eMedia

Quick Reference FAQ’s

1. How many digital items can I check out?
   - Checkout limits vary by vendor. OverDrive has a maximum checkout of 30 titles.

2. How long can I check out a digital item?
   - Borrowing periods vary by vendor. OverDrive checks out eBooks/Audio for 14 days.

3. Can I get a fine on a late digital item?
   - No. Digital loans are never “late,” they automatically return when the checkout period is over.

4. Can I renew a digital item?
   - Maybe. Renewals vary vendor. OverDrive and OneClickdigital offer renewals for items with no wait list.

5. Can I return my checked-out item early?
   - Early returns vary by vendor and file type, but most do offer the option.

6. How do I put a digital item on hold?
   - Most vendors have the option to Borrow/Checkout a title or Place a Hold on a title.

7. How will I be notified when I can download a digital item I placed on hold?
   - You will receive an email notifying you when the title is available.

8. What happens to the digital item once my borrowing time is complete?
   - Your online account will automatically check-in a title.
   - Any downloaded files must be manually deleted from your computer or mobile device.

9. What software do I need?
   - Required software varies by vendor and device. Most vendors offer a free app or the option to use your browser.

10. Where can I get additional assistance?
    - eBook/eReader tutorials, located at LoneStar.edu/library/15767.
    - Schedule an appointment with an eBook expert at LoneStar.edu/library/15938.
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