

Although CML has access to multiple ereader devices so we can help our customers with this exciting technology, we should be prepared for our customers to bring in devices that we have not seen or used. Digital Downloads maintains a list of compatible devices on their website.

This document is intended to give basic steps so staff can help customers *regardless of device*. Please note that these instructions assume that the customer has already activated their device and setup any needed account profiles. ***Try to think of this as a sequential process that can be applied to most devices and begin to focus on the content, not a specific device:***



Step A – SELECTING DIGITAL CONTENT FROM THE WEB



Digital Downloads can be found on columbuslibrary.org. Customers will need a valid library card to check out and download items. Customers will need to use a personal computer (non-library PC) or laptop with an internet connection for this step.

1. Visit the **Digital Downloads** section on columbuslibrary.org
2. Find an item and then click **Add to Cart**
3. Click **Proceed to Checkout**
4. Select the **Columbus Metropolitan Library** option from the Library drop down menu
5. Type your **Library Card Number** in the box
6. Select **Login**
7. Click **Confirm Check Out**
8. My Bookshelf will display with your book

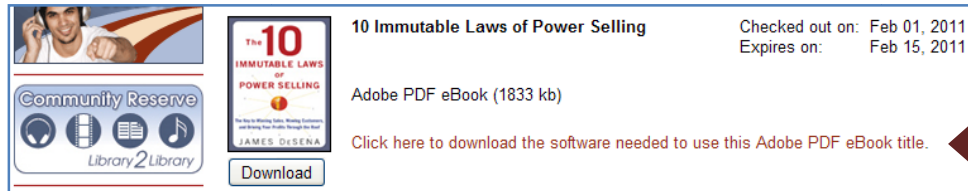
Step B – MOVING DIGITAL CONTENT FROM THE WEB TO A COMPUTER

The next step will be to transfer the content from Digital Downloads to the customer computer. This must be done before transferring the content to a device.



For *most* devices you will need the **Adobe Digital Editions** software installed on the customer computer that will be used for downloading content. When checking out an item from Digital Downloads there is a

link for first time users to download the Adobe Digital Editions software. The first time you use Adobe Digital Editions after downloading you will be prompted to authorize your computer or device by entering an **Adobe ID**. If you don't have an Adobe ID, visit <http://www.adobe.com/products/digitaleditions/>. Please note that Sony Devices use a software called **Sony Reader** in place of Adobe Digital editions to transfer downloaded content – we will focus on Adobe Digital Editions since it is used for the majority of devices.



1. Click the **Download** button
2. Click the **Open** button on the **File Download** box
3. Adobe Digital Editions will open and display the downloaded book

Step C - MOVING DIGITAL CONTENT FROM A COMPUTER TO A DEVICE



Note: Before attempting this step the customer should verify that the device has power. If not, they may need to charge their device before attempting.

1. **Connect** the device to the computer with the USB cable that came with the device
2. In Adobe Digital Editions you should see the device name or an indication that the device is connected
3. For most devices you will **left click and drag** the item from the right side to the device name on the left pane
4. Click the **Safely Remove Device** option generally found in the lower right hand corner and after the **Safe to Remove Hardware** message displays, unplug the device from the computer

REMOVING CONTENT

At any time items can be deleted from Adobe Digital Editions or the comparable software. However, the item will still be checked out in Digital Downloads (Overdrive).

To delete an item:

1. Click on the item
2. Press **Delete**
3. The item will remain listed as checked out on the customer's Digital Downloads account