



FAQs – Shetland Library eAudio OneClickdigital

[Do I need to be a member of the library to use the eAudio service?](#)

You will need to be a member of the library to download and listen to our eAudio books. You can browse our site before you join.

[How do I become a member of the library?](#)

Most people find it easiest to drop into the main library or the Learning Centre during opening hours. If you are in the northern isles, you may wish to join up at one of our Community Libraries (Baltasound and Mid Yell). Our library vans also visit most areas of mainland Shetland, the north isles, and Whalsay. If you live on one of the outer isles, please phone us on 01595 743868 and we will be delighted to help.

[How do I create an eAudio Account?](#)

Create an account on your first visit to your library's OneClickdigital website. Select the "Register" link in the upper right-hand side of the screen. Fill in the account verification information requested. Passwords must be at least 4 characters long and can contain both numbers and letters. Passwords are case sensitive, usernames are not. If you need further information, please ask library staff.

[Can I change my email address?](#)

Yes, on the eAudio 'My Profile' page. You can get to the My Profile page by clicking the "User Menu" link on the left side of the OneClickdigital website and then clicking on "My Account". Then click on the "edit" link next to "Email Address".

[Can I use my email address for more than one account?](#)

No. You need a separate email address for each account.

[Will the OneClickdigital website work with browser zoom?](#)

Yes, however there may be some loss of functionality if controls or information overflows the display.

[How do I search for available titles?](#)

Click or tap in the Search box near the top of the page. Or find the "Advanced Search" link in the Browse Menu.

What is the difference between Abridged and Unabridged OneClickdigital content?

An abridgment is a shortened version of the original title. In other words, content has been removed. Unabridged titles have not been shortened. A majority of eAudio books available through OneClickdigital are unabridged.

How many titles can I check out at one time and how long is my checkout period?

You can check out 4 eAudio books at one time. The maximum loan period is 21 days, but you may be able to renew the title if you have not finished listening to it.

Can I renew a title?

Yes, you can. But, the new loan period will start from the day/time that you renew it. We recommend renewing your eAudio book the day before it expires to give you maximum listening time.

Can I return a title early?

If you would like to return your eAudio titles early, go to the “My Titles” page and click the “X” in the upper right corner of the titles card. Then click the “Return” button under the title information.

Why is there only a ‘Hold’ button showing against some titles?

The Hold button will appear when someone else has the title checked out. It may also be displayed if you have reached your maximum number of checked out books.

How do I put a title on Hold?

Go to the book detail page and click or tap the “Hold” button. A success message will be displayed, along with your place in the queue. The book will automatically be checked out to your account at this point. When the book is ready to download, an email will be sent to you. When you receive the email you can look in your “My Titles/Checked Out” items to download your chosen eAudio book.

How do I remove a title from my Hold list?

Titles can be cancelled from a hold on the “My Titles/Holds” list. Simply click on the “X” button found above the title image.

Where can I see my checked out titles on the Website?

Your checked out titles are displayed on the “My Titles” page under “Checked Out”. If you do not see all your titles, click the “See More” in the far right of the “Checked Out” line.

How do I find my Checkout History?

The eAudio books you have previously checked out can be found on the 'My Title' page under the 'History' section. This will display the last 4 titles. To see your entire History, click the 'View all' link for the far right of the 'History' line.

How do I rate a title?

To rate a title go to the 'My Title' page and look under 'History'. Titles will have 5 grey stars under the image, click on the star for the rating you would like to assign it.

When will my eAudio book expire?

Books will expire on their due date, at the exact time they were checked out. For example if a title was checked out at 2:00 pm for 7 days, it will expire on the 7th day at 2:00 pm.

What is the OneClickdigital Media Manager?

The OneClickdigital Media Manager is the easiest way to download, transfer, and manage audio titles on your computer. Using the Media Manager will require a one-time program installation; instructions are in the Help / eAudio / Tutorial section. Once you have installed the Media Manager onto your computer, simply double click the Media Manager icon on your desktop. Log into the Media Manager using the OneClickdigital username and password you created previously.

Are titles from OneClickdigital kept on my computer?

Your eAudio book will be removed from your computer or tablet when it reaches expiration, or is returned by the customer. You may need to manually remove titles from mp3 players.

How much storage space will a title use?

This depends on the length of the book. For example, a book lasting 18 hours uses approximately 0.25 GB of space. A small iPad, for example, can store 16GB of data. A typical monthly 'basic package' data allowance is 10GB. The actual data allowance allocated by your Internet Service Provider (ISP) may be much more, or much less than this. **Suggestion:** Why not use free wifi, for example SICGuest, to save possible excess data usage costs?

How many computers and/or devices can I use with my OneClickdigital content?

You can use your account on any computer or device that has Oneclickdigital installed. But books downloaded to specific devices, stay on that device. If you want to transfer your eAudio book from your PC, to an external player - for example, an mp3 device - you can only do this twice per book.

How do I transfer a title to a portable device like an mp3 player?

Once your checked out title is displayed in Media Manager, you can click on the “Download and Transfer” button to download the title to your computer and then onto your device. If your book is already on your computer, you can transfer to your device by clicking on the “Transfer” button. You will receive a message when the transfer is complete.

How long does it take to download and transfer a title to a portable device?

The amount of time it takes to download and transfer a book to your computer depends on the length of the book and the speed of your internet connection. The length of time it takes to transfer it from your computer to a portable device depends on the speed of your device's ability to receive the data.

Can I transfer OneClickdigital titles to CD?

No, burning these titles to CD is a violation of Copyright.

Will my titles be added to my iTunes or Windows Media Player library?

No. OneClickdigital Media Manager uses iTunes or the Windows Media Player to transfer content only. The files are not automatically saved.

Can I transfer to my Android device?

Yes. You can download directly to your Android device using the Oneclickdigital app for Android, available from the Google Play store. A OneClickdigital account and a Google account are required. Data usage fees may apply.

Can I transfer directly to my iPhone / iPad / iPod Touch?

Yes. The Oneclickdigital app is available for iPhone, iPad and iPod Touch through the App Store. An account with your library's OneClickdigital website and an iTunes account are required to access the application and use the service. Data usage fees may apply.

Apple - Why doesn't my title show in iTunes?

The title is not stored in iTunes because iTunes is only used to transfer the files. Your title will display under Music in a separate Playlist sharing the name of the transferred title. It will list the title's tracks in the correct sequence.

Can I transfer directly to my Kindle Fire?

An application for Kindle Fire for eAudio books is available through the Amazon App Store. An account with your library's OneClickdigital website and an Amazon account are required to access the application and use the service. Data usage fees may apply.