

Downloadable Audiobooks FAQ

Q: What are downloadable audiobooks?

A: Downloadable audiobooks are unabridged books for you to download and borrow to listen to on your home computer or a portable listening device. These audiobooks are available through the Monroe County Library System from Recorded Books, Inc. and NetLibrary.

Q: Do I need an account to access audiobooks?

A: You can search for and listen to a free preview of most audiobooks without logging in. To download and listen to audiobooks on your personal computer and supported portable listening devices, you will need a free NetLibrary account.

Q: How do I create an account?

A: You must create this account at a public access Internet computer within one of the sixteen branches of the Monroe County Library System. After creating your NetLibrary account you can access that account and download audiobooks from any Internet computer. To create the account:

1. Go to the Audiobooks link from the Monroe County Library System's home page
2. Click on the Create a Free Account link in the top right corner of the page.
3. Fill in a unique user name and password. Usernames are not case sensitive. The password must be at least 6 characters and cannot be your username. *Usernames and passwords should not be shared with others.*
4. Write down the email address, and answer to the Security Question, you use for your account. You will need this information if you forget your username and password.

Q: Does this account affect my Monroe County Library System account?

A: No. Your NetLibrary Audiobook account is not associated with your library card account. The number of checkouts on the NetLibrary account does not effect the number of checkouts on your MCLS library card. Library staff cannot access your NetLibrary account.

Q: Do I need any software to listen to audiobooks?

A: Audiobooks can be downloaded or played on any personal computer or portable listening device that supports Microsoft Windows Media Player v9 and above, Musicmatch Jukebox v8.2 and above, or Nullsoft Winamp v5 and above.

Q: Can I play audiobooks on portable listening devices?

A: Yes. Audiobooks are compatible with a wide range of portable listening devices that support secure WMA format.

Q: How many audiobooks can I check out simultaneously?

A: You can checkout a maximum of six audiobooks on your NetLibrary account. You will not be able to check out additional titles until the license for a currently downloaded Audiobook expires.

Q: What is the checkout period for audiobooks?

A: NetLibrary automatically downloads a license, with each download, which lets you access the audiobook for 21 days. The license lets you copy the audiobook to two additional portable listening devices.

Q: Can I renew audiobooks without downloading the file a second time?

A: Yes. Audiobooks can be renewed for an additional 21 day period one time by logging into your NetLibrary account.

Q: Can I burn an audiobook to a CD?

A: NetLibrary cannot stop you from burning the audiobook file to a CD, but encryptions on the Audiobook file will make it unusable.

Q: Do I need to return audiobooks when the checkout period expires?

A: No. The license for downloaded audiobooks automatically expires after 21 days. You will not be able to play the audiobook, even though the file remains on your personal computer and portable listening device. You need to manually delete the file from your personal computer and portable listening device.

Q: Can I download audiobooks to public computers in my library?

A: Yes

Q: How long does it take to download a NetLibrary audiobook?

A: Download time depends on the size of the audio file and the speed of your Internet connection.

Q: How do I listen to an audiobook in the car?

A: You will need a radio transmitter or other device adapter that works with your portable listening device and car stereo. Contact your device manufacturer for specific requirements.

Q: What if my download does not complete successfully?

A: You might experience dropped connections for long downloads. A "download manager" application is generally loaded on all personal computers running Windows XP to address connection drops. You need to reinstate the connection, log back into NetLibrary, redo your search for the audiobook, and select Save when prompted to "open" or "save." The download manager picks up saving the audiobook file where it left off.

Q: Can I download and play an audiobook on a MAC or an iPod?

A: No, NetLibrary audiobooks cannot be played on MACs or iPods. The version of Windows Media Player available for MACs and the .aac file format that iPods use does not support the Digital Rights Management protection required by NetLibrary audiobooks at this time.



MONROE COUNTY LIBRARY SYSTEM

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