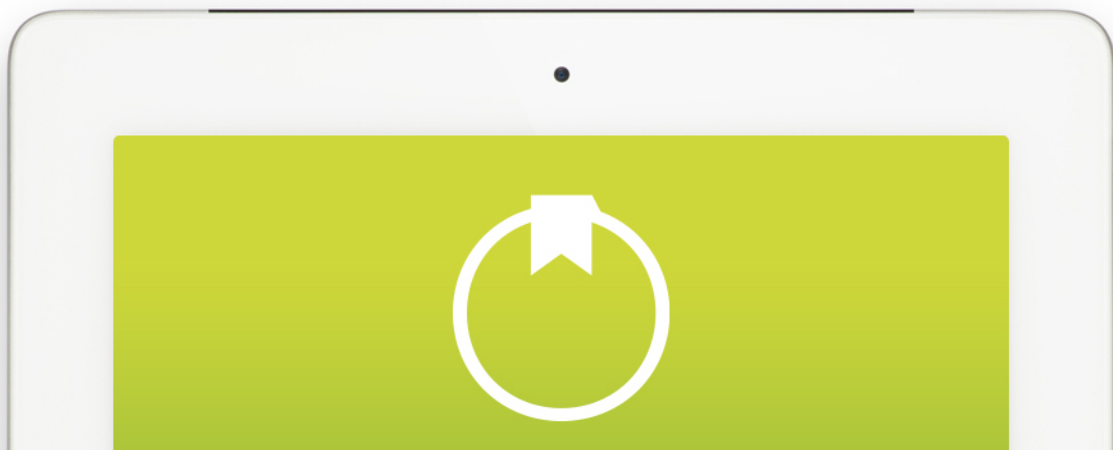


ODILO

APP USER GUIDE



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1 General Information

The ODILO app allows users to check out any title available in their library's catalog and to enjoy it on their mobile device with just one click. The app enhances the user experience thanks to its simple, easy-to-use interface.

From the app, you can **easily browse the catalog, check out items, place holds on unavailable items, read online and download books** for offline reading.

ODILO app menu includes:

- **Catalog:** Here you can access the full list of titles available in your library's catalog.
- **Bookshelf:** From bookshelf menu, you are able to display all your current checkouts and you are able to view each of them without having to navigate to another section.
- **Checkouts History:** From the checkouts history section you can access the full list of titles you have previously checked out.
- **Holds:** This section shows all of the current holds associated with your account.
- **Settings:** From the settings menu of the application, users can decide when they want titles to download automatically to their devices to display them in offline mode. By default, titles will be automatically downloaded to the device unless the user changes this setting.
- **Account:** Here you'll find your library name, username, information about the ODILO app, privacy policy and terms of use. From this page you can also deactivate your device.

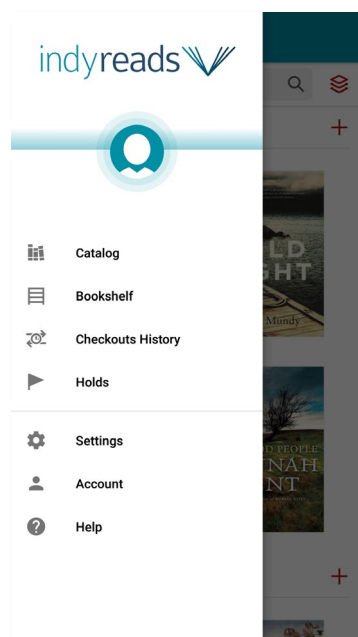


Image 1. App Menu

Your application’s reader allows you to **customize your reading experience by personalizing the font type, size, spacing, and brightness of the screen and background.**

You can link up to **6 different devices** to your account. The ODILO application will automatically sync to the furthest page read on any device and each time you open a book you had been reading, it will open to where you last left off.

2 Searches

The user has different methods to access the content they want:

2.1 Quick search

1. Go to the Home page.
2. In the search box enter a key word or phrase.
3. Click on the Search button.

2.2 Using Filters

The user can narrow down the results by applying filters:

1. In the Search section, located at the top of the screen, enter the key word or phrase.
2. Apply filters to narrow your search results by using the icon located at the top right of this page.

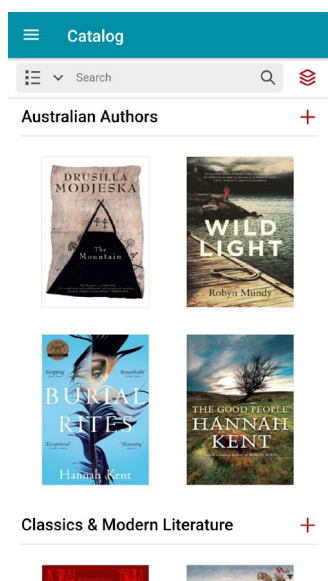


Image 2. Catalog section

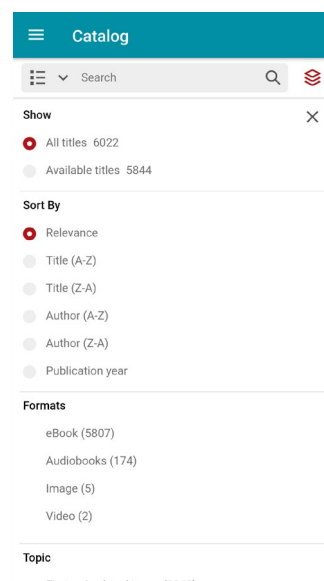


Image 3. Catalog filters

3 How to checkout titles using the app

You can **borrow titles** from your library and **read them** on your device with the ODILO app:

1. **Open the ODILO app and follow the prompts** to sign in and proceed to the catalog menu and **search** for a title to checkout.
2. From the results or details page, click on **Borrow**.

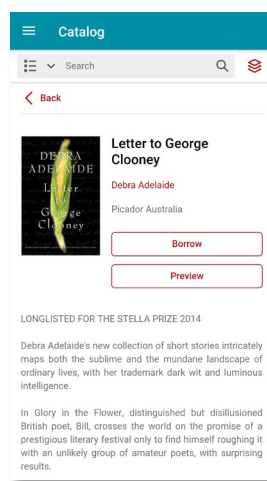


Image 4. Title item's detail

- The book will automatically appear in the **Bookshelf section** so you can choose how you want to view it. Not all the titles that are borrowed have the option to Download. By default, all titles will be downloaded to your device.

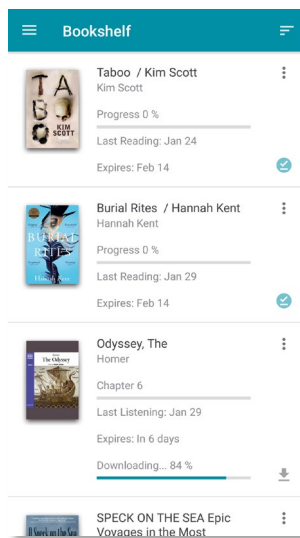


Image 5. Bookshelf Menu

- Click on any of the titles you have checked out and it will automatically open in offline mode, meaning it will not be necessary to connect to the Internet to view/read the book.
- If you wish to view/read title by streaming (internet connection is needed), it will be necessary to delete it from the device.

4 How can I renew a title I have currently on loan?

You should contact your library to find out if renewals of checked out items are allowed. If allowed, you may renew any title that you have on loan **within three days or less of the loan expiration date** as long as the title does not have active hold requests or you've not renewed it previously.

To renew a title that is on loan:

- Go to the **Bookshelf section** within three days or less of the loan expiration date.
- The **Renew button will appear on titles eligible for renewal. As long as you have not previously renewed the title and there are no active holds on that title.**
- Click on the **Renew** button and confirm that you want to renew the loan by pressing the **Accept button.**
- The title will show a new section indicating that the loan has been renewed correctly.

5. The loan period of the renewed title will begin when the first loan period ends.

5 How to return a checked out ítem from the app

Once the checkout term is reached, the title will automatically disappear from the Bookshelf menu. If the maximum loan period has not yet been reached and you wish to return any of your borrowed titles, you can do it from the Bookshelf section.

To return a book, please follow these steps:

1. Launch the ODILO app and go to the **Bookshelf section**.
2. Find the book you wish to return and **click on the icon on the top right corner of the downloaded title**.

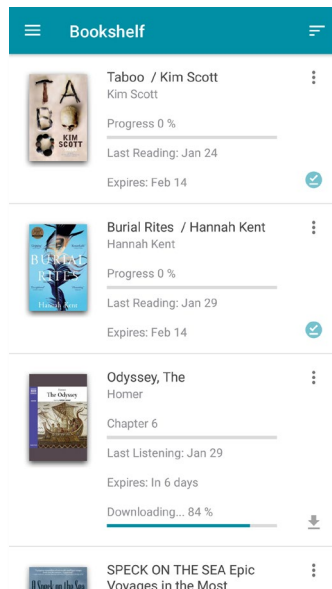


Image 6. App Menu

3. A pop-up menu will show up. **Click on Return Loan**.

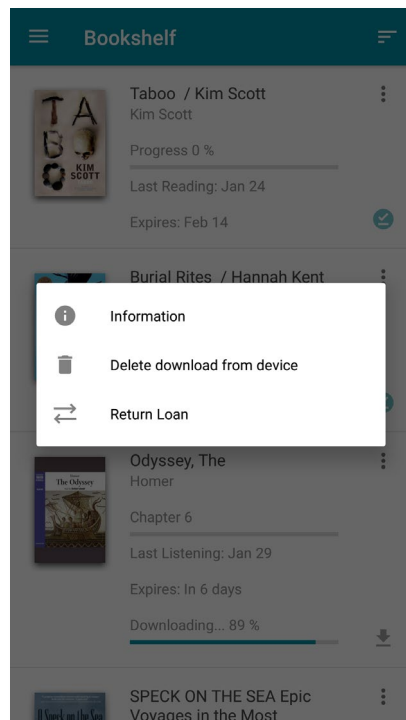


Image 7. Pop up menu

4. The book will automatically disappear from the Bookshelf section.

6 How to synchronize between several devices

The ODILO app enables synchronization of up to **6 different devices**. You can read from any of the 6 devices, with the ability to start your book at the same point where you left off on the other device.

If you start **reading on a mobile device and you wish to continue from a different device**, follow these steps:

1. Install the app on the device you wish to continue reading on.
2. Activate the app with your user id and password.
3. Access the **Bookshelf section**.

This will automatically bring all your checkouts to the new device and you can continue reading from where you left off with the previous device. You will also be able to display all the bookmarks, notes and highlights you previously added on the other device.

7 Downloads settings

From Settings menu of the application, users can decide when they want titles to download automatically to their devices to display them in offline mode. By default, titles will be automatically downloaded to the device unless the user changes this setting.

If you wish to **customize your downloads settings**, go to the **settings section** and select when you want the titles to be downloaded automatically to your device:

- **Always:** All borrowed titles will be downloaded automatically.
- **Only if the title is under:** Titles under **X MB** in size will be downloaded automatically. Titles over this size will stream unless you choose to download it manually.
- **Never:** No title will be downloaded automatically

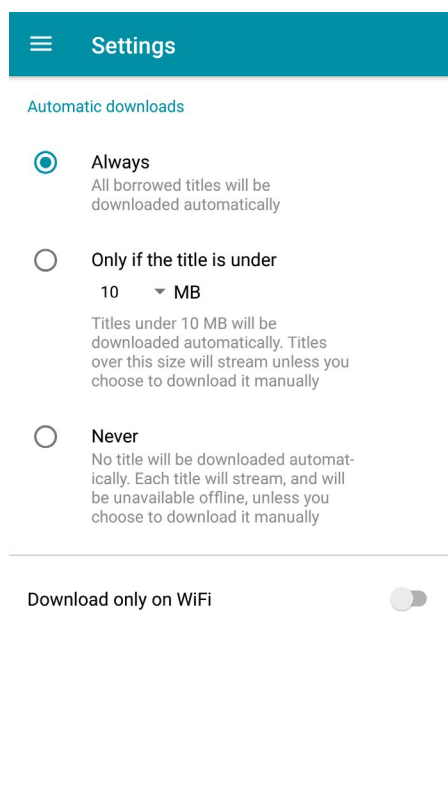


Image 7. Setting menu

8 How to use the app reader

To read a book from the app's reader, go to the **Bookshelf section**.

Click on any of the titles you have borrowed and it will automatically open in offline mode, meaning no Internet connection is needed to view/read unless the downloads settings has been modified by the user.

If you wish to **customize your reading settings, click once within the page to display the settings menu**. The following options are available:

(2) **Progress bar**: Indicates the number of pages you've read vs. the total number of pages that the book has.

(3) **Table of contents**: Shows the different chapters and/or sections that the book contains.

(4) **Bookmarks and notes**: List of the different bookmarks and notes that the user has added during reading.

(5) **Settings**: Enables the user to configure the background brightness, background color, font type, font size and spacing.

(6) **Bookmarks**: Allows the user to add different page bookmarks during reading.

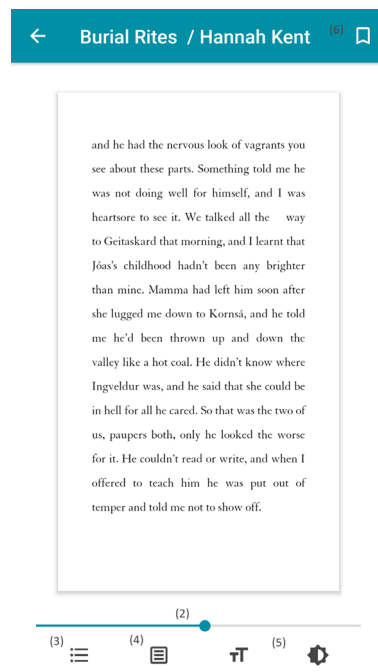


Image 8. App Reader

9 Frequently Asked Questions

9.1 General Information

Q: What devices can I read from?

A: The ODILO reading application is available for Android and iOS devices.

The Android application requires Android version 4.4 or higher.

The application for iOS devices requires iOS version 11 or higher.

Q: What is the preview button for?

A: Some publishers allow you to preview a title prior to borrowing it.

Q: What is the view button used for?

A: The view button is used to access resources that are available from external sources.

9.2 Checkouts and renewals

Q: How many titles can I borrow at the same time?

A: The maximum number of titles allowed to be borrowed is determined by your library's checkout policy.

Q: How long can I borrow a title?

A: The length of the checkout is determined by your library's lending policies. You can see the remaining loan time for each title from the bookshelf menu in the ODILO APP.

Q: Why can't I borrow more titles?

A: You might have exceeded the amount of titles you are authorized to checkout. If this is the case a message will be displayed on your screen informing you of this.

Q: Can I download an audiobook or video that I have borrowed to my device?

A: You can download it if the download button is available. Otherwise, you may only view the title by streaming it.

Q: Why can't I renew a title I have on loan?

A: There may be several reasons why you will be unable to renew any of the titles you have on loan. For example: (1) Renewals are not allowed by your library. Contact your library for specific

loan policy information; (2) The title you wish to renew has active holds on it; (3) You had previously renewed this title. Titles can only be renewed once.

Q: Can I view the history of the titles I have borrowed?

A: Yes, you can. From the Checkout History menu you can see all the titles that you have borrowed.

Q: Can I return an eBook before the checkout period expires?

A: Yes, you can. Regardless of the reading method, you can return it from the Bookshelf section.

Q: I have returned a title that I had borrowed, but it still appears in my checkout section.

A: If you have returned a title, please ensure that you've followed the steps indicated in the section "How can I return a title that I have on loan". If the title keeps appearing in the Bookshelf menu after these steps have been followed, please contact your library to report the error.

9.3 Holds

Q: How many titles can I place on hold?

A: Please contact your library to confirm the maximum number of holds allowed.

Q: Once the title I have reserved is available to borrow, how much time do I have to pick up the hold?

A: Once your reserved book is available, you'll receive an email notification. In this email, you'll find a direct link to the book you've reserved, and the maximum time you have to pickup the hold.

From the holds menu, you can also check the status of each of your Holds. If the status of your hold is "Notified" it means that you've been notified via email that the title is ready for loan.

Q: I'm not receiving hold notification messages.

A: Please check your junk e-mail box and its filtering settings, the hold notices could be mistakenly treated as junk mail and, as a result, you could lose your hold.

Q: Can I cancel a title that I have requested on hold?

A: Yes. From the holds section, locate the title you wish to cancel and click on the trash can icon in the delete section. The hold will be automatically cancelled.

Q: How can I know how many holds I have?

A: From the Holds menu you can view all holds you've placed as well as their status.

- A hold status of *ON WAIT* means that you are still on the waiting list to access the reserved title.
- If the status of a hold is *NOTICE* it means that you have been notified that your hold is ready for pick up/checkout. Remember that you have a maximum period within which the item has to be picked up.
- If the status of a hold is *ACCEPTED* it means that you have accepted/picked up the hold and you already have the loan active.
- If the status of a hold is *CANCELED* it means that you've received notice to loan the reserved title but did not pick up within the specified time limit and it was automatically canceled.

Q: Why can't I reserve a title that shows copies are available?

A: There may be several reasons why you can't reserve a title even if it shows available copies, including:

1. You already have the title reserved. When you try to place a hold on a title that you previously reserved, you are redirected to the holds section so you can check the status.
2. You've reserved the maximum number of titles allowed. When you try to reserve a title and you already have the maximum number of holds made, the application will display a message indicating the maximum allowance has been reached.
3. This title does not allow more holds. When you try to reserve a title that doesn't allow more holds, the application will display a message indicating the title does not allow more holds.

9.4 APP Reader

Q: How can I add annotations to a title I'm reading?

A: Follow these simple steps to add notes:

1. Select the word or paragraph on which you want to add the note
2. Once selected, you will notice that a pop up appears so that you can highlight your word and/or paragraph selection. Click on the Add Notes icon.
3. A new pop up will automatically appear so you can add your notes. Once written, press the Save button.

Q: How can I check all the notes that I have added to books I'm reading?

A: Follow these simple steps:

1. Go to the Bookshelf section and access the book.
2. Click on the first icon at the bottom of the page to open the Comments and Bookmarks section.
3. Click on the icon located in the upper right corner, to filter the content and view only the annotations you've made.

Q: How can I highlight parts of my book?

A: Follow these simple steps:

1. Go to the Bookshelf section and access the book.
2. Locate and select the word and/or words you wish to highlight.
3. A pop up will appear prompting you to select a highlighter color.
4. In addition to highlighting, you can add an annotation to the highlighted parts.

Q: How can I see all the highlighted parts of my book?

Follow these simple steps:

1. Go to the Bookshelf section and access the desired book.
2. Click on the first icon at the bottom of the page to open the Contents and Bookmarks section.
3. Click on the icon located in the upper right corner, to filter the content.
4. If you wish to add a note to a part that is already highlighted, you must locate that part within this section and click on the edit icon to add it.

Q: How can I add bookmarks to my book?

1. Access the book and go to the page you wish to bookmark.
2. Click on the center of the page to show the application header.
3. Click on the bookmark icon located at the top right.

You will notice that the color and size of the bookmark changes.

Q: Can I check all the bookmarks added to my book?

Yes, from the Content and Bookmarks section of the application reader.

Click on the Content and Bookmarks icon located in the bottom left side corner.