



Isle of Wight Library Service Clipper DL Download Service – Frequently Asked Questions

Please refer to the following FAQs to get you up and running with your new Clipper DL audiobook download service.

Q: Do I need an account to access the Clipper DL Download Service?

A: Yes, to check out, download and listen to audiobooks on your personal computer you will need an account.

Q: How do I set up my account?

A: Go to <http://library.iow.gov.uk/> and login using your library borrower number and PIN. Click on the link to Free Audio Downloads and then click on the Clipper DL image to enter netlibrary. Click on the link to create a free account. You will be asked to provide a logon name and a password which you need to create yourself. Once you have created this free account you can access the free downloads directly from netlibrary.com

Q: What is the Media Centre?

A: The Media Centre is software that can be downloaded to the user's personal computer and is used to provide convenience when searching and browsing, downloading and listening to audiobooks. In the past, these features were exclusively available through the website. With the Media Centre these features can be made available through your PC, with enhanced portable device download management and file management.

Q: Do I have to use the Media Centre to download Audiobooks?

A: No, you can choose either the Media Centre or your PC to download audiobooks.

Q: Do I need any software on my computer to listen to Audiobooks?

A (for website): No, you can choose to listen to your downloaded audiobooks directly from your PC or via the Media Centre.

Q: Can I play Audiobooks on portable media players?

A: Yes. Please refer to the Supported Portable Listening Devices document for details. For the latest list please visit <http://www.oclc.org/audiobooks/techspecs/devices.htm>

Q: How many Audiobooks can I check out simultaneously?

A: You can check out and download up to ten audiobooks to your personal computer for playback using the Media Centre, Windows Media Player, iTunes, or other compatible portable media players.

If you have ten eAudiobooks checked out already, you cannot download another one until the checkout period expires for one of the ten. To see the time remaining on a checkout, log in to your account and go to **Checked Out Items**. When the checkout period expires for an audiobook, you can no longer access it from your personal computer or portable listening device. Once a title has expired you will need to manually delete the file from your PC or portable media player.

Q: What is the checkout period for Audiobooks?

A: This is normally a period of three weeks. Please see your library for confirmation.

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

A: Yes. You can choose to renew your audiobook file any time during the original checkout period to extend your loan period. Please log in to your account to renew. If you have not deleted the file from your PC (and portable media player), you do not have to download the file again, simply renew it and obtain a new license. An audiobook can only be renewed once.

Steps to Renew an audiobook

- Login to NetLibrary and click on the "My Checked Out Items" link in the top right corner of NetLibrary to find your checked out audiobooks.
- Find the audiobook title and click on "Download this audiobook" link
- Click on the link "Renew your checkout for 21 days (No Download. Only license to play file)"

Q: Are Audiobook files automatically removed from my computer when the checkout period expires?

A: No. You will need to manually delete the audiobook file from your PC and portable media player. You can delete an audiobook file from your PC or portable media player in the same manner as you delete other files.

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

A: You will need the appropriate connection that works with your portable media player and car stereo. Contact your device manufacturer for specific requirements.

Q: Can I download and play an Audiobook on a Mac?

A: The Media Centre and the NetLibrary website do not support audiobook downloads to a Mac. However, you can play an audiobook on a Mac, depending on

the format of the audio file. Each audiobook is available in one of the two formats: MP3 format or protected WMA format.

MP3 format. MP3 files can be played on a Mac, provided that you can relocate the file to the Mac yourself. To do this, perform the following steps:

- Go to the Clipper DL website
- Enter your username and password
- In the Search field, in the box for Format, click MP3
- Once you have located the audiobook that you wish to download, click on "Download this Audiobook"
- Click Checkout & Download CD Quality
- If an information bar appears, click OK and then click "Download Manually"
- When the file download dialog box appears click "Save"
- The best place to save the file is on the desktop where you can find it once it has finished downloading
- The file will begin transferring to your computer
- Once the download has completed, you will see it on your desktop

Transferring to your iPod using iTunes

- Connect one end of your USB cable to your computer and the other end to your iPod
- Depending on the settings for iTunes, it is possible that once you download the title, iTunes will automatically recognise it as an audio file and prompt you if you want to add it to your library: click "Yes"
- If you are not automatically prompted to add the file to iTunes, open iTunes
- Go to File and click "Add File to Library"
- A window will open, select the folder where you saved the file (or Desktop), highlight the title you saved and click "Open"
- The title will now be added to your library
- Make sure the book is checked and manually sync your MAC with your iPod.

Protected WMA format. Protected WMA files cannot be played on a Mac.

Q: Can I download and play an Audiobook on an iPod?

A: Yes, you can download and play an audiobook on an iPod or other compatible portable media player depending on the format of the audio file:

MP3 format. Media Centre allows MP3 files to be downloaded directly to your iPod or other compatible portable media player with a single click. Alternatively you can use the NetLibrary website to download your audiobook and relocate the file to the iPod or other compatible portable media player. To do this, perform the following steps:

1. Download the MP3 file to a PC using the NetLibrary website.
2. Manually move the MP3 file from the PC to the iPod.
3. Locate the file on your iPod and play it.

Protected WMA format. You cannot play an audiobook in protected WMA format on an iPod.

Q: How do I find Audiobooks that will play on my iPod?

A: When you search for audiobooks, you can limit your search to titles in MP3 format only. Only audiobooks that are in MP3 format are compatible with your iPod or Mac. The Media Centre allows MP3 files to be downloaded directly to your iPod and played with a single click. The manual alternative is to use the NetLibrary website to download the audiobook and relocate the file to the iPod yourself.