



3M CLOUD LIBRARY

The 3M Cloud Library is a new eBook service available to Charlotte County Library users.

Getting Started

- Browse and check out eBooks from the [3M Cloud Library app](#) or from the [3M Cloud Library web portal](#).
- Download the [3M Cloud Library app](#) for your device.
- These [guided video tours](#) explain different aspects of the service.
- Check out our [FAQs](#) for quick answers.
- [Our staff](#) is always happy to help!

How to Check Out Ebooks

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- Log in to your account with your library card number and PIN to check out the item. Please [visit your local library](#) if you do not know your PIN.

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- The Kindle app store does not currently have the 3M Cloud Library app, but it can be installed on Kindle Fire by going to Options > More> Device> Allow Installation of Applications> ON, then following the steps on this [page](#):
- [These videos](#) can help you get started with the app, downloads, and transfers.

FAQs

What are the loan rules?

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- You may have 4 titles check out at once
- All titles may be returned early

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- Is your library card expired? Your library card needs to be renewed once a year – please stop in at one of our [library locations](#) with a photo ID showing your current address to renew your card.

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- The [3M Support page](#) has answers to many common questions.
- If you are still having trouble, email us at ebooksupport@charlottefl.com . Please include the following information so we can help you work through the issue:
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 - Exact text of any error message
 - URL(s) of any error page(s)
 - Library card number
 - Title(s) of problem download(s)
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 - Operating system (Mac OS 10.6.2, Windows 7, Windows Vista, etc.)
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What if what I want isn't available?

Unfortunately, not every book has been made available as an eBook by the publisher. In addition, certain publishers have decided not to offer eBooks to libraries for lending. Some books become available in eformat 6 months after print publication.

I want to return an ebook

- In the 3M Cloud Library web portal or the mobile app, go to the My Books tab
- Find the ebook you would like to return, and click the Check In button