



Frequently Asked Questions about eBooks on eLibrary NJ *(formerly called Listen NJ)*

What is an eBook?

An **eBook** is made of text and images. Ebook publishing is a growing industry, but only a small percentage of printed books exist as eBooks. Library eBooks are available on eLibrary NJ (formerly called Listen NJ). Tens of thousands of books are in the “public domain,” where they can be read without restrictions. Other eBooks are not available to libraries due to publishers’ restrictions.

How do I get an eBook?

Library eBooks are available through www.elibrarynj.com (also known as www.listennj.com). Procedures for getting eBooks vary depending on the eReader/device/ computer you use. Detailed instructions are available by clicking My Help. Quick guides are at www.theoceancountylibrary.org. For most eReaders and devices, you download free software, create an Adobe ID, authorize your device, find an eBook, check it out and download it. The procedure for Kindles differs slightly (no software is required, but you need an Amazon account to register the device and to check out books).

How many eBooks can I check out?

You can borrow up to 5 items at a time from Listen NJ (audiobooks and eBooks).

How many days do I get to keep the eBooks that I check out?

Lending periods vary, but generally, you can choose from 7, 10, or 14 days.

What happens at the end of the lending period?

The eBook “expires” and is removed from your list of items checked out.

Can I renew eBooks?

No. You can’t renew items, but you can check them out again if available, or if not, join the waiting list.

Do I have to return eBooks?

No. You don’t have to return eBooks. eBooks “expire” at the end of a lending period, so no late fees are incurred. **However**, if you finish an eBook, you *can* return it early to free up 1 of your 5 allotted slots and make the book available to other customers who may be waiting for it.

How do I return an eBook early? Methods differ depending on the device:

- In **Adobe Digital Editions**, switch to library view. Hover your mouse over the book cover of the item you wish to return. Click the inverted triangle. On the Item Info menu select “Return Borrowed Item.”
- In **OverDrive Media Console App**, go to your bookshelf. In iPad, click Edit, click the minus sign (-) next to the title you wish to return. Tap “Delete.” Select “Return then Delete.” For mobile devices, press and hold the title, tap “Delete,” then “Return then Delete.”
- For **Kindles**, login to your Amazon Account and click on “Manage Your Kindle.” In your queue of titles, click on the Action button on the right and select “Return this book.”

Why is there a waiting list for eBooks?

eBooks are just like physical books—only 1 person can borrow 1 copy at a time. The collection is shared by a consortium of libraries, so sometimes there are waiting lists. To shorten wait times and offer more choices, OCL purchases additional copies and titles exclusively for its customers. Login to your Digital Media Account before searching to see more than 1,000 additional copies and titles.

What happens when I join a waiting list to place a title on hold?

A title you place on hold will be reserved for you to check out once it becomes available. When the title is available, you will receive a notification by email containing instructions on checking the item out. The item will be held for you for 72 hours from the time when the email notification was sent.

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

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

Can I request an eBook that's not listed on the eLibrary NJ website?

No. The technology does not exist right now to place individual requests for specific eBook titles the way we can for other materials. We will gladly accept **suggestions** for titles. Share your suggestion with an OCL staff member or email question@theoceancountylibrary.org and we will see if it is available for purchase. Periodically check Listen NJ to see if the title is added. Remember to login to your Digital Media Account before searching so you can see titles purchased exclusively for OCL customers.

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We can point you to articles and reviews for you to make an informed decision, but we cannot endorse a particular model. Features, price points and available content vary widely and new models are coming out all the time. Try **Consumer Reports**, **PC World**, and **CNET** for comparisons.

Do I need a computer to use an eReader?

It depends on the device. For **most** eReaders you need a computer. You download an eBook to a computer and then transfer it to an eReader via USB. You do not need a computer to read eBooks on a mobile device (including the iPad) or on Kindle models that have Wi-Fi.

How do I get help when something isn't working right?

First, refer to the Help page on eLibrary NJ which has answers to many common questions. If that doesn't work, contact your local branch or email the library by clicking the Support link at the bottom of the page. A staff member will try to troubleshoot the problem, but if it is complex, we might have to make further inquiries to help resolve the problem.