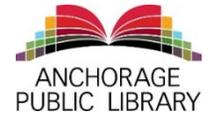


DIGITAL SERVICES FAQ



	Overdrive/Libby	Hoopla	Freegal	RB Digital
What kind of materials are in the collection?	Ebooks and audiobooks.	Ebooks, comic books, audiobooks, music, videos.	Music, music videos and audiobooks.	Ebooks and audiobooks.
Is special software needed to read/listen/watch on my computer?	Adobe Digital Editions is needed to download EPUB titles. Overdrive READ titles are read in a web browser. The Overdrive desktop app is required to listen or transfer MP3 audiobook files.	No additional software is required to access Hoopla titles. Hoopla can also be accessed with Apple TV, Chromecast, Fire TV, and Roku devices.	No additional software is required to listen or download Freegal titles. You can save Freegal downloads to be played in iTunes and the Windows Media Player	No additional software is required to listen to RB Digital audiobooks. Adobe Digital Editions is needed to access RB digital ebooks.
Are apps available for my Apple, or Android mobile devices?	Yes. The Libby app is available for iOS and Android devices.	Yes. The Hoopla Digital app is available for iOS and Android devices.	Yes. The Freegal app is available for iOS, and Android devices.	Yes. The RB Digital app is available for iOS, Android devices.
Are apps available for my Kindle?	The Overdrive app is available for Kindle Fire/HD. The Libby app can be used on other devices to “push” checked out items to your Kindle.	Yes. The Hoopla Digital app is available for Kindle Fires that run OS 5.0.0 (4 th Generation and higher). Alexa devices also supported.	Yes. The Freegal app is available for Kindle Fires (3 rd Generation and higher).	Yes. The RB Digital app is available for Kindle Fires.
Will I need my Anchorage library card?	Yes. Your card must be in good standing. You can choose to log in with your library card every time or create a free account with Overdrive or Libby and use an email and password to log in.	Yes. You will also need your PIN. You will be required to create a free account with Hoopla and use an email address and password to log in.	Yes. You will also need your PIN. You do not need to create an account with Freegal.	Yes. You will also be required to create a free account with RB Digital and use an email address and password to log in.
How many titles can be checked out at a time?	7 titles at a time	8 titles per month <i>Resets on the 1st of the month</i>	7 hrs streaming per day 5 downloads per week* <i>Resets at 8:00 pm AKST Sundays</i> <i>*Videos count as 2 downloads</i>	10 audiobooks and 10 ebooks at a time

DIGITAL SERVICES FAQ



	Overdrive/Libby	Hoopla	Freegal	RB Digital
How long is the loan period?	You can choose a 7, 14, or 21-day loan period.	21 days for ebooks, comics and audio books. 7 days for music albums 72 hours for videos	Items are not loaned. Downloads are yours to keep.	You can choose a loan period of 1-21 days.
Can I place holds on titles?	If a title is checked out, you must put your name on a waiting list for it.	Hoopla Digital titles are always available; you don't have to put holds on them.	Freegal titles are always available; you don't have to put holds on them.	If a title is checked out, you must put your name on a waiting list for it.
Can titles be renewed?	Titles can be renewed once in the last three days of the original checkout period if no one else is on the waiting list.	Titles cannot be renewed, but you may immediately check out again if you still have checkouts for the month.	Freegal music, videos and streaming are not checked out and do not need to be renewed.	Titles can be renewed once for up to 21 days.
Will I accumulate overdue fines?	No overdue fines; the titles are returned automatically.	No overdue fines; the titles are returned automatically.	No overdue fines; streaming will end when your time is up and downloads are yours to keep.	No overdue fines; the titles are returned automatically.
Can I recommend titles for purchase?	Yes, you can use the "Suggest a Purchase" form on the APL website: www.anchoragelibrary.org to request ebooks.	No, Hoopla does not accept recommendations.	No, Freegal does not accept recommendations.	No, RB Digital does not accept recommendations.
What if I have technical questions or problems?	See the Help section of the Overdrive website or Help & Support in the Libby app.	See the Help section of the Hoopla website or the About section in the Hoopla app,	See the Freegal FAQ or email Freegal Support.	See the Help section of the RB Digital website and choose Troubleshooting, or Submit a Ticket.
What does the app look like?				