes, for popular titles	Most titles: no wait	No wait
Monthly limit?	No; limit on items out at once	Yes, set by your library	Yes, set by your library
Made by	OverDrive	Hoopla Digital	Kanopy
Watch on TV?	No (audio can play in some cars)	Yes, on TV apps	Yes, on TV apps

Libby: the library's bookshelf

Libby is the app most libraries use for e-books, audiobooks and magazines. It works the way a library always has: your library owns a certain number of copies, you borrow one if it's on the shelf, and you place a hold and wait your turn if it isn't. Libby is made by a company called **OverDrive**, which is why you'll sometimes see that name on library websites.

Hoopla: borrow it right now

Hoopla works differently. Most of its titles are available instantly. There's no line, because the library pays each time someone borrows. The trade-off is a **monthly borrowing limit** that your library sets. Hoopla is especially good for movies, TV shows and music, and it has plenty of e-books and audiobooks too.

Kanopy: the film library

Kanopy is a streaming service for thoughtful films: classic movies, award winners, documentaries, foreign films and a lot of children's programming. Like Hoopla, there's no wait, and your library gives you a set amount of viewing each month.

CHAPTER 4

What You Need Before You Begin

The list is short, and you may already have everything on it. Gather these before you sit down, and setting up will go smoothly.

The checklist

1. **A library card.** The long number on the card (usually on the back, under the barcode) is what the apps ask for. Part 2 explains how to get one if you don't have a card.
2. **Your PIN or password.** Most libraries pair your card number with a PIN, often four digits. If you don't know yours, call your library; they can look it up or reset it after checking who you are.
3. **A device.** A smartphone, a tablet such as an iPad or Fire tablet, or a computer. An e-reader like a Kindle or Kobo also works for e-books (Chapter 26 explains how).
4. **Wi-Fi or a data plan.** You need internet to borrow and download. Once a book is downloaded, you can read or listen without the internet.
5. **An email address** for Hoopla and Kanopy, which ask you to make a free account. Libby doesn't require one.
6. **Your Apple Account or Google account password**, in case your phone or tablet asks for it when you download a free app.

TIP

Write your card number and PIN down once

Copy your card number and PIN onto the "Keep this handy" table in Chapter 31 and keep it with your other important papers. You'll type them in once per app, and then the apps remember you.

GOOD TO KNOW

Using a computer instead

No smartphone? No problem. Libby works in a web browser at **libbyapp.com**, Hoopla at **hoopladigital.com**, and Kanopy at **kanopy.com**. You can read, listen and watch right on a laptop or desktop computer.

PART 2

Your Library Card in Portage County

Our three public library systems, how to get a card from each, and which free digital services your card unlocks.

CHAPTER 5

Portage County's Public Libraries

Portage County is served by three public library systems. They share one catalog, called the **Portage Library Consortium**, so you can request and pick up books from any of them. Each system chooses its own digital services, though, so the library that issues your card decides which apps you can use.

Portage County District Library (PCDL)

PCDL is the countywide system, with branches in several communities. Its website is **portagelibrary.org**. The branches and phone numbers listed on its website in November 2026:

Branch	Phone
Aurora Memorial Library	330-562-6502
Brimfield	330-442-4441
Garrettsville	330-527-4378
Pierce Streetsboro	330-626-4458
Randolph	330-325-7003 (closed for renovation in November 2026; check the website)
Windham	330-326-3145
Outreach & Library Express	1-800-500-5179, ext. 220 (includes the PCDL Bookmobile)

Reed Memorial Library (Ravenna)

Reed Memorial Library serves Ravenna and the surrounding area. Its website is **reedlibrary.org**. For questions about library cards, the library lists its Circulation Department at **330-296-2827, ext. 400**.

Kent Free Library

Kent Free Library serves the Kent area. Its website is **kentfreelibrary.org**, and its main number is **330-673-4414**.

GOOD TO KNOW

One card works across the county

Kent Free Library explains that because it's a member of the Portage Library Consortium, its card can be used at any public library in Portage County. It also notes that you may only hold a card from **one** of the consortium libraries. So choose your "home" library with care. The next two chapters will help.

TIP

Hours change, so check before you drive

Branch hours, holiday closings and renovation closures change through the year. Check the library's website or call ahead before making a trip, especially in winter.

CHAPTER 6

Getting a Library Card

A public library card is free. Each library has its own sign-up rules, and here's what each of our three systems said on its own website in November 2026. If anything here doesn't match what you're told at the desk, the desk is right.

Portage County District Library

- A free PCDL card is available to **anyone who lives, works, or goes to school in Ohio**.
- You'll give your full name, current local address, phone number and signature.
- Proof of residency can be a valid Ohio driver's license, a checkbook, or a stamped, canceled envelope addressed to you within the last thirty days.
- Adults 18 and over can print the application from the PCDL website and **mail it in**. PCDL says your card arrives by mail about two weeks after they receive it.
- Adults **60 and over get fine-free status**. A replacement card costs $1.00.

Reed Memorial Library

- **All Ohio residents** are eligible.
- Adults 18 and over need a **valid photo ID** and proof of current address (if it's different from the ID).
- The application is a fillable form on the library's website that you can complete ahead of time.
- Reed says senior citizens (60+), Americans with disabilities and Outreach patrons are exempt from overdue fines.

Kent Free Library

- Apply **in person** at any service desk. Bring a photo ID with proof of your current address. If your ID doesn't show your address, bring a utility bill, lease or other official mail.
- **Digital card:** If you live in the Kent City School District, are at least 18, and don't already have a card from a Portage County library, you can sign up online for a digital card. Kent Free Library says your card number and PIN are emailed within three business days.
- A digital card covers e-books, audiobooks, digital magazines, music, movies and online classes. You can upgrade it to a regular card at the Checkout Desk with a photo ID and proof of address.

- Kent Free Library cards expire every **three years**. To renew, the library says to call 330-673-4414 and select option 2.

WHAT THIS DOES FOR YOU

Your card number arrives ready to use

As soon as you have your card number and PIN, you can start borrowing in Libby, Hoopla or Kanopy, the same day. There's no separate sign-up with the library for digital borrowing.

Grandchildren and younger readers

Children can have cards too, with a parent or guardian signing. Both Reed and Kent Free Library also offer a limited "3 For Me" (or "Three for Me") card that minors can get on their own. Reed says its version can be used for digital borrows. Ask at the desk about the details.

SCAM ALERT

You never pay to get or renew a card online

Getting a public library card is free, and renewing it is free. The only fee our libraries list is a small charge to *replace* a lost card, paid at the desk. If a text, email or website asks for a credit card to "renew" or "activate" your library card, it's a scam. See Chapter 28.

CHAPTER 7

Which Digital Services Each Library Offers

This is where your choice of home library matters. Each system picks and pays for its own digital services. Here's what each library's own website listed in November 2026. Libraries add and drop services from time to time, so check the library's digital page for the latest.

Service	PCDL	Reed Memorial	Kent Free
Libby (e-books, audiobooks, magazines)	Yes	Yes, via Ohio Digital Library	Yes, via Ohio Digital Library
Hoopla	Yes	Yes (20 loans a month)	Check with the library
Kanopy (films)	Yes	Not listed	Yes
Flipster (magazines)	Yes	Not listed	Not listed
Creativebug (craft classes)	Yes	Not listed	Not listed
Freegal (music)	Not listed	Not listed	Yes

"Not listed" means the service didn't appear on that library's digital page when this guide was written. It doesn't always mean you can't get it. Ask your librarian.

A few notes, library by library

- **PCDL** lists Hoopla, Libby (OverDrive), Flipster, Creativebug and Kanopy on its Digital Library page. It notes that Libby has replaced the old OverDrive app. PCDL's Libby collection lives at portagelibrary.overdrive.com. Libby finds it for you when you add PCDL.
- **Reed Memorial** says its two main digital sources are Hoopla and the Ohio Digital Library, and that Hoopla gives **20 loans per month**. Reed also lists databases such as Ancestry, Heritage Hub, NewsBank and the Record-Courier newspaper archive.
- **Kent Free Library** offers Libby through the Ohio Digital Library, plus Kanopy and Freegal Music+. Its digital page also describes an instant-streaming service for movies, music, comics, audiobooks and e-books. Ask the desk which service that is and what the monthly limit is.

FROM BILL

Choosing your home library

If you already have a card from one of these libraries, keep it. It works across the county for paper books. If you're choosing fresh and you know you want a particular service (say, Kanopy for films or Hoopla for TV shows), check the table above and call the library to confirm before you sign up. Remember, you can hold only one Portage consortium card at a time.

CHAPTER 8

The Ohio Digital Library, SearchOhio and the Ohio Web Library

Ohio's libraries share a great deal behind the scenes. Three statewide programs are worth knowing by name, because you'll see them on library websites.

The Ohio Digital Library

The **Ohio Digital Library** is a shared Libby collection. Kent Free Library describes it as a consortium of over 100 Ohio libraries sharing a digital library. When you add Reed Memorial or Kent Free Library in Libby, this is the collection you're borrowing from. Its website is **ohdbks.overdrive.com**, but you'll rarely need it, because Libby does the work.

SearchOhio and OhioLINK

These programs let you borrow **physical** books, CDs and DVDs from libraries and colleges around the state and pick them up at your local branch. They aren't digital, but they're a wonderful way to get a title your library doesn't own. Note that these items are an exception to the no-fines rules: PCDL says they accrue a fine of 50 cents a day, and must be renewed in person or by phone.

The Ohio Web Library

The **Ohio Web Library** (**ohioweblibrary.org**) is a statewide collection of free research databases: magazines and newspaper articles, health information, car repair guides, test prep, genealogy and more. Reed Memorial lists it among the things your card lets you do. Some resources open freely for Ohio users, and others ask for your library card number.

TIP

Start at your own library's website

Each of our libraries has a "Research" or "Databases" page with links that already know who you are. Starting there means fewer sign-in screens: PCDL calls it **Free Research Databases**, and Reed calls it **Free Research & Learning**.

PART 3

Libby: E-books, Audiobooks & Magazines

Setting up the Libby app, finding and borrowing books, waiting lists, reading and listening comfortably, magazines, tags, Kindle and the car.

CHAPTER 9

Installing Libby and Adding Your Library Card

Libby is free from your device's app store, and it doesn't ask you to create an account, choose a password or give an email address. It only needs your library card. The whole setup takes about five minutes.

Step 1: Get the real Libby app

1. On an iPhone or iPad, open the **App Store**. On an Android phone or tablet, open the **Play Store**. On an Amazon Fire tablet, open the **Appstore**.
2. Search for **Libby**.
3. Look for the app named **Libby, the Library App** from **OverDrive, Inc.** Check the maker's name before you tap anything.
4. Tap **Get** or **Install**. It's free, with no in-app purchases.

SCAM ALERT

Check the maker's name

App stores sometimes carry look-alike apps with similar names and icons. The real Libby is made by **OverDrive** and never charges you. If an app asks for a payment, a subscription or a credit card to read library books, delete it. Chapter 28 has more on fake apps.

Step 2: Find your library

The first time you open Libby, it asks a few friendly questions. The wording changes a little from time to time, but the path is the same:

1. Open **Libby**. When it asks whether you have a library card, tap **Yes**.
2. Choose to **search for a library**. Type your library's name, your town or your ZIP code.
3. Tap your library in the list. For Reed Memorial or Kent Free Library, you may see it shown as part of the **Ohio Digital Library**. That's correct.
4. Tap the option to **sign in with your card**.
5. Type your **library card number** and your **PIN**, then tap **Sign In**.
6. Libby confirms your card. You're ready to borrow.

TIP

Let it notify you

Libby may ask permission to send notifications. Say **Allow**. That's how it tells you when a hold is ready or a loan is about to end. You can fine-tune or turn off notifications later in Libby's settings.

Adding a second card, or a family member's

Libby can hold more than one card, which is handy if you have cards at two libraries (one in Portage County and one elsewhere in Ohio, for example). Open the **Libby menu** (the button in the middle of the bar at the bottom of the screen), choose to add a library, and repeat the steps above. Each library's loans and holds show up together on your Shelf.

GOOD TO KNOW

Keep one card per person

It's tempting to put a spouse's card in your Libby too, and Libby allows it. Just remember that holds and loans follow the card, not the person holding the phone, so it's easy to mix up whose book is whose. Many couples find it simpler to each have Libby on their own device.

CHAPTER 10

Finding Something to Read or Hear

Libby gives you two ways to find books: search for something you have in mind, or browse your library's shelves. Both start from the bar of buttons along the bottom of the screen.

Searching for a title or author

1. Tap **Search** (the magnifying glass) at the bottom of the screen.
2. Type a title, an author's name or a subject, such as *Louise Penny* or *gardening*.
3. Tap a result to see the book's details: a description, the format, the length and whether it's available now or has a wait.

Narrowing the results

Long result lists can be overwhelming. Look for the filter options at the top of the results. These are the ones people find most useful:

Filter	What it does
Available now	Shows only titles you can borrow this minute, with no wait. A wonderful switch for impatient readers.
Format	Choose **books** (e-books), **audiobooks** or **magazines**.
Language	Useful if you read in more than one language.
Sort	Order the list by relevance, popularity or newest first.

TIP

Make your favorite filters stick

Libby can remember the filters you like. If you only ever want audiobooks, or only titles available now, look for the option to save them as your **preferences** so every search starts that way.

Browsing the library

Tap **Library** at the bottom of the screen to see your library's collection arranged like a bookstore: new arrivals, popular titles, staff picks and themed lists. Scroll down for subjects such as mysteries, biographies, cooking and large collections of classics.

Reading a sample first

Not sure about a book? On its details page, look for **Read A Sample** or **Play Sample**. For an audiobook, this is the best way to check whether you like the narrator's voice, which makes a big difference over a long book.

WHAT THIS DOES FOR YOU

Free classics, always available

Many libraries include a collection of well-known older books whose copyrights have expired. These titles are often available to everyone at once, with no waiting. If the bestsellers all have holds, a classic you've always meant to read may be waiting right now.

CHAPTER 11

Borrowing a Book and Placing a Hold

Every title in Libby shows one of two buttons. **Borrow** means a copy is free right now. **Place Hold** means every copy is checked out and you can join the waiting list. A third button, **Notify Me**, appears on titles your library doesn't own yet (Chapter 16).

Borrowing a title that's available

1. Tap the book's cover to open its details.
2. Tap **Borrow**.
3. Libby may let you pick a **lending period**, such as 7, 14 or 21 days. The choices are set by your library.
4. Tap **Borrow!** to confirm.
5. Tap **Open Book** (or **Open Audiobook**) to start right away, or find it later on your **Shelf**.

Placing a hold on a popular title

1. Tap the book's cover, then tap **Place Hold**.
2. Libby shows you roughly how long the wait might be and your place in line.
3. Tap **Place Hold!** to confirm.
4. Your hold appears on your **Shelf** under **Holds**, where you can check on it any time.

When your hold is ready

Libby doesn't borrow a hold for you automatically. When a copy comes free, Libby sends you a notification, and Libby's help pages say you then have **72 hours (3 days)** to act on it. Open the notification, or go to **Shelf** > **Holds**, and choose one of these:

- **Borrow** it, pick a lending period, and start reading.
- **Suspend** it if you're not ready yet, perhaps because you're still finishing another book. You keep your place on the wait list, and you can unsuspend it when you're ready.
- **Cancel** it if you've changed your mind: tap **Manage Hold** > **Cancel Hold**.

GOOD TO KNOW

If you miss the 72-hour window

Life happens. Libby says that if you miss the pickup window, your hold is suspended automatically as a one-time courtesy, so you don't lose your place. Holds lapse if they stay suspended for 365 days in a row.

TIP

Which hold is coming next?

On your Holds screen, Libby can sort your holds in the order they're most likely to become available. Libby's help pages say to tap the filter button, choose **expected next**, and tap **Show Holds**. You can pin that sort so your holds always appear that way.

How many can I have?

Each library sets a limit on how many titles you can borrow at once and how many holds you can have. Libby will tell you if you've reached a limit. If you hit one, return something you've finished or wait until a loan ends.

CHAPTER 12

Your Shelf: Loans, Renewing and Returning

Your **Shelf** is your personal corner of Libby. Tap **Shelf** at the bottom of the screen to see everything you've borrowed (**Loans**) and everything you're waiting for (**Holds**).

Seeing when a loan is due

Each loan on your Shelf shows how many days are left. Libby sends a reminder as the due date gets close. When time runs out, the book simply disappears from your Shelf and goes back to the library. There's nothing to do and nothing to pay.

Renewing a loan

If you need more time, you can often renew. The option appears in the last few days before the loan ends.

1. Go to **Shelf** > **Loans**.
2. Tap **Manage Loan** on the book you want to keep.
3. Tap **Renew Loan** if it's offered, and follow the prompts.

> GOOD TO KNOW
> **Why you sometimes can't renew**
> If other people are waiting for the book, Libby can't renew it for you. Instead, it may offer to place a new hold so you're back in line. Your reading spot and bookmarks are saved, so when you borrow it again you pick up right where you left off.

Returning a book early

Finished early? Returning it frees up a spot on your borrowing limit and lets the next person on the list have it sooner.

1. Go to **Shelf** > **Loans**.
2. Tap **Manage Loan** on the book.
3. Tap **Return Early**, then confirm.

CHAPTER 13

Reading an E-book Comfortably

This is where e-books really shine for many people: you choose how big the letters are, how bright the page is, and even the style of type. Nobody needs a magnifying glass.

Turning pages and finding your controls

- **Turn the page** by tapping the right side of the screen or swiping left. Go back by tapping the left side or swiping right.
- **Show the menus** by tapping the middle of the page. Tap the middle again to hide them.
- **Your place is saved** automatically. Close the book, and it opens to the same page next time.

Making the text bigger

1. While reading, tap the middle of the page to show the menus.
2. Tap the **A** button (reading settings).
3. Use **Text Scale** to make the letters larger or smaller. The page re-flows as you go.
4. Tap outside the settings, or tap the middle of the page, to go back to reading.

Making the page easier on the eyes

In the same reading settings, **Lighting** changes the page color. A bright white page is fine in daylight. A warm sepia (cream-colored) page is gentler, and a dark setting with light letters on black is comfortable in bed at night. Try each one.

Book Design lets you choose between the publisher's original look and a simpler, more readable layout from Libby. If letters run together for you, try the simpler design and a larger text size together.

WHAT THIS DOES FOR YOU

Every book becomes a large-print book

Large-print paper editions exist for only some titles. In Libby, *every* e-book can be large print, because you set the size. For anyone whose eyes tire easily, this alone can bring back the pleasure of reading.

Bookmarks, highlights and the table of contents

- Tap the **bookmark** ribbon at the top of the page to mark your spot.

- Press and hold a word to **highlight** a passage or look up a word's meaning.
- Tap the menu button (often three lines) for the **table of contents**, your bookmarks and your highlights.
- Tap the **search** button inside the book to find a name or a word.

TIP

Your device's own settings help too

If menus and buttons in the app are small, your phone or tablet's own text-size and display settings can enlarge them. Bill's iPhone, iPad and Android guides explain how to make everything on the screen bigger.

CHAPTER 14

Listening to Audiobooks

An audiobook is a whole book read aloud, usually by a professional actor or by the author. It's a lovely way to enjoy a book while you walk, knit, garden or drive, and a real gift for anyone whose eyes get tired.

Starting an audiobook

1. Borrow an audiobook the same way as an e-book (Chapter 11).
2. Tap **Open Audiobook**, or go to your **Shelf** and tap its cover.
3. Tap the big **Play** button. Tap it again to pause.
4. To listen without the internet later, let Libby download it over Wi-Fi first.

The player controls

Control	What it does
Play / Pause	The large button in the middle.
Skip back / ahead	Jumps back or forward a few seconds, handy if your mind wandered.
Playback speed	Makes the narrator read slower or faster. Slowing down a fast talker can help you follow along.
Sleep timer	Stops playback after a set time or at the end of the chapter, so you don't lose your place when you nod off.
Chapters	Opens the table of contents so you can jump to a chapter.
Bookmarks	Marks a spot you'd like to come back to.

TIP

Use the sleep timer at bedtime

If you like to listen in bed, set the sleep timer before you settle in. When you wake up, Libby will still be where it stopped, not three chapters later.

Listening out loud, in the car or on a speaker

Libby audiobooks play like any other audio on your phone or tablet. They'll come through Bluetooth headphones, hearing aids that connect to your phone, a Bluetooth speaker, or your car's audio system once your phone is connected to it. Chapter 18 has more on the car.

CHAPTER 15

Reading Magazines in Libby

If your library offers magazines in Libby, you can read current issues of popular titles about cooking, travel, news, home and garden, crafts, health and hobbies, without a subscription. Pages look just like the printed magazine.

Finding and borrowing a magazine

1. Tap **Search**, then use the format filter to choose **magazines**. Or tap **Library** and scroll to the magazines section.
2. Tap a magazine cover to see the latest issue and past issues.
3. Tap **Borrow**. Magazines in Libby typically have no waiting list.
4. Tap **Open Magazine** to start reading.

Reading a magazine page

- **Swipe** left and right to turn pages.
- **Spread two fingers apart** on the screen to zoom in on small print, and pinch to zoom back out.
- Some magazines offer a **text view** for articles, which re-flows the words in a larger, easy-to-read size. If you see an article list or a text option, try it.

WHAT THIS DOES FOR YOU

Try before you subscribe

Borrowing a magazine from the library is a free way to see whether you really enjoy it before paying for a subscription. Many people find they'd rather borrow.

TIP

A tablet is best for magazines

Magazine pages are designed for a big printed page. They're readable on a phone, but much nicer on a tablet such as an iPad or Fire tablet, or on a computer screen.

CHAPTER 16

Tags, Notify Me and Keeping Track

As you discover books you'd like to read someday, Libby can keep a list for you, so you're never stuck wondering what that book your friend mentioned was called.

Tags: your own reading lists

A **tag** is like a sticky label you put on a book. You might make a tag called "To Read," "Book Club" or "Gifts for Mom."

1. Open a book's details page.
2. Tap the **tag** button (it looks like a small luggage tag).
3. Choose an existing tag, or create a new one and give it a name.
4. To see your tagged books later, go to your **Shelf** and open **Tags**.

> TIP
> **Tags save the book, not the loan**
> A tag doesn't borrow the book or place a hold. It just remembers it for you. When you're ready, open the tag, tap the book and choose **Borrow** or **Place Hold**.

Notify Me: for books your library doesn't have

Sometimes you search for a book and Libby shows it with a **Notify Me** button instead of Borrow or Place Hold. That means your library doesn't own it yet. Tapping **Notify Me** lets the library know you're interested, and Libby will alert you if your library buys it. It doesn't place a hold for you, so when the alert arrives, go back and borrow it or place a hold.

> GOOD TO KNOW
> **Notify Me is not the same as a hold**
> A hold is for a book the library owns but someone else has borrowed. Notify Me is for a book the library doesn't own at all. Libby keeps Notify Me titles in a special tag on your Shelf so you can see them in one place.

Your Timeline

The **Timeline** button keeps a running history of what you've borrowed, returned and placed on hold. It's a nice way to remember what you read this year, and it's private to your device.

CHAPTER 17

Sending Libby Books to a Kindle

If you love your Kindle e-reader, you'll be glad to know that most Libby e-books can be read on it. Libby hands the book over to Amazon, and Amazon delivers it to your Kindle over Wi-Fi.

What you need

- A card from a **U.S. library**. Sending to Kindle works only with U.S. libraries, which includes all of ours.
- An **Amazon account** that your Kindle is registered to.
- The book must be offered in Kindle format. Most are, but some publishers don't allow it.

Borrowing a book and sending it to your Kindle

1. In Libby, borrow the e-book as usual.
2. Tap **Shelf**, then find the book under **Loans**.
3. Tap **Read With...** and choose **Kindle**. (If Libby asks how you'd like to read when you first borrow, you can choose Kindle there.)
4. Libby opens Amazon's website. Sign in to your Amazon account if it asks.
5. Check that the right Kindle is selected under **Deliver to**, then tap **Get Library Book**.
6. Turn on your Kindle and make sure it's connected to Wi-Fi. The book arrives in a minute or two.

GOOD TO KNOW

Good things to know

The loan still follows Libby's rules: when it ends, the book leaves your Kindle and goes back to the library. Magazines and audiobooks can't be sent to a Kindle e-reader.

TIP

Fire tablets: read right in Libby

A Fire tablet is made by Amazon, but it's a tablet, not an e-reader. The easiest way to read library books on a Fire tablet is to install Libby from the Amazon Appstore and read inside the Libby app, just as you would on any tablet.

CHAPTER 18

Libby in the Car and on Other Screens

Audiobooks and long drives were made for each other. Here are the ways to bring Libby along.

Bluetooth: the simplest way

1. Pair your phone with your car's Bluetooth once (your car's manual or Bill's CarPlay and Android Auto guide explains how).
2. Start the audiobook in Libby before you pull out.
3. Use the car's volume knob and the steering-wheel buttons to pause and play.

Apple CarPlay and Android Auto

If your car has **Apple CarPlay** or **Android Auto**, Libby can appear on the car's screen as an audio app, with large buttons to play, pause and skip. Connect your phone, look for the Libby icon on the car's display, and tap it. Only audiobooks play in the car; e-books and magazines stay on the phone, which is just as it should be when you're driving. If Libby doesn't appear on your car's screen, update the app; if it still isn't there, play it through Bluetooth as above.

STAY SAFE

Set it up before you drive

Choose your audiobook, set the volume and start playing while you're parked. Don't search for books or fiddle with settings while driving. If something needs adjusting, pull over or ask a passenger.

TIP

Download before a road trip

Rural stretches of Ohio can have patchy cell service. Download your audiobook over home Wi-Fi before you leave, and it will play the whole way without using your data or cutting out.

On a computer

Go to **libbyapp.com** in a web browser and sign in the same way as on your phone. Your loans, holds and reading positions are shared between devices once you've added the same card, so you can read a chapter on the computer and pick up on your phone.

GOOD TO KNOW

Moving Libby to a new phone

Libby offers a way to copy your setup from one device to another with a short setup code, so you don't have to re-type your card. Look in the Libby menu for an option to copy your setup to another device. Or just add your card again on the new phone: your loans and holds are stored with your library card and will reappear.

CHAPTER 19

Whatever Happened to the OverDrive App?

If you borrowed library e-books years ago, you may remember an app simply called **OverDrive**. It has been retired for public library users. **Libby**, made by the same company, replaced it. Portage County District Library's Digital Library page says the same thing: Libby has replaced the OverDrive app.

What this means for you

- If you still have the old OverDrive app on an old tablet, it's time to switch to Libby. Your library card is all you need.
- Your loans and holds are attached to your library card, so they appear in Libby once you add the card.
- Your library's **OverDrive website** (such as **ohdbks.overdrive.com** or **portagelibrary.overdrive.com**) still exists for browsing on a computer. Borrowing there and in Libby is the same account.

GOOD TO KNOW

What about Sora?

You may hear grandchildren mention **Sora**. That's OverDrive's reading app for schools, using a school login. It's separate from Libby and your public library card.

FROM BILL

Old tablet, old apps

If you have an older tablet that can't install Libby from its app store, it may be too old for current apps. You can still use Libby on a computer at libbyapp.com, or it may be time to look at a newer device. I'm happy to look at it with you and give an honest opinion.

PART 4

Hoopla: Borrow It Right Now

Setting up Hoopla, how instant borrowing and monthly limits work, Flex titles and BingePass, and watching library movies on your TV.

CHAPTER 20

Setting Up Hoopla

Hoopla is a separate app from Libby, with its own free account. You set it up once with an email address, a password you choose, and your library card. In Portage County, Portage County District Library and Reed Memorial Library both list Hoopla on their websites.

Step 1: Get the app

1. Open the **App Store** (iPhone or iPad), **Play Store** (Android) or **Appstore** (Fire tablet).
2. Search for **hoopla**.
3. Install **hoopla Digital**, made by **Midwest Tape**, the company behind Hoopla. It's free.

Step 2: Make your free account

1. Open Hoopla and tap **Sign Up** (or **Get Started**).
2. Type your **email address** and create a **password**. Write the password on your Keep-this-handy page (Chapter 31), because you'll need it on your TV later.
3. Hoopla asks for your **library**. Search by name or let it find libraries near you, then choose yours.
4. Type your **library card number** and **PIN**.
5. Agree to the terms, and you're in.

GOOD TO KNOW

Hoopla is free, with no hidden plan

Hoopla doesn't ask for a credit card, and there's nothing to upgrade. Your library pays Hoopla each time you borrow. That's why each library sets a monthly limit, covered in the next chapter.

TIP

Use Hoopla on a computer too

Everything in the app also works at **hoopladigital.com**. Sign in with the same email and password, and your borrowed titles are there.

CHAPTER 21

Borrowing on Hoopla: Instant, Flex and Monthly Limits

Most of what you see in Hoopla can be borrowed the moment you find it. Here's how borrowing works, and the one rule you need to keep in mind.

Borrowing a title

1. Tap a title to open its page.
2. Read the description. The page shows how long the loan lasts.
3. Tap **Borrow**, then confirm.
4. Tap **Play** (movies, TV, music, audiobooks) or **Read** (e-books and comics).

The monthly borrowing limit

Each library chooses how many Hoopla titles its cardholders can borrow per month. **Reed Memorial Library lists 20 loans per month.** Other libraries set their own number, so check yours. Hoopla shows how many borrows you have left. The count starts over at the beginning of each month.

HEADS UP

Borrow thoughtfully

Each borrow counts toward your monthly limit the moment you tap Borrow, even if you only watch a minute or return it early. Read the description, and if it's a movie, check the length and rating before you borrow. That way your borrows go to things you'll really enjoy.

Instant titles and Flex titles

Type	How it works
Instant	Most Hoopla titles. Always available, no waiting. Borrow any time, as long as you have borrows left this month.
Flex	A smaller group of titles that work like Libby: one person at a time per copy. If a Flex title is out, you can place a hold and Hoopla will let you know when it's your turn.

How long loans last

Loan lengths depend on the kind of title and your library's settings. Movies and TV episodes are short loans, typically about three days (72 hours), which is plenty for an evening's viewing. Music, e-books and audiobooks usually last longer. The title page always shows the loan length before you borrow, and the title returns itself automatically when the time is up.

TIP

TV series and borrows

With a TV series, check the title page before you borrow to see exactly what one borrow includes, whether a single episode or more. If you plan to watch a whole series, keep an eye on how many borrows you have left for the month.

Returning early

You can return a title early from its page by tapping **Return**. Returning early doesn't give you that borrow back for the month, but it does tidy up your list.

CHAPTER 22

BingePass and Other Hoopla Extras

Hoopla has a few special kinds of borrowing that are worth knowing about. Your library decides which of these it offers.

BingePass

A **BingePass** is a single borrow that unlocks a whole *collection* for a limited time, rather than one title. A BingePass might open a library of video lessons, a set of streaming programs, or a group of magazines or comics. You browse and enjoy as much of that collection as you like while the pass lasts. It counts as one borrow.

1. In Hoopla, search for **BingePass** or look for the BingePass section on the home screen.
2. Tap a BingePass to see what's inside and how long the pass lasts.
3. Tap **Borrow**. Then open the pass and pick anything inside it.

> GOOD TO KNOW
> **Check what you're getting**
> Each BingePass works a little differently, and some open a partner's website or app inside Hoopla. Read the title page before you borrow, and note when the pass ends.

Favorites and history

- Tap the **heart** or favorite button on a title to save it for later. It doesn't use a borrow.
- Hoopla keeps a **history** of what you've borrowed, which is handy when you can't recall the name of that documentary you liked.

Kids Mode

If grandchildren use your device, Hoopla offers a **Kids Mode** setting that shows only titles meant for children. Remember that their borrows still count toward *your* monthly limit. Children with their own library cards can have their own Hoopla account.

CHAPTER 23

Watching Hoopla on Your Television

Watching a library movie on a small phone is fine in a pinch, but a TV is far more comfortable. Hoopla has apps for the common streaming devices. Reed Memorial and PCDL both note that Hoopla works with smart TVs, Roku and Chromecast.

Where Hoopla's TV app is available

Device	How to get Hoopla on it
Roku	Add Hoopla from the Roku **Streaming Store** (search for hoopla).
Amazon Fire TV and Fire TV Stick	Search for Hoopla on the Fire TV home screen and download it.
Apple TV	Download Hoopla from the App Store on the Apple TV.
Android TV and Google TV	Download Hoopla from the Google Play Store on the TV or streamer.
Chromecast	Start a movie in Hoopla on your phone and tap the **Cast** button to send it to the TV.

Signing in on the TV

1. Open the Hoopla app on your TV.
2. Choose to sign in. The TV app will either ask for your Hoopla **email and password** or show a short **code** to enter on your phone or computer. Follow what's on the screen.
3. Once you're signed in, the titles you've borrowed on your phone appear on the TV. You can also browse and borrow with the remote.

FROM BILL

TV app troubles

If the Hoopla app won't install or sign in on an older TV, the TV may no longer get app updates. A small streaming stick plugged into the TV often fixes that. I can help you sort out which is simplest for your setup.

PART 5

Kanopy, Music, Magazines & More

Kanopy for films, and the other free extras our libraries list: Flipster magazines, Freegal music, Creativebug craft classes and research databases.

CHAPTER 24

Kanopy: Films, Documentaries and Classic Movies

Kanopy is a streaming service that libraries offer for free. It's known for thoughtful films: award winners, classic cinema, documentaries, foreign films and a large section for children. In Portage County, **Portage County District Library** and **Kent Free Library** both list Kanopy on their websites.

Setting up Kanopy

1. Install the free **Kanopy** app from your device's app store, or go to **kanopy.com** on a computer.
2. Tap **Get Started** (or **Sign Up**) and find your library by name.
3. Type your **library card number** and **PIN**.
4. Create your Kanopy account with an **email address** and a **password**. Write them down for signing in on your TV later.

How Kanopy's monthly limit works

Kanopy gives each cardholder a monthly allowance that your library sets. Kanopy calls these **tickets**. Each film costs a certain number of tickets to watch, and the title page shows how many before you press play. Your tickets refresh each month. Unused tickets don't carry over, so enjoy them.

GOOD TO KNOW

Once you start, you have a few days

After you start a film, you can watch and re-watch it for several days without using more tickets, so you can stop halfway and finish tomorrow. The title page tells you how long you have.

WHAT THIS DOES FOR YOU

A film library without a subscription

Kanopy's collection leans toward the kind of films streaming services often skip: classic Hollywood, well-made documentaries on history and nature, and acclaimed films from around the world. For a movie lover, it's a treasure.

Kanopy on your TV

Kanopy has apps for popular streaming devices, including Roku, Apple TV, Amazon Fire TV and Android TV or Google TV, and you can cast from a phone to a Chromecast. Install the Kanopy app on your TV device, choose to sign in, and follow the on-screen steps. Often the TV shows a short code that you enter on your phone or computer to link the two.

Kanopy Kids

Kanopy has a separate children's area with a friendlier look and only age-appropriate programs. At many libraries, children's titles don't use up tickets at all. Check with your library.

TIP

Check what your library includes

Kanopy's monthly allowance and its kids' rules are set library by library. The Kanopy app shows your remaining tickets on your account page, and your library's Kanopy page describes its rules.

CHAPTER 25

Flipster, Freegal, Creativebug and Free Databases

Beyond the big three apps, our libraries list several other free services. Which ones you get depends on your home library (see the table in Chapter 7). Here's what each one is, in plain English.

Flipster: digital magazines (PCDL)

Flipster is a digital magazine service. PCDL describes it as digital versions of your favorite print magazines, from top publishers. Get the free **Flipster** app from your app store, or start from the Flipster link on PCDL's Digital Library page, which signs you in through the library.

Freegal Music+: songs to keep (Kent Free Library)

Freegal is a music service. Kent Free Library describes its **Freegal Music+** collection this way: log on with your library card number, then **download 3 songs per week to keep** or **stream up to 3 hours of music a day**. Use the Freegal website or the free Freegal app.

WHAT THIS DOES FOR YOU

Songs that are yours to keep

Unlike most library borrowing, songs you download from Freegal are yours to keep. Three a week adds up: over a year, that's a good-sized collection of favorites at no cost.

Creativebug: craft classes on video (PCDL)

Creativebug offers thousands of video classes in arts and crafts: knitting, crochet, sewing, quilting, drawing, painting, paper crafts and more, taught by experienced artists. PCDL lists it on its Digital Library page with a link that signs you in as a PCDL cardholder. There's a free Creativebug app as well.

Research databases

Every library offers free research tools that would cost a lot to subscribe to on your own. These are found on your library's research or database page and in the statewide **Ohio Web Library** (Chapter 8). Among the ones our libraries list:

- **Genealogy:** Reed Memorial lists **Ancestry** (the library edition) and **Heritage Hub** for family history. Library editions of genealogy databases are often available only on library computers or Wi-Fi; ask your library.
- **Newspapers:** Reed lists a **Record-Courier** newspaper archive and **America's News** through NewsBank.
- **Online classes and tutorials:** Reed and PCDL both link to free learning resources.

TIP

Ask a librarian to point the way

Databases have odd names that rarely say what they do. If you're looking for something specific, such as a repair manual for your car, a practice test, or an old obituary, call or stop by and ask. Finding the right resource is exactly what librarians are trained to do.

Things to borrow that aren't digital

While you're on your library's website, look at the "things to borrow" lists. Reed Memorial, for example, lists board games, museum passes, mobile hotspots and even Roku streaming devices. PCDL lists museum passes and tickets too. A borrowed hotspot or Roku can be a helpful way to try something before buying it.

PART 6

Devices, Comfort & Safety

Choosing the right device, making reading and listening easy on the eyes and ears, avoiding library scams and fake apps, and fixing the common snags.

CHAPTER 26

Choosing a Device: Phone, Tablet or E-reader

You don't need to buy anything special to borrow library books. Use what you already have. But if you're thinking about a new device for reading, here's an honest comparison.

Device	Libby e-books	Audiobooks	Hoopla / Kanopy	Good to know
Smartphone	Yes, in app	Yes	Yes	Small screen; great for audiobooks
iPad or Android tablet	Yes, in app	Yes	Yes	Best all-rounder; good for magazines
Fire tablet	Yes, in Libby app	Yes	Yes	Get apps from the Amazon Appstore
Kindle e-reader	Yes, via Read With Kindle	No	No	U.S. libraries; most titles
Kobo e-reader	Yes, built in	No	No	Borrow right on the device
Computer	Yes, libbyapp.com	Yes	Yes	Big screen, easy typing

Tablets: the friendliest choice for most people

A tablet such as an **iPad**, an **Android tablet** or an Amazon **Fire tablet** runs Libby, Hoopla and Kanopy, so one device does books, audiobooks, magazines and movies. The bigger screen makes text easy to enlarge and magazines a pleasure to read.

E-readers: easiest on the eyes for long reading

An **e-reader** uses a special screen, often called e-ink, that looks like paper and isn't lit from behind the way a tablet is. Many people find it more comfortable for hours of reading, and it works well in bright sun. E-readers are for books only: no movies, and usually no library audiobooks.

- **Kindle** (from Amazon): borrow in the Libby app on a phone, tablet or computer, then send the book to your Kindle (Chapter 17).
- **Kobo** (from Rakuten Kobo): current Kobo e-readers have library borrowing built in through OverDrive and Libby. You link your library card on the Kobo itself, then browse and borrow right on the device, with no phone needed. Kobo's help pages walk through linking your card.

FROM BILL

My honest take

If library books are your main reading, a Kobo makes borrowing simplest on an e-reader, and a Kindle works well if you're happy to borrow on your phone first. If you also want audiobooks, magazines or movies, a tablet does it all. Bill's Kindle and E-readers guide and the iPad and Fire tablet guides go deeper.

TIP

Try before you buy

Before buying a device, install Libby on the phone or computer you already have and borrow a book or two. You'll learn whether you prefer reading or listening, and that tells you which device fits.

CHAPTER 27

Large Print, Bigger Text and Accessibility

Library apps can be a wonderful help for anyone with low vision, tired eyes, arthritis in the hands or trouble holding a heavy book. Here are the settings and services that make the biggest difference.

Make e-books as large as you need

- In Libby, tap the middle of the page, tap the **A** button, and drag **Text Scale** up (Chapter 13).
- Choose a darker **Lighting** setting if bright white pages cause glare.
- Try the simpler **Book Design** option for plainer, more even type.
- On a Kindle or Kobo, use the **Aa** or text-settings button to choose a larger size and a bolder font.

Make the apps themselves bigger

Libby, Hoopla and Kanopy follow your device's own text size for most of their menus. On an iPhone or iPad, open **Settings** > **Display & Brightness** > **Text Size**. On most Android phones and tablets, open **Settings** > **Display** and look for **Font size** or **Font size and style**. Menus vary a little by maker.

Let your device read aloud

If reading on a screen is hard, audiobooks are the easiest answer. Your phone or tablet's built-in screen reader (**VoiceOver** on Apple devices, **TalkBack** on Android) can also read menus and buttons aloud for people who can't see the screen well. Those take some learning, so set them up with a patient helper.

WHAT THIS DOES FOR YOU

Captions on library movies

Hoopla and Kanopy offer captions on many titles. Look for the **CC** or speech-bubble button while a video plays. Captions are a big help if dialogue is hard to follow.

Large-print books and services for blind and print-disabled readers

- **Large-print paper books** are on the shelves at all our libraries and can be requested through the Portage consortium catalog.

- **Reed Memorial** has a **Materials for the Blind** page on its website, under Find Materials.
- **PCDL** has an **Accessibility & Inclusivity** page and **Outreach Services**, which includes its Bookmobile.
- The **National Library Service for the Blind and Print Disabled**, part of the Library of Congress, lends free talking books and braille to people who qualify. Ask your librarian how to apply.

TIP

Can't get to the library?

If getting out is hard, ask your library about outreach or home-delivery services. PCDL lists an Outreach & Library Express line at 1-800-500-5179, ext. 220. Digital borrowing also brings the library to your chair.

CHAPTER 28

Library Scams and Fake Apps

Libraries are trusted, and that's exactly why scammers like to borrow their name. The good news: once you know the one big rule, these scams are easy to spot.

SCAM ALERT

The one big rule

Your public library card and its digital apps are **free**. Libby, Hoopla and Kanopy never ask for a credit card, a gift card or a payment. Any message or app that wants money to renew, activate, upgrade or "keep" your library card or your library books is a scam.

Fake "library card renewal" texts and emails

A common trick is a text or email saying your library card is about to expire or has been suspended, with a link to "renew" it. The link goes to a fake page that asks for your card number, your PIN, and sometimes a credit card for a small "fee." Here's what's real instead:

- Kent Free Library says its cards expire every three years and are renewed by **calling the library** at 330-673-4414 (option 2), not through a payment link.
- PCDL tells cardholders its notices come from the email address **sirsi@hydra.sirsi.net**, and suggests adding it to your safe senders. Notices from that address are about due dates and holds.
- If a message worries you, don't tap its link. Call your library using the number on its own website or on the back of your card.

HEADS UP

Look-alike apps

App stores sometimes carry knock-off apps with library-sounding names, or "free book" apps that are really ads and subscriptions. The real apps are **Libby** (by OverDrive), **hoopla Digital** (by Midwest Tape) and **Kanopy**. If an app asks you to start a free trial or enter a credit card to read library books, it isn't your library. Delete it, and check your app store purchase history for any subscription it started.

Fake support phone numbers

If you search the web for "Libby help phone number," you may find ads or websites listing a number that reaches a scammer pretending to be support. They may ask to "connect" to

your computer or phone, or ask for payment. Real help comes from **your library** and from the help pages inside each app. Libby's own help is at **help.libbyapp.com**.

SCAM ALERT

Never let a stranger into your device

No library, and no library app, will call you out of the blue, ask you to install a remote-control program, or ask for your bank details. If someone does, hang up. If you've already let them in or paid, turn the device off and call your bank, then call someone you trust. Bill's Spotting and Avoiding Scams guide covers what to do next.

"Free movie" and "free e-book" websites

Websites offering brand-new movies or bestselling books for free download, outside the library apps, are often pirated and frequently loaded with pop-up ads and malware. Stick with your library's apps. They're free and safe, and the authors and filmmakers are paid fairly.

TIP

Protect your PIN

Your library PIN is a password. Don't give it to anyone who contacts you. If you think someone has it, call your library and ask them to change it.

CHAPTER 29

Fixing Common Problems

Most library-app problems have simple causes. Work down this list before you worry.

"My card won't sign in"

1. Check the card number for typos. Type it without spaces.
2. Check your PIN. If you're not sure of it, call your library to reset it.
3. Make sure you chose the right library in the app. Reed Memorial and Kent Free Library cards sign in through the Ohio Digital Library.
4. Your card may have expired or have a hold on the account (for example, unpaid fees on a lost item). Reed says that once fees reach $10.01 or more you can't check out materials. Call your library; they can sort it out quickly.

"The book won't open or download"

- Check your Wi-Fi or data connection, then try again.
- Close the app completely and reopen it.
- Update the app from your app store, and restart your phone or tablet.
- Make sure you have enough free storage for an audiobook. Streaming instead of downloading uses no storage.

"It says I've reached my limit"

App	What it means
Libby	You've hit the number of loans or holds your library allows at once. Return a finished book, or cancel a hold you no longer want.
Hoopla	You've used this month's borrows. They start over at the beginning of next month.
Kanopy	You've used this month's tickets. They refresh next month.

"My hold disappeared"

Check **Shelf** > **Holds**. If you missed the 72-hour window, Libby suspends the hold once as a courtesy, so it's still there. If you borrowed it, it's under **Loans**. If a hold was on a title the library stopped carrying, the library may have canceled it.

"My Kindle book didn't arrive"

- Make sure the Kindle is on Wi-Fi, then use **Sync** in the Kindle's menu.
- Check that you chose the right Kindle under **Deliver to** on Amazon's page.
- If you don't see **Read With... Kindle** in Libby, that title isn't offered in Kindle format. Read it in the Libby app instead.

GOOD TO KNOW

Your library is the best first call for account problems

Card numbers, PINs, expired cards and account blocks can only be fixed by your library, because they hold your account. App and device problems, such as a tablet that won't update or a TV app that won't sign in, are the kind of thing I help with.

PART 7

Help & Quick Reference

When it's worth calling Bill, plus a cheat sheet and glossary to keep handy.

CHAPTER 30

When to Call Bill

Your librarians are the experts on your card, your account and what the library owns. Call them first for anything about your card number, PIN, an expired card or a fee. I'm the one to call when the *technology* is getting in the way.

Times a visit or a remote session is worth it

- You'd like Libby, Hoopla and Kanopy all set up at once, with your card linked and the text made large, so you can just start reading.
- You want library movies on your TV and the Hoopla or Kanopy app won't install or sign in.
- You're choosing between a Kindle, a Kobo and a tablet and want an honest opinion for how *you* read.
- Your Kindle won't receive library books, or your Kobo won't link to your library.
- Audiobooks won't play through your car, hearing aids or Bluetooth speaker.
- Your old tablet can't install current apps, and you're not sure whether to replace it.
- You tapped a link in a "library card renewal" message, or installed an app that asked for payment, and you want your device checked.

What working with me is like

I've spent more than 30 years in professional technology work, and I serve Portage County, Ohio, both in person and remotely. I go at your pace, explain what I'm doing as I go, and leave you with notes so you can do it yourself next time. No jargon, no rushing, and no question is too small.

FROM BILL

How to reach me

Call or text **(330) 200-8042**, or book online at **billshometech.com/book**. Help is **$49 remote · $99 in your home**. When you call the main line, my AI receptionist, **Sophie**, may answer first. She'll take your details and help get you on the schedule.

CHAPTER 31

Cheat Sheet and Glossary

Print this page and keep it handy by your reading chair.

Libby in one glance

To do this	Do this
Borrow a book	Tap the cover > **Borrow** > pick a lending period > **Borrow!**
Join a waiting list	Tap the cover > **Place Hold** > **Place Hold!**
Hold is ready	You have 72 hours: **Borrow**, **Suspend** or cancel
See your books	**Shelf** > **Loans** (and **Holds**)
Renew	**Shelf** > **Loans** > **Manage Loan** > **Renew Loan**
Return early	**Shelf** > **Loans** > **Manage Loan** > **Return Early**
Bigger text	Tap mid-page > **A** > **Text Scale**
Send to Kindle	**Shelf** > **Loans** > **Read With...** > **Kindle**

Hoopla and Kanopy in one glance

Term	What it means
Hoopla limit	Set by your library per month (Reed lists 20); starts over each month
Hoopla Instant	No wait; borrow any time you have borrows left
Hoopla Flex	One person at a time; place a hold if it's out
BingePass	One borrow opens a whole collection for a limited time
Kanopy tickets	Monthly allowance set by your library; refreshes each month
On the TV	Install the app on Roku, Fire TV, Apple TV or Google TV and sign in

Glossary

Word	Meaning
Libby	The free app for library e-books, audiobooks and magazines, made by OverDrive.
OverDrive	The company behind Libby. Its old app of the same name has been retired.
Ohio Digital Library	The shared Libby collection used by Reed Memorial, Kent Free and many Ohio libraries.

Word	Meaning
Hold	Your place in line for a title that's checked out.
Suspend	Pause a hold without losing your place.
Notify Me	Tells the library you want a title it doesn't own, and alerts you if it buys it.
Tag	Your own label for saving titles in Libby.
E-reader	A reading device with a paper-like screen, such as a Kindle or Kobo.
PIN	The short password that goes with your library card number.

Keep this handy

Item	Write it here
My library	
Library phone	
Card number	
PIN	
Hoopla email / password	
Kanopy email / password	
Amazon account (for Kindle)	
Bill's Home Tech	(330) 200-8042 · billshometech.com/book

HEADS UP

Keep this page private

Once you've written your card number and PIN here, treat this page like a checkbook. Keep it at home, not in your wallet or purse.

— Bill