



APP USER'S GUIDE

22/12/2020

Content

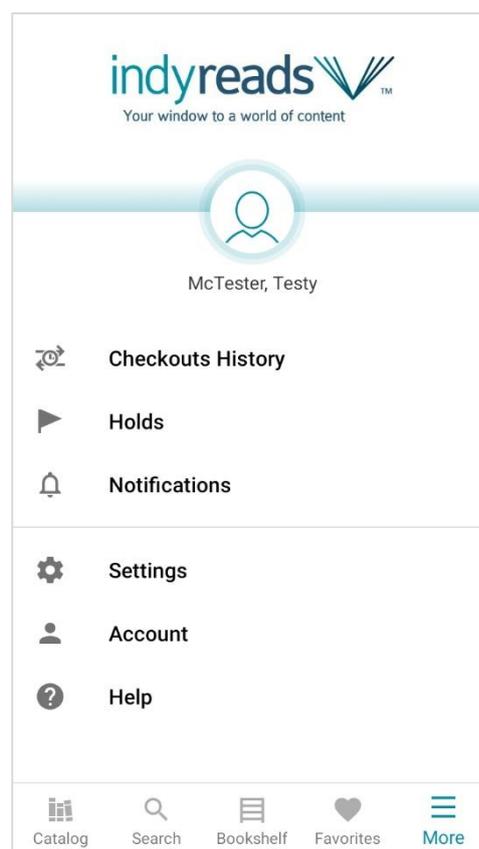
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1. General Information

This app will allow you to **consult the catalog** of your library and **borrow or reserve** the resources that interest you most easily thanks to its easy-to-use interface. You can **view them online** or **download them on your device** to access them later without an Internet connection.

Depending on the configuration that your library has established, the application will show you all or some of the following sections:

- **Catalog:** Consulting the library catalog.
- **Search:** Locating the resources you want to borrow.
- **Bookshelf:** Accessing the resources you currently have on loan.
- **Favorites:** Managing the list of titles that you have marked as favorites.
- **Checkouts History:** Consulting the complete list of the loans that you have made since you signed up in the library.
- **Holds:** Managing all the reservations you have made since your registration in the library.
- **Notifications:** It allows to consult all the messages you receive from your library.
- **Settings:** Allows you to perform the following actions:
 - Setting up when you want the resources to be automatically downloaded when you borrow them.
 - Configuring if you want to automatically borrow the titles you have reserved when they become available.
 - Creating reading reminders.
 - Changing the app language.
 - Checking the Privacy Policy and Terms of Use.
- **Account:** It allows you to manage some aspects of your user account such as, for example, adding an image to your profile, modifying your user data, checking the date and time of your last access to the application or logging out.
- **Help:** A guide to learn how to use the app correctly.



The app has a **book viewer** that allows you to customize the **type**, the **size** and the **letter spacing**. In addition, it allows adjusting the **screen brightness** and selecting the **background color**.

You can link and synchronize your user account with a maximum of **6 different mobile devices**, starting the reading on any of them and being able to resume it on a different one in the same place where you left it.

2. Locating a resource in the catalog

There are several ways to find the titles you want to borrow:

2.1. Using the app search engine

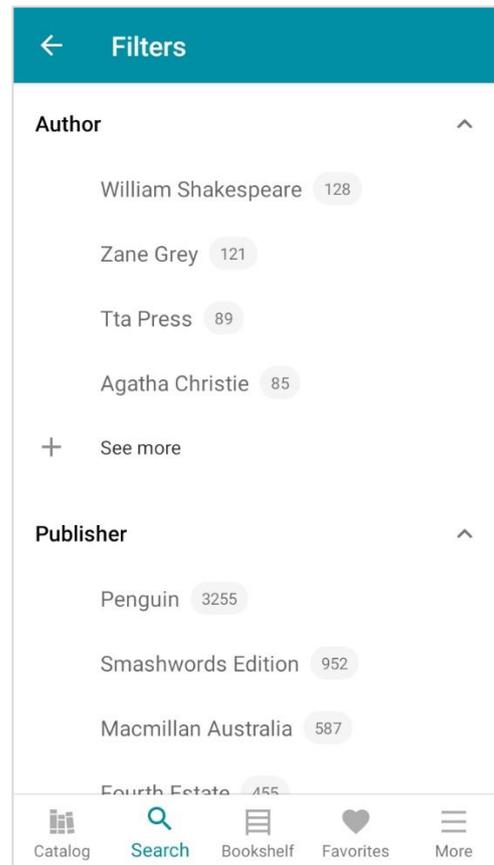
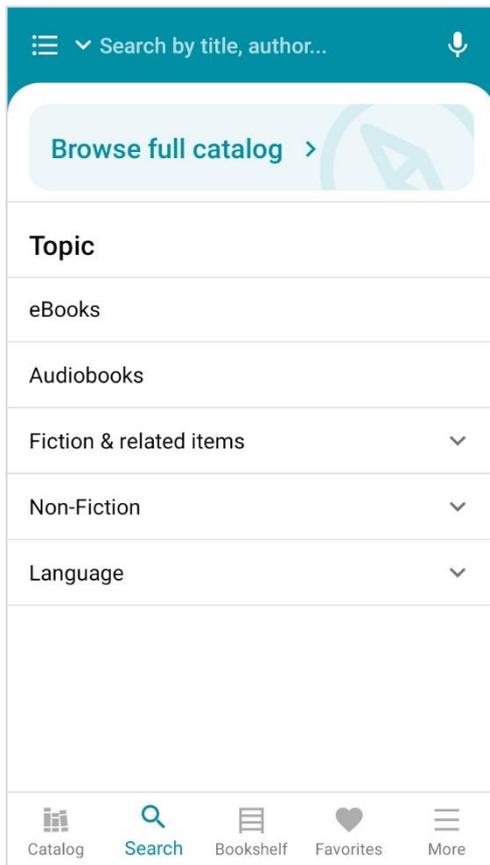
- 1) Click on the **Search** option that appears in the bottom bar of the app.
- 2) A new screen will open, at the top of which you will see a **search box**. Click on it and enter a word or phrase.
- 3) The search engine has a selector on its left side that allows you to specify whether you want to do a generic search or search by author, title, publisher or subject.
- 4) Once you have typed the words to search, press the **Search** button on your device keyboard. On some devices this button displays a magnifying glass icon.
- 5) If you are not clear what you want to search for and prefer to browse all the catalog resources, you can use the **Browse full catalog** button.

2.2. Using the filter panel

If your library has this option configured, when you access the **Search** screen, you will notice that a list of filters appears below the search box. If you select one of them you will be able to perform a quick search of all the titles that have this theme.

2.3. Using the filters on the results page

1. Search for a word or phrase using the **search box** at the top of the app.
2. Once you are viewing the search results, click the icon on the right side of the top bar that shows three horizontal lines.
3. A panel will open with different criteria that you can apply to **filter** the results obtained. Select as many as you want and then return to the results screen.



3. Borrowing a resource

To borrow a resource from the library and be able to read it using the app, you must follow these steps:

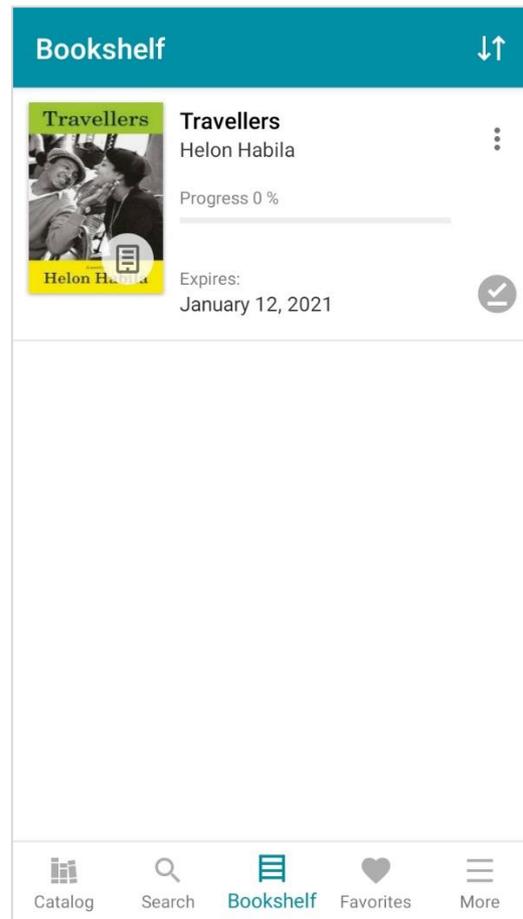
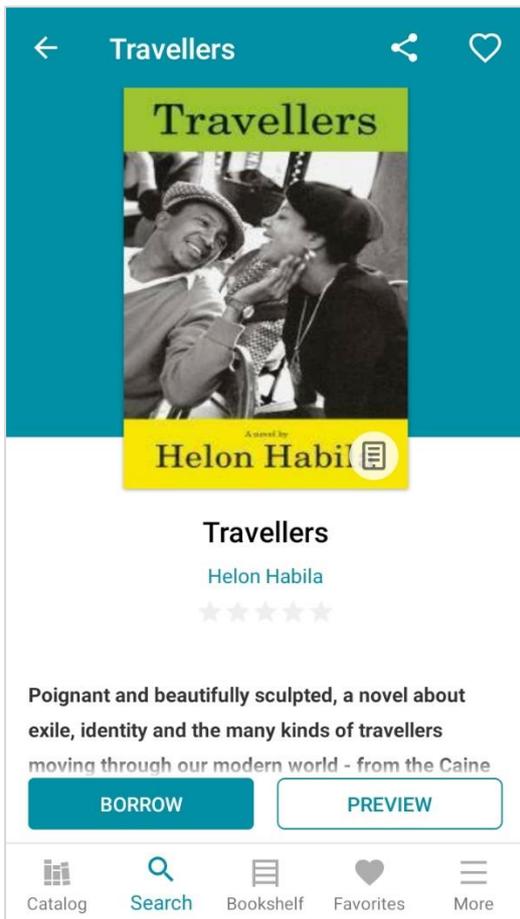
1. Find the title that interests you from the Catalog section or by using the search engine of the app.
2. Click on the resource to open its descriptive file. Once inside the tab, press the Borrow button.
3. The title you have borrowed will appear in the **Bookshelf** section.

Unless you have modified the default **settings** of the application, the books will be downloaded to your device automatically. However, not all the resources you can borrow are downloadable.

4. Once downloaded, you can read the book by clicking on it without having to have an Internet connection.

If you prefer to read without downloading resources, disable automatic download from the Settings section of the application. Please note that in this case you will need to have an Internet connection to be able to read.

To delete a downloaded resource, click the three-dot icon and select "Delete download from device".



4. Renewing the loan of a resource

If the library allows you to extend the loans, you can renew the loan of a resource when 3 days or less are left for its expiration, unless said title has reserves from other users or you already have previously renewed that loan.

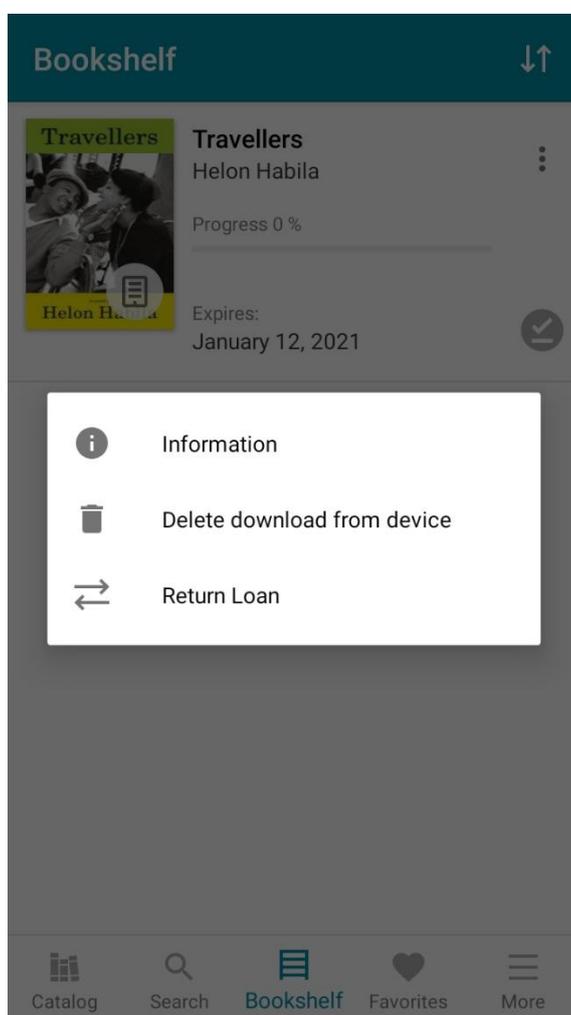
The steps to follow to renew a loan are:

1. Access the **Bookshelf** section.
2. When 3 days or less are left for the expiration of the loan, the resource will show the **Renew Loan** button.
3. Press the **Renew Loan** button and a message will appear confirming the renewal.
4. Once your current loan ends, the loan period for the renewal will begin.

5. Returning a title that I have on loan

Once the lending time of a resource ends, it is automatically returned and disappears from your Bookshelf screen. If you want to return the resource before the end of the loan period, you must follow these steps:

1. Access the section **Bookshelf**.
2. Locate the title you want to return and click on the icon with the shape of three dots that is on the right side.
3. A popup menu will open. Press **Return Loan**.
4. A message will appear asking for confirmation to make the return.
5. When you confirm, the book will automatically disappear from the **Bookshelf** section.



6. Synchronize my readings across multiple devices

The app allows you to synchronize up to a maximum of 6 different devices, starting the reading in any of them and continuing in a different one at the same point where you had left it. To be able to do it, follow these steps:

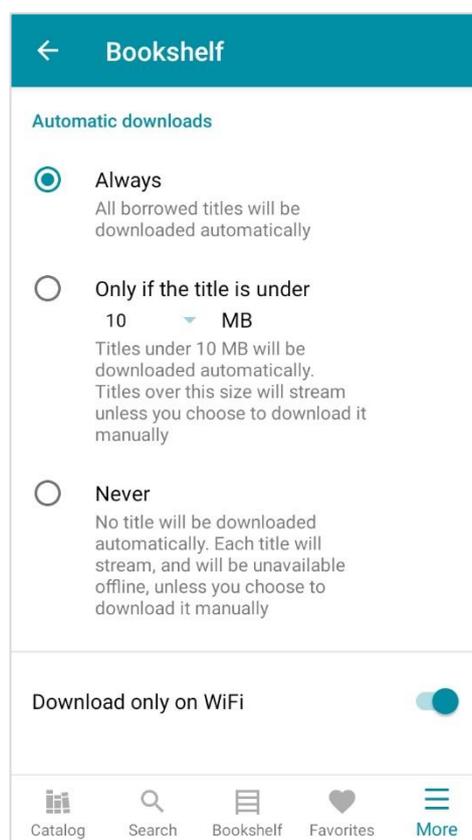
1. Install the application on the mobile device where you want to continue reading.
2. Activate the application with your username and password.
3. Go to the Bookshelf section and you will see that you can access the books that you had on loan on the other device at the same point where you left them.

If you want to unlink your user account from a device, go to the Account section located in the app menu and press Close Session. You can also manage the devices with which your account is linked by accessing the Device Management menu of your user panel on the website.

7. Setting up automatic downloads

By default, all the resources you borrow and allow downloading will always be downloaded automatically to your device. If you want to modify in which cases they should be downloaded automatically, follow these steps:

1. Go to the **Settings** menu.
2. Within **Settings**, access the **Bookshelf** submenu.
3. On this screen you can select when you want the resources to be downloaded:
 - **Always:** The resources you borrow will be automatically downloaded to your device.
 - **Only if the file occupies less than:** Resources will only be downloaded automatically if the file occupies less megabytes than you specify in the dropdown.
 - **Never:** The titles you borrow will never be automatically downloaded to your device. With this option active, if you want to download a resource you will have to do it manually from the Bookshelf screen.
 - **Download with WiFi only:** If you enable this option, automatic downloads will only be performed when the device is connected to a WiFi network.

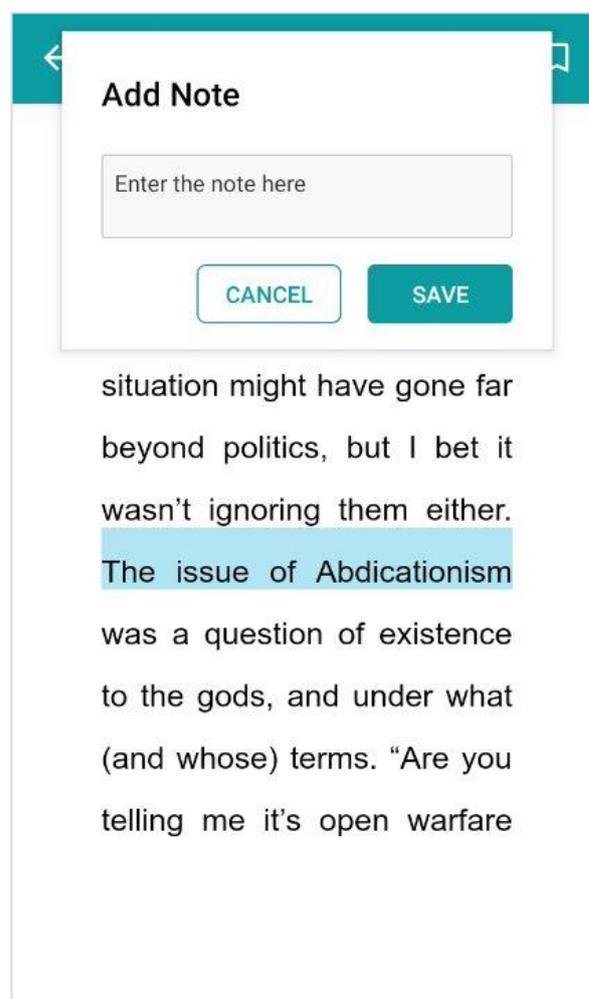
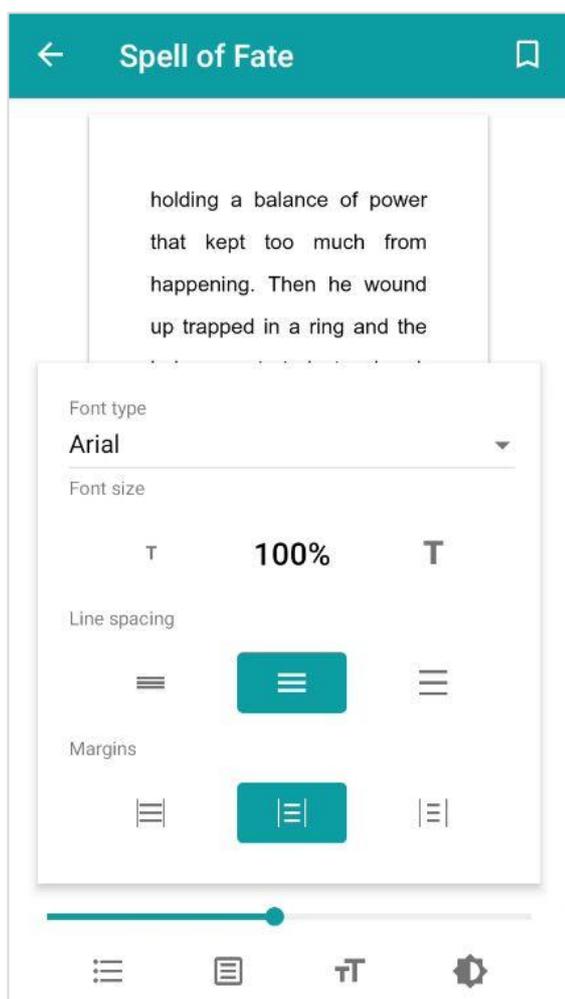


8. Customizing book viewer settings

To read a book, click on it in the **Bookshelf** menu.

If you want to **customize the reading**, press in the central area of the page of the book you are viewing so that the menu bar appears at the bottom of the screen. In this bar you have the following options:

- **Table of Contents:** Shows the book's chapter index and allows you to go directly to one of them.
- **Bookmarks and notes:** From this menu you can modify or delete all the notes and bookmarks you have added to the book.
- **Text settings:** If the book allows it, from this menu you can change the font type and size, the line spacing and the page margins.
- **Display settings:** Allows you to modify the brightness of the screen and the background color of the book.
- **Text to speech:** If your library has this functionality, a voice will automatically read the book for you.

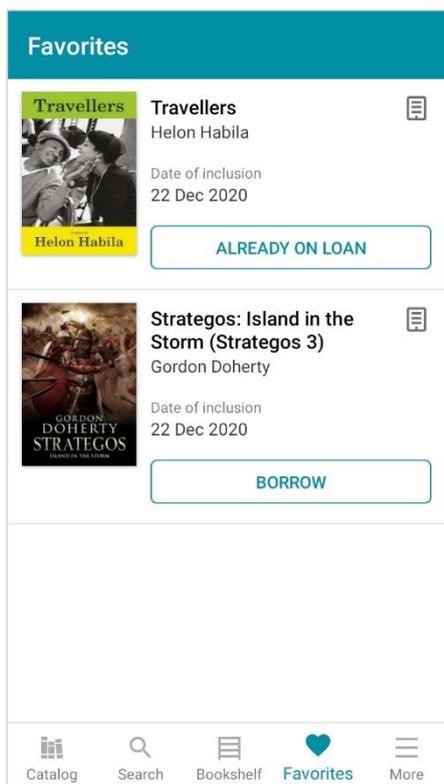


If you want to **add a bookmark** click on the book page to bring up the menu bar. In the right area of the upper bar you will find a button to mark the page. You can put bookmarks on all the pages you need.

To **add a note**, touch and hold a word in the book until the text selection tool appears. When you have selected the text on which you want to put the annotation, select the note icon in the floating menu that appears when you select text and a new window will appear to write your annotation. From this floating menu you can also modify the color of the underline. Not all eBook formats allow annotations.

Selecting a single word in the text will automatically open a window with the definition of that word in the **dictionary**, its **Wikipedia** article and a **translator**. You can switch between the three options by sliding your finger on them to the right and left. Not all eBook formats support this functionality and may not appear in the book you are reading.

9. Marking a resource as favorite



The app allows you to add a resource to a favorites list where you can save those titles that you liked the most or that you want to read in the future.

To mark a resource as a favorite, locate it in the catalog or using the search engine and access its file. Once in the **resource profile**, click on the heart icon at the top right of the screen.

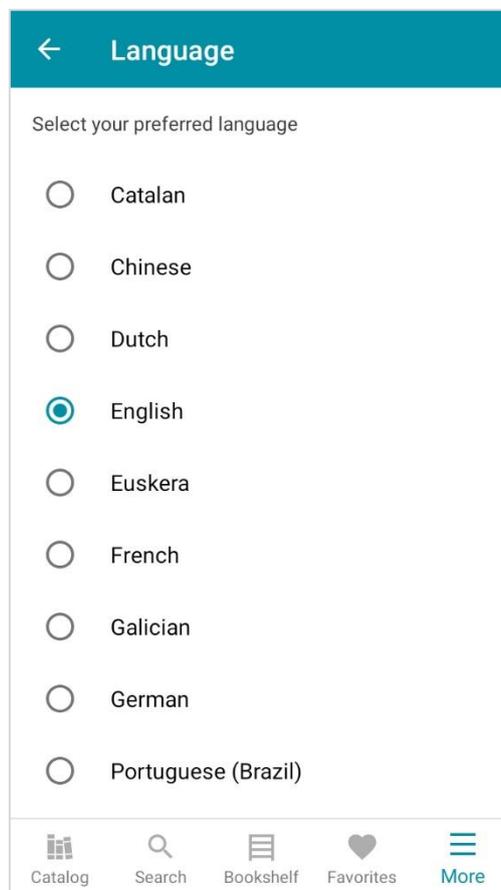
All the resources that you have marked as favorites will be found in the **Favorites** section available in the lower bar of the app. From this section you can borrow or hold resources without having to look them up again in the catalog.

To remove a favorite, long press on its cover and the resource will be marked as selected. A button in the shape of a trash can appears in the upper right corner with which you can delete the favorite.

10. Changing the app language

If you want to modify the language in which you view the application, follow these steps:

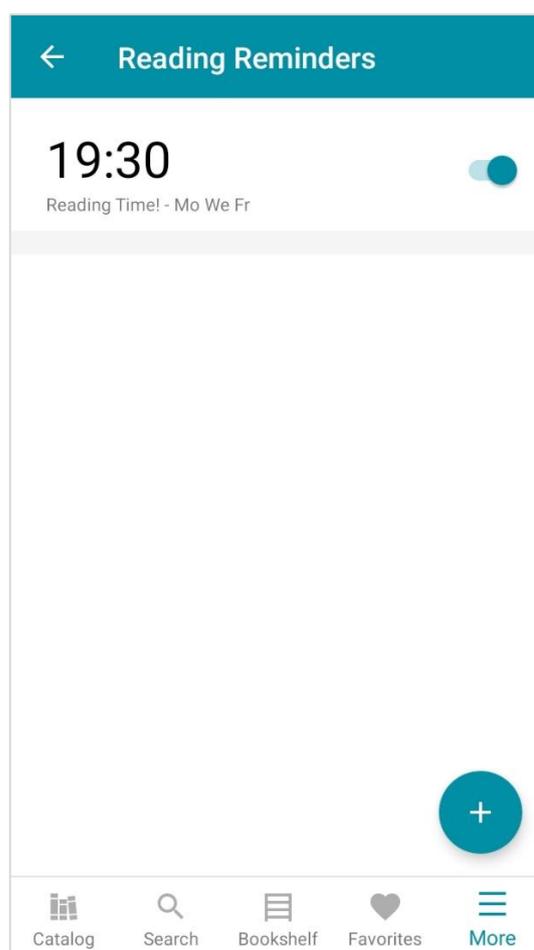
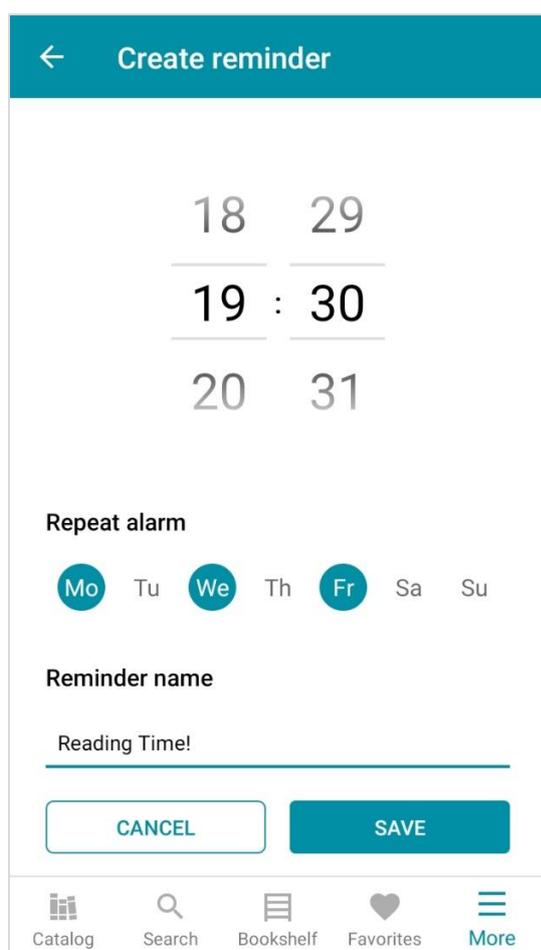
1. Click on the **More** option located in the bottom bar.
2. Access the **Settings** menu.
3. Select the **Language** option and you will see a list of the languages that are available for your library.



11. Creating a reading reminder

The **Reading Reminders** functionality for now is only available for Android users. If you use the app from an Android device, follow these steps to create a reminder:

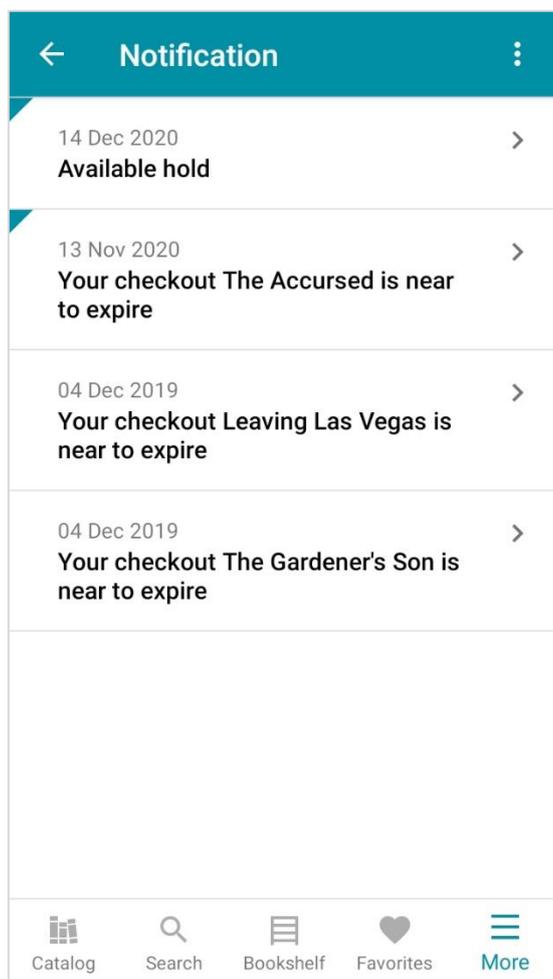
1. Click the **More** option located in the bottom bar.
2. Access the **Settings** menu.
3. Select the **Reading Reminders** option.
4. Press the icon at the bottom right.
5. Use the selector to indicate when you want to receive the notification.
6. Select which days you want to receive the notification.
7. Choose a name for the reminder.
8. Once all the fields are filled, go back to the **Reading Reminders** screen and there you will find your new alert.
9. If you want to delete a reading reminder just hold it down for a few seconds until it is marked as selected. A trash can icon will appear in the upper right corner for deletion.



12. Consulting your notifications

When the library has any message for you, you'll receive a notification which you'll be able to consult on the web platform, on your e-mail or using the **Notifications** section of the app.

In order to access to your messages, you only need to open the **More** menu and there you'll find the notifications section.



13. Frequent Questions

13.1. General Information

Q: From which devices can I read the ebooks that I have borrowed?

A: The app is available for Android, iOS and Windows devices.

- The app for **Android** devices, requires **version 4.4 or higher**.
- The app for **Apple** devices, requires **iOS version 11 or higher**.
- The app for **Windows**, requires **Windows 10**.

Q: What is the Preview button that appears in the profile of some resources?

A: If the publisher allows it, the resources will show this button that will allow you to view a small part of the content without having to make a loan.

Q: Why some resources show the Visualize button instead of the Borrow button?

A: The **Visualize** button indicates that the resource you want to consult is an image gallery or content that belongs to an external database. It is not necessary to make a loan to consult these types of resources.

Q: What does it mean that a content is available on streaming?

A: The word "streaming" means accessing the content of a resource that you have on loan without having previously downloaded it.

13.2. Loans and Renewals

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

A: The amount of resources you can access simultaneously depends on the loan policy of your library. To find out the details about the loan conditions of the resources, contact your library.

Q: How long can I borrow a resource?

A: If you access the Bookshelf screen of the app you will see that each of your loans shows its ending date. The duration of the loans depends on the loan policy established by your library and not all resources are lent for the same amount of time. If you want to know more details about the loan conditions of the resources, contact your library.

Q: Why can't I borrow more titles?

A: If you can't borrow more titles, it's probably because you currently have the maximum number of titles on loan or because your library is applying some restriction in its loan policy. If you try to borrow a resource and

the app does not let you, an informative message will appear indicating the reason why you cannot make the loan.

Q: Can I download any resources that I have on loan to my device?

A: Not all resources allow to be downloaded. If you access the Bookshelf section of the app, the resource in question must show a Download button (an icon with the shape of an arrow pointing downwards) that will indicate that you can download it manually by clicking on the icon. If the resource shows a green icon with the ✓ symbol, it means that you already have it downloaded. In the event that neither of the above two icons is present, it means that the resource is not downloadable and you can only view it on streaming, for which you will need an Internet connection.

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

A: There may be several reasons why you cannot renew any of the securities that you have on loan:

- Another user has reserved that resource. If another user has made a reservation about the title, renewal is not allowed.
- Previously you already renewed the loan of that resource. Loans can only be renewed once.
- Your library loan policy does not allow you to renew loans. Contact your library for more details on its loan policy.

Q: Can I see a list of all the books that I have had on loan?

A: Yes. Click on the "More" option available in the bottom bar of the application, a menu will open where you will see an option called Loan History, access it and you will be able to see all the titles you have taken on loan from your registration as a reader in the library.

Q: Can I return an ebook before the loan period expires?

A: Yes. Access the Bookshelf section and in the resource, you want to return, click on the icon that shows three points. A menu will be displayed where you will see the option Return Loan.

Q: I have returned a title that was on loan, but it still appears in my bookshelf section.

A: Make sure you have successfully completed the steps outlined in the Returning a Resource section of this guide. If you have completed the indicated steps and the resource continues to appear in your Bookshelf, try refreshing the screen by sliding your finger down the screen. If that doesn't work or you got an error message during the return, please contact your library.

13.3. Holds

Q: How many titles can I reserve?

A: The maximum number of titles that a user can reserve depends on the lending policy of your library. Contact your library staff to confirm the maximum number of reservations you can make.

Q: Once the title I've reserved is available to borrow, how long do I have to accept the reservation?

A: Once the book you have reserved is available for you to borrow, you will receive an email to notify you. In this email you will be provided with a link to the web platform to accept the reservation and will indicate how long you have to make the loan effective.

From the app you can also manage your reservations. Click on the "More" option in the lower bar of the application and click on "Holds" in the menu that will appear. On this screen you will be able to know the status of each of your reservations. When you have been notified that you have an available reservation, you can make the loan of the resource from this same screen.

Q: I do not receive available holds notification emails.

A: Please check your spam mailbox and its filtering settings, as these notifications could be mistakenly treated as spam and you could lose your reservation as a result.

Q: Can I cancel the hold I have made on a title

A: Yes. Click on the "More" option in the bottom bar of the application and access the Holds section. Find the reservation you want to cancel and hold it down for a moment and the reservation will be selected. Once selected, a trash can icon appears at the top right of the screen to delete it.

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

A: If you want to know the number of reservations you currently have as well as their status, click on the "More" option in the bottom bar and from the menu that will appear, access the Holds screen. On this screen you can view all the reservations you have made and the status of each one of them. Your currently active reservations are those that have the status Waiting or Notified.

- If the status of a reservation is WAITING it means that you are still on the waiting list to access the reserved title.
- If the status of a reservation is NOTIFIED it means that the platform has notified you that you can already access the reserved title and the button to borrow the resource will appear.
- If the status of a reservation is ACCEPTED it means that you have already accepted the reservation and borrowed the resource.
- If the status of a reservation is EXPIRED it means that you received the notice to borrow the reserved title but you did not borrow it and the reservation expired.

Q: Why can't I reserve a title that has no copies available?

A: There may be several reasons why you cannot reserve a title:

- The app displays a message indicating that you have the maximum number of active reservations allowed per user. This maximum is set by your library.

- The app displays a message indicating that the resource has already reached the maximum number of active reservations allowed. This maximum is also set by your library.
- If any other error appears when trying to make a hold, please contact your library.

13.4. Book Viewer

Q: How can I add annotations to my reading?

A: The steps you must follow to add notes to your reading are:

1. Press and hold on a word in the text until the text selection tool appears.
2. Adjust the selection to encompass the entire word or phrase you want to put an annotation on.
3. Once selected, you will notice that a floating menu appears. Click on the comment balloon icon.
4. A window will appear so you can add your note. Once written, press Save.

Q: How can I see all the notes that I have added to my reading?

A: To see all the notes you've put in a book, do the following:

1. Inside the book, click in the center of the page to bring up the menu bars.
2. Click on the second icon in the bottom bar of the viewer.
3. You will access Annotations and Bookmarks screen where you can view all the ones you have, edit or delete them.
4. By clicking on the icon at the top right you can choose to have the list show you only the annotations, only the bookmarks or both.

If you click on any of the annotations in the list, the application will take you directly to the page where you put it.

Q: How can I highlight parts of my reading?

A: If you want to highlight any part of the book, you should:

1. Press and hold on a word in the text until the text selection tool appears.
2. Adjust the selection to encompass the entire word or phrase you want to highlight.
3. Once selected, you will notice that a floating menu appears. Press any of the available colors and the text will be highlighted in that color.

Q: How can I see all the underlines that I have put in a book?

A: Follow the next steps:

1. Inside the book, click in the center of the page to bring up the menu bars.
2. Click on the second icon in the bottom bar of the viewer.
3. You will access to the Annotations and Bookmarks screen where you can view all the underlines you have, add a note to them or delete them.

If you click on any underline in the list, the application will take you directly to the page where you put it.

Q: How can I add bookmarks to my reading?

A: If you want to add a bookmark to a certain page follow these steps:

1. Access the book and view the page you want to put a bookmark on.
2. Tap the center of the page to bring up the application menu bars.
3. Click on the bookmark icon at the top right of the screen. The icon will be colored to indicate that the bookmark has been successfully placed.

You can put bookmarks on all the pages you want.

Q: Can I see all the bookmarks added to my reading?

A: Yes. You can locate all the bookmarks you have in the book as follows:

1. Within the book, tap in the center of the page to bring up the menu bars.
2. Click on the second icon in the bottom bar of the viewer.
3. You will access to the Annotations and Bookmarks screen where you can view all the bookmarks you have on and delete them.
4. By pressing the icon located in the upper right you can choose to have the list show you only the annotations, only the bookmarks or both.

If you click on any of the bookmarks in the list, the application will take you directly to the page where you put it.