



# FAQs - Frequently Asked Questions

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## What is Freading?

Freading is a downloadable e-book service from L. E. Phillips Memorial Public Library. All you need to use Freading is your last name and your L.E. Phillips Memorial Public Library card number. Freading, from Library Ideas, has over 30,000 titles with more being added each day. Freading e-books are available with simultaneous access so there are no holds needed—an unlimited number of library customers may download a Freading e-book title at the same time.

## What types of e-books does Freading offer?

Freading offers fiction and nonfiction e-books in all genres as well as a top download and new arrivals section.

## How do I use Freading e-books?

[Freading](http://eauclaire.freading.com) (<http://eauclaire.freading.com>) is accessible from the “Downloadable Media” page on the library’s website. Customers may check out three books per week for a two-week loan period.

## How do I know how many checkouts I have?

After you log in using your last name and your library card number, a checkout usage counter can be seen in the top right-hand corner of the page. This indicates how many Freading e-books you have checked out. For instance “2/3” means you have used two checkouts out of the three allotted. When you choose a book, the number of checkouts is deducted from your account.

## What devices are compatible with Freading?

The most common devices that are compatible with Freading e-books are:

- Any computer or laptop running on Windows, Mac or Linux platform with a browser that has been updated within the past year or two.
- Nook devices from Barnes and Noble. Nook devices are, however, not compatible with direct wireless downloading of Freading e-books, but will accept transfers from your PC or Mac through a simple process.
- The Apple iPad or iPhone. The Freading e-book service has a free application in the Apple App Store which you may download. Freading e-books may be downloaded and read in the app.
- The Kobo e-reader.
- Android devices. An app is available from the Android Market. Freading e-books may be downloaded and read in the app.
- The Kindle Fire will work with Freading. Freading recommends downloading the app from [www.slideme.org](http://www.slideme.org).

### **Do I need any software to use Freading?**

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If you use Freading on a computer, you will need to download Adobe Digital Editions to your computer, and [create an Adobe ID](#) to authorize it. Adobe Digital Editions enables you to download, read, and transfer e-books.

If you use a mobile device to access Freading, you will need to download the Freading app from the Apple App Store, or the Android Market. You will also need to [create an Adobe ID](#) to authorize the app.

### **Where do I find Freading apps?**

The apps can be downloaded from the Apple App Store, the Android Market or at [www.freading.com](http://www.freading.com).

### **How do the apps work?**

Follow these steps:

- Install the Freading app.
- You may be asked to “authorize” your device, which means you must login using your Adobe credentials when prompted. If you do not have an Adobe ID, you may create one at this point.
- Search for a book to download in the Freading app. After downloading, you will be able to read and navigate the book in the Freading app.

### **How do I find a book in Freading?**

Using the search box in the top right-hand corner, you may search by keyword within “All Books,” “Authors,” “Category,” or “Publisher.” Using the advanced search feature allow you to enter an exact “Title,” “Author,” “Category,” or “Publisher”. You may also choose from “Top Downloads,” “New Arrivals” or select a specific category from the “Categories” drop down menu. Each book will have the token cost in the corner of the book. Mousing over each book will give you a brief description of the book without having to go into the complete record. Clicking on the book image will show the full record, including reviews.

### **How do I download a book?**

- Login to your Freading account.
- Make sure you have Adobe Digital Editions installed on your computer and make sure your computer is “authorized” with an Adobe ID.
- Click on the title you wish to download.
- Click on the download button.
- You are then prompted: Computer users: Be sure to “Open” rather than “Save”.
- You will need to go into Adobe Digital Editions to read your book.

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- From Adobe Digital Editions you can then transfer to your device.
- Connect your device to your computer. Both your device and computer must be authorized with the same Adobe ID. Your device name will appear in the left-hand pane.
- Click on the “Go to library view” icon (looks like three books in the upper left-hand corner).
- Click and drag the e-book to your device name.

**Do I have to place a hold on a book?**

No. Freading e-books are available with simultaneous access so there are no holds needed—an unlimited number of library customers may download a Freading e-book at the same time.

**What is a “Wishlist”?**

This feature does not apply to the L.E. Phillips Memorial Public Library and its cardholders.

**Can I renew an item?**

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You may also download an additional copy of a title to an Apple or Android mobile device. Log into your Freading account using the web browser on the mobile device. Then, tap on “My Downloads” (located in the upper-right section of the webpage). You will see a list of the titles you currently have checked out. Simply tap on “Redownload” to transfer the title to the Freading, OverDrive, or Bluefire app on the mobile device.



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