

Frequently Asked Questions

What is Kentucky Libraries Unbound?

Kentucky Libraries Unbound is a large group of Kentucky libraries that joined together to provide downloadable media to their patrons.

What is available through Kentucky Libraries Unbound?

You can download audiobooks, e-books, and video files. If it's on KLU, you can access it.

Do I need special software on my computer to download digital materials from the Kentucky Libraries Unbound site?

No app or software is needed if you are using e-books and audiobooks with OverDrive Read or OverDrive Listen. Just click 'Read' or 'Listen' and start enjoying the title in your browser.

You will have to download free software on your computer or portable device before you can download KLU materials. The software is available on the Kentucky Libraries Unbound website, and in some cases, in online app stores.

- OverDrive Media App for e-books, audiobooks, and videos
- Adobe Digital Editions for EPUB, EPUB3, and PDF eBooks and to transfer to some eReaders.

Can state government computers be used to download materials?

You are strongly encouraged to check with your agency if you intend to use state equipment for this purpose. What you are allowed to do will vary from agency to agency. It is your responsibility (not the State Library) to be sure.

Public workstations in the State Library or any public library cannot be used to download KLU materials.

How long does it take to download a Kentucky Libraries Unbound digital item?

Download time depends on the file size and connection speed. You will see an estimate when you start the download.

Can I listen to or view digital item on portable devices?

See <http://www.overdrive.com/resources/drc/> for a list of compatible devices. Select your device or platform from the menu to access its profile. Each profile lists recommended software and/or apps, compatible formats, and links to articles and videos containing step-by-step instructions to help you get started.

How many titles can I check-out simultaneously?

You can borrow up to 12 titles and 3 periodicals at a time.

How long do digital titles check-out?

Default checkout periods are:

Audiobooks	14 days (Can be reduced to 7 or extended to 21)
E-books	14 days (Can be reduced to 7 or extended to 21)
Video	7 days (Can be reduced to 3 or 5)

Checkout defaults must be changed before the material is checked out. This is done in the Settings display accessible when you log into your KLU account.

Can I renew digital items?

If your title can be renewed, the Renew option becomes available three days before the title is set to expire and appears next to the title on your Checkouts page (under your Account). If the title already has holds, you can't renew it, but you can request it again.

How do I return a borrowed item?

You don't. Once the lending period has elapsed, the title is automatically 'returned' to the library. Although the file(s) will remain on your computer or device, the file(s) will no longer be accessible. You will want to delete the file to free up space on your computer/device.

Can I return a borrowed item early?

Some titles can be returned before they expire. If you have not downloaded a title, you'll be able to return it from your Checkouts page. If you download a title, its Return Title button will disappear from your Checkouts page, but you may be able to return it using the steps listed on the [How to return titles before the end of your lending](#) webpage.

Are downloaded files automatically removed from my computer when the checkout period expires?

No, you must delete them.

Can I place a title on hold?

Yes. You can place up to ten (10) titles on hold at a given time.

How will I be notified when a hold is available?

Once the title becomes available for checkout, you will receive an email indicating the title is available. This email will contain instructions on checking the item out. After exactly 48 hours if you have not yet checked out the title, it will return to the library's collection. We recommend using an email account that you check often including on weekends.

Everything seems to be on hold. How can I find materials that are available now?

From the KLU menu, select the "No Holds, No Waitlists" option under the Featured Collections.

After doing a basic search, click on the "Available now" link on the left side of the screen. In the Advanced Search, you can choose the Available Now button at the bottom before searching.