



## APP USER GUIDE



# Content

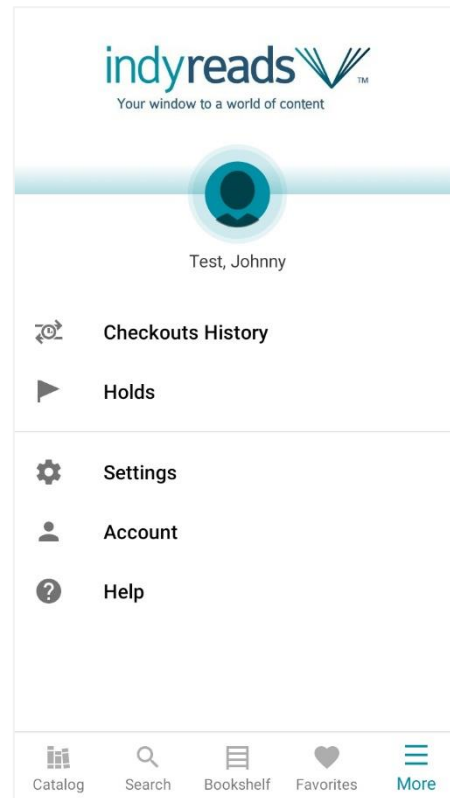
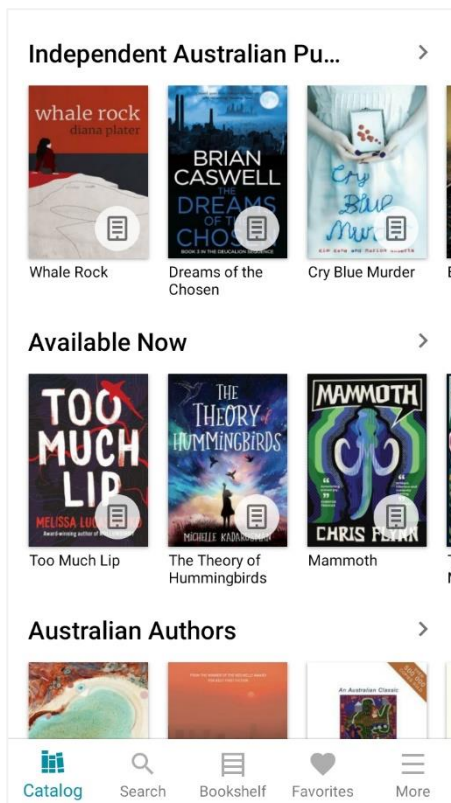
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# 1. General Information

This app will allow you to consult the catalog of your library and borrow or reserve the resources in a simple way 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.

The app menu located at the bottom of the screen presents 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.
- **More:** This menu entry gives access to these other subsections:
  - **Checkouts History:** Consulting the complete list of loans that you have made since you signed up in the library.
  - **Holds:** Managing all the reservations you have made on resources you want to access when they are available.
  - **Settings:** Allows you to perform the following actions:
    - Choosing in which cases 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.
    - Activating reading recommendations carousels.
    - Creating reading reminders (This functionality is currently available only for Android users).
    - Changing the app language.
    - Recommending the app to others.
    - Checking the Privacy Policy and Terms of Use.
  - **Account:** It allows you to manage some aspects of your user account such as adding an image to your profile, checking the date and time of your last access or logging out.
  - **Help:** A guide to learn how to use the app correctly.



The app has a book reader 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 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. Searches

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

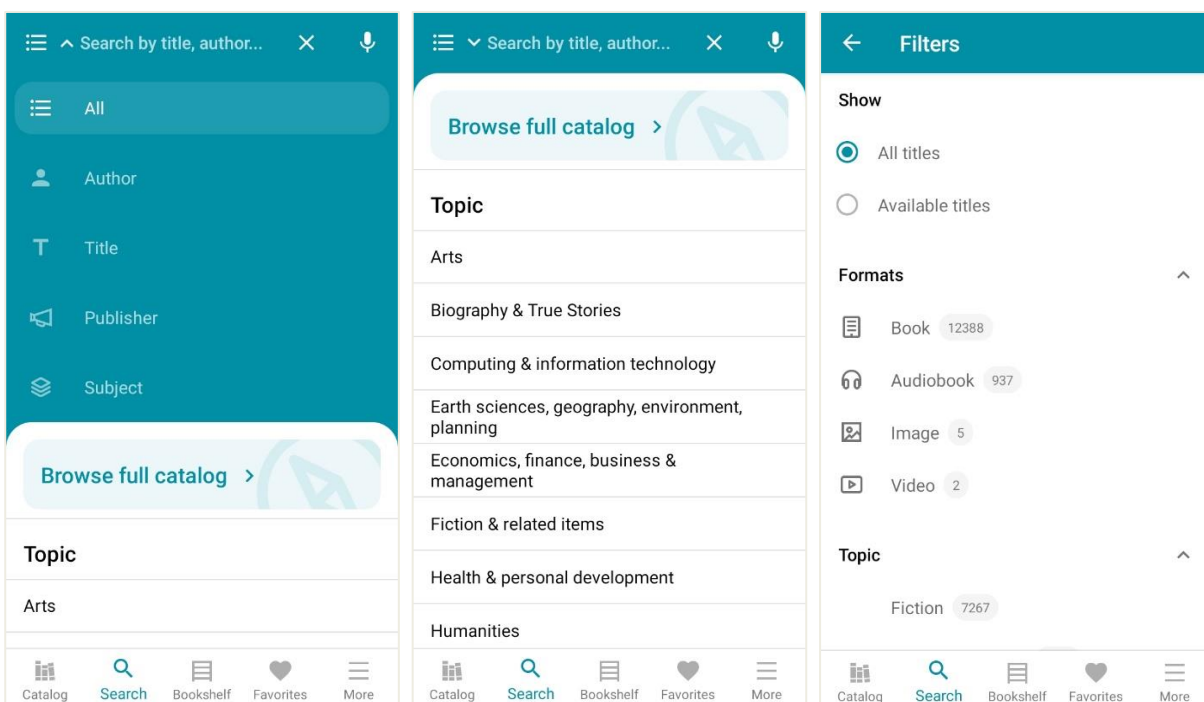
### 2.1.1. Using the app search engine

1. Click on the **Search** option that appears in the menu bar of the app.
2. A new screen will open and you will see a search box at the top. 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 focus the 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 sure what you want to search for and prefer to browse all the catalog resources, you can use the "**Browse full catalog**" button.

### 2.1.2. Using the filters panel

When you access the **Search** screen, you will notice a list of filters that 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.

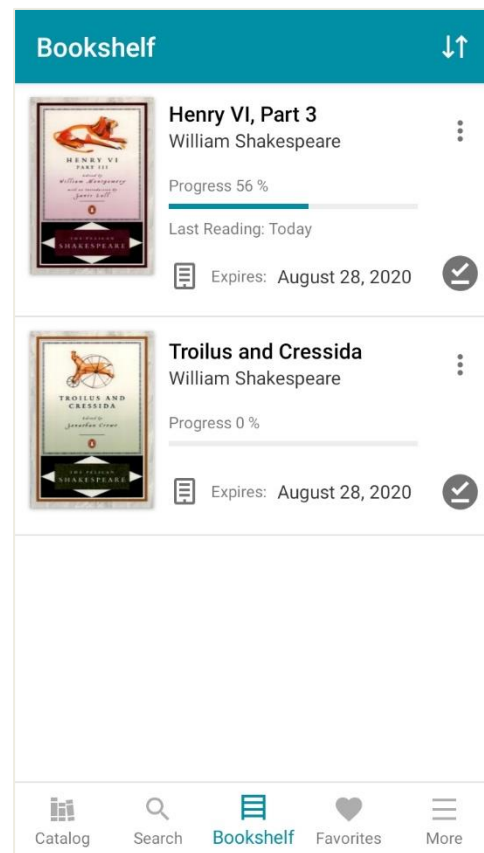
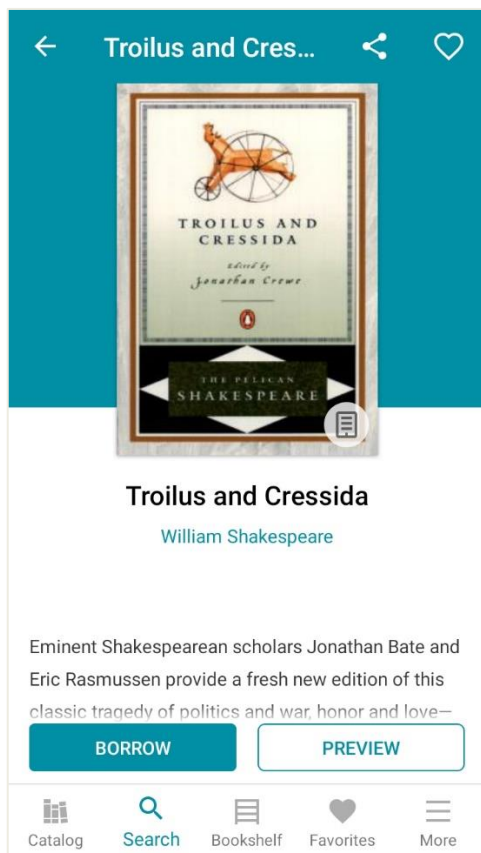
Once you have made a search using any of the previous methods, you can apply more specific filters to narrow the number of results.



### 3. Borrowing a resource from the catalog

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

1. Find a title navigating on the **Catalog** section or using the app search engine.
2. Click on the resource to open its description. Once inside, press the **Borrow** button.
3. The title you have borrowed will appear in the **Bookshelf** section. Tapping on the resource entry it will open it so you can use it.



Unless you have modified the app default settings, the books will be downloaded to your device automatically if you are connected to a Wi-Fi network. However, not all the resources you can borrow are downloadable.

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

If you prefer to read without downloading resources, disable automatic downloads on the app **Settings** section. 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

You can renew the loan of a resource when 3 days or less are left for its expiration, unless that title has reserves from other users or you have previously renewed that loan.

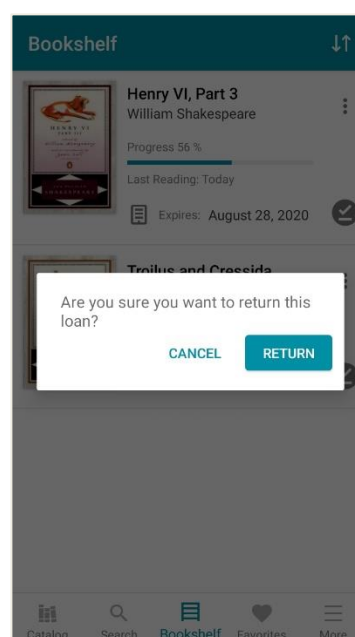
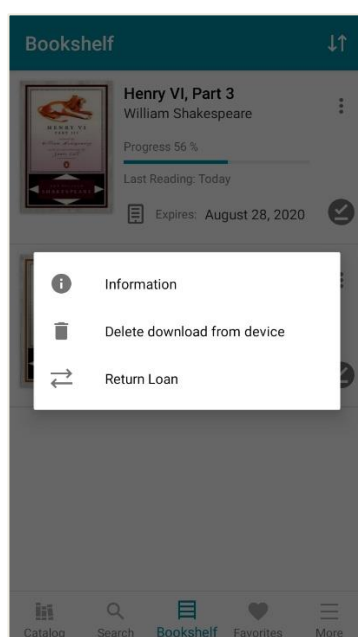
The steps to follow to renew a loan are:

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 resource you 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 **Bookshelf** section.
2. Locate the title you want to return and click on the icon with the shape of three dots.
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. Synchronizing your readings

The app allows you to synchronize up to 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:

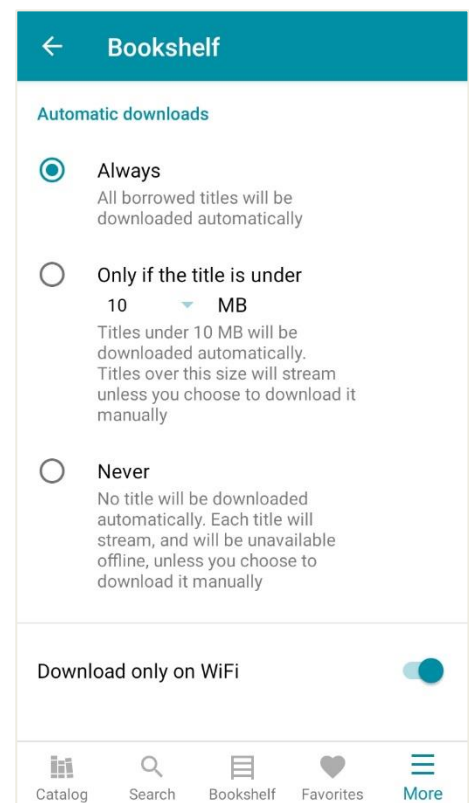
1. Install the app on the mobile device where you want to continue reading.
2. Activate the application with your username and password.
3. Go to the **Bookshelf** section and you will see that you can access the books that you had on loan on the other device at the same point where you left them.

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 will always be downloaded automatically to your device if you are connected to a Wi-Fi network. 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 menu.
  - **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 only on Wi-Fi:** If you enable this option, automatic downloads will only be performed when the device is connected to a Wi-Fi network.

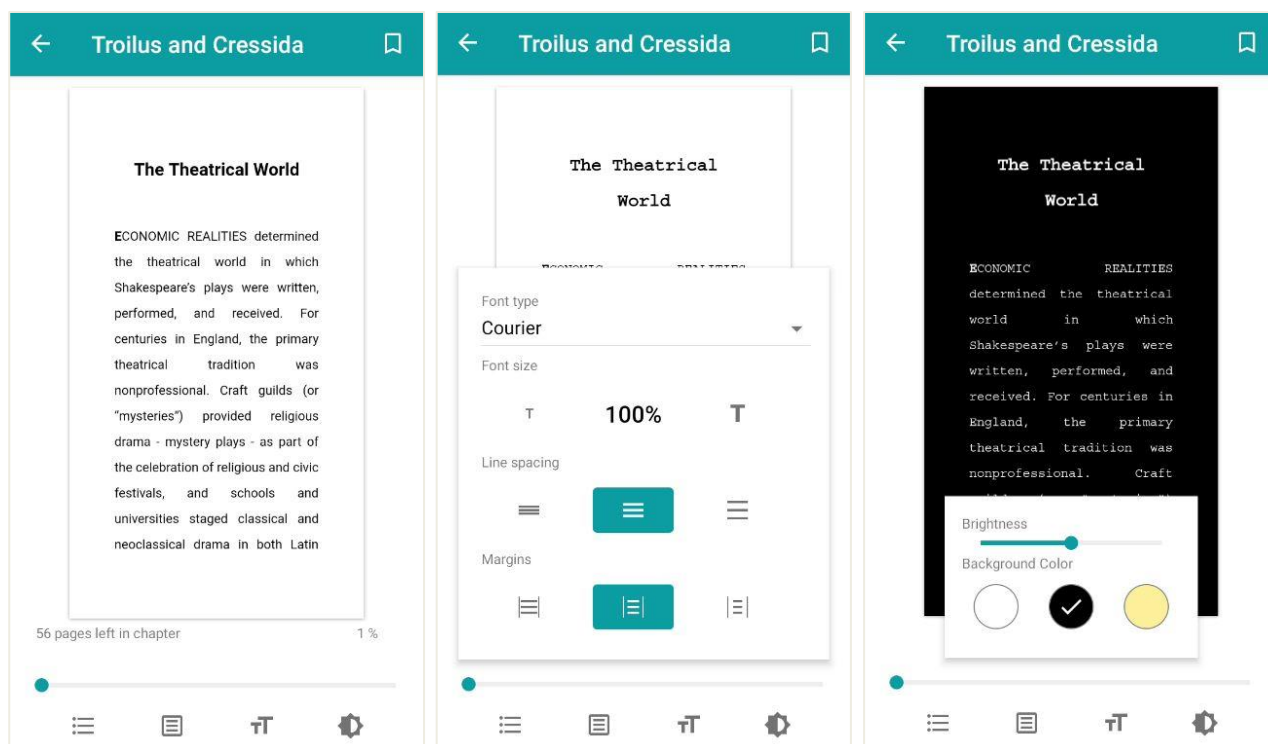


## 8. Customizing e-book reader settings

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

If you want to customize the e-reader, press in the central area of the page you are viewing and the menu bar appears at the bottom of the screen. In this bar you have the following options:

1. **Table of Contents:** Shows the book's chapter index and allows you to go directly to one of them.
2. **Bookmarks and notes:** From this menu you can modify or delete all the notes and bookmarks you have added to the book.
3. **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.
4. **Display settings:** Allows you to modify the brightness of the screen and the background color of the book.



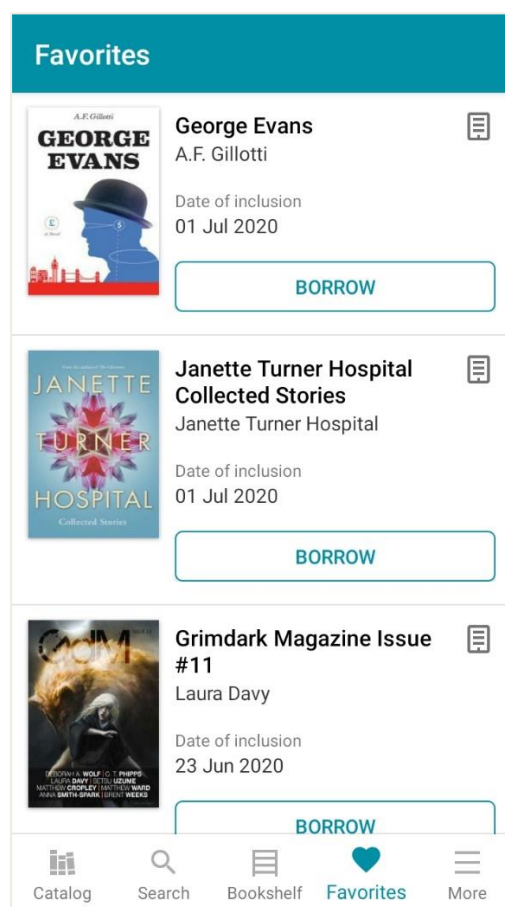
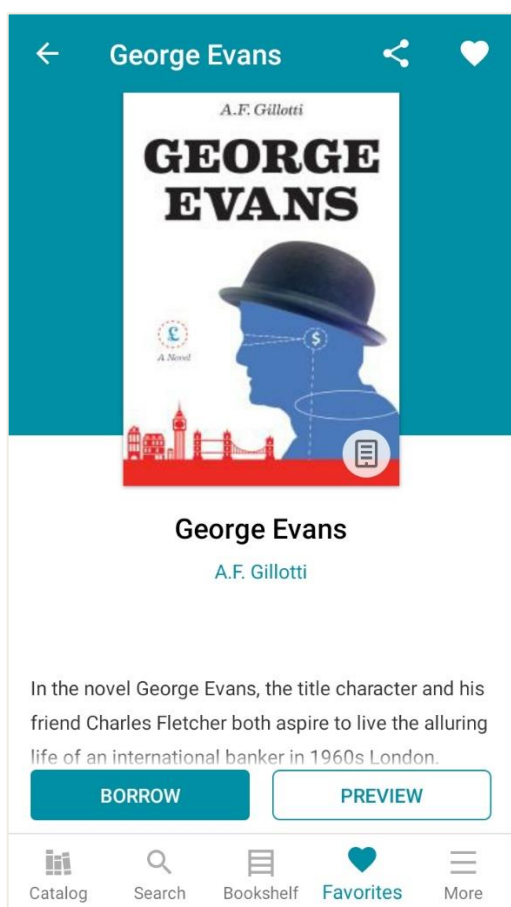
## 9. Marking a resource as favorite

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 profile. Once in the resource profile, click on the heart icon at the top right corner of the screen.

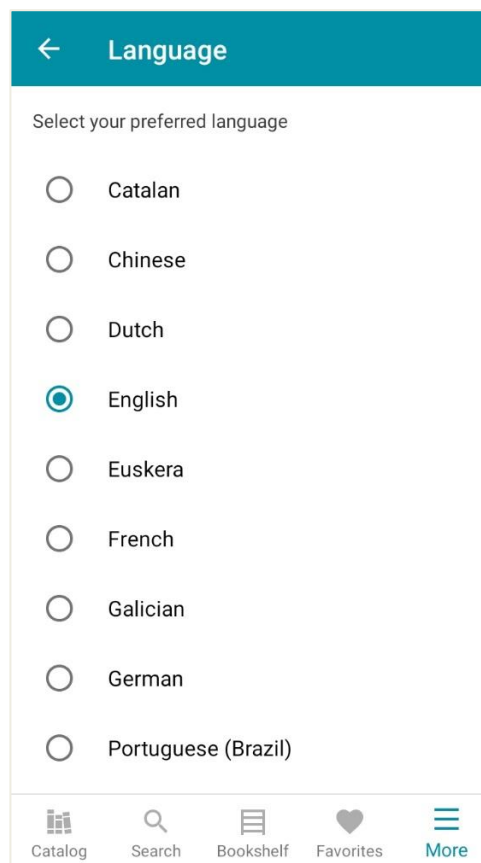
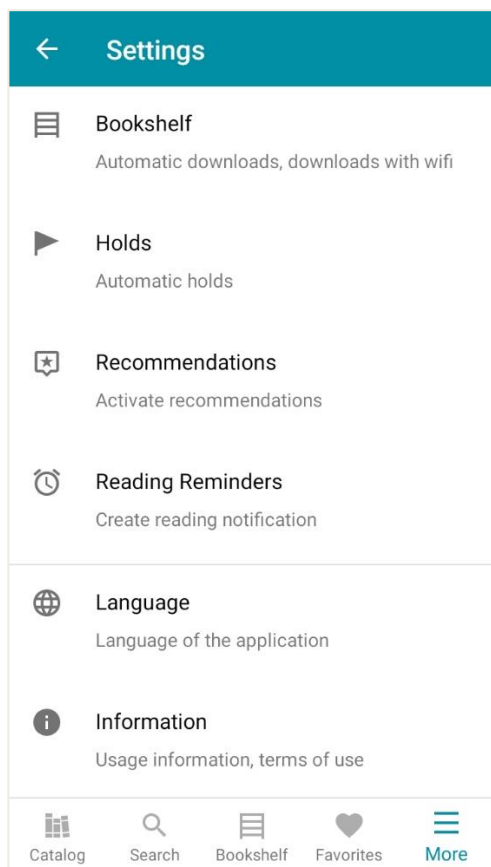
All the resources that you have marked as favorites will be found in the **Favorites** section available in the lower menu of the app. From this section you can borrow or hold resources without having to look for them again in the catalog.

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



# 10. Changing the app language

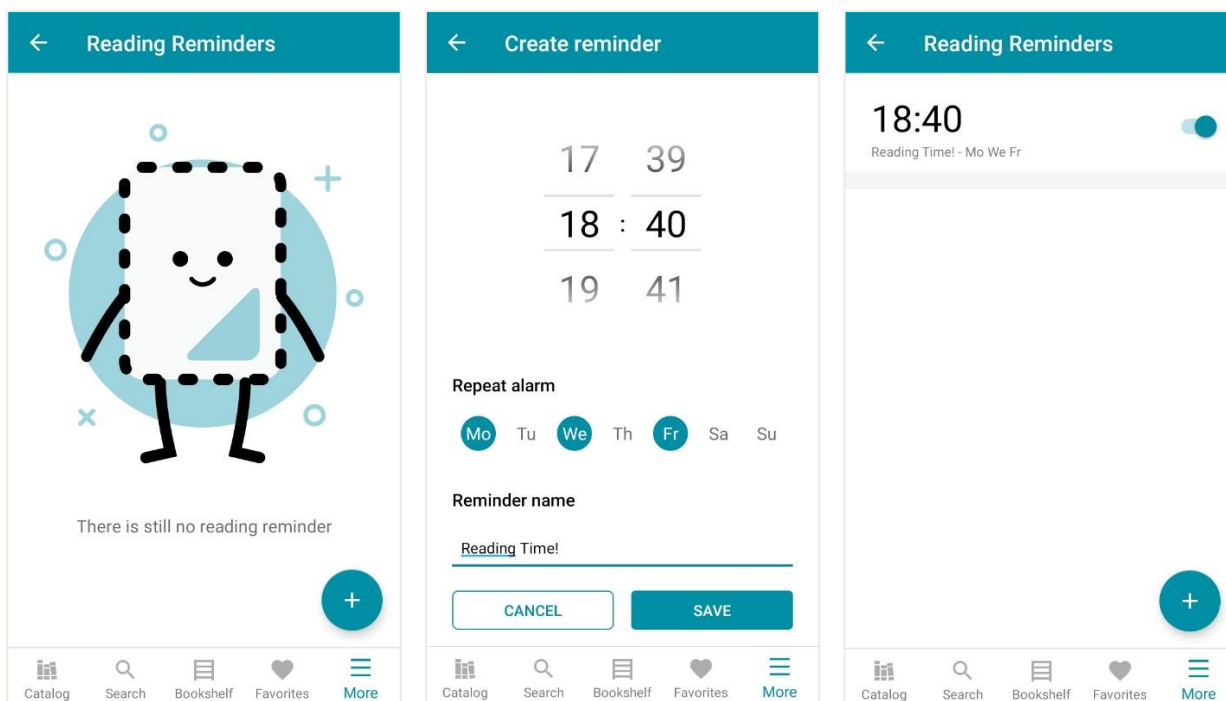
1. Click on the **More** option located in the bottom bar.
2. Access the **Settings** menu.
3. Select the **Language** option and you will see a list of the languages that are available for your library.



# 11. Creating a reading reminder

The Reading Reminders functionality is temporarily available only for Android users. 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 corner
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, save changes and go back to the Reading Reminders screen. There you will find your new alert.
9. If you want to delete a reading reminder just press on it for a few seconds until it is marked as selected. A trash can icon will appear in the upper right corner for deletion.



## 12. Frequently Asked Questions

**Q:** From which devices can I read the e-books that I have borrowed?

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

- The app for Android devices requires version 4.4 or higher.
- The app for Apple devices requires iOS version 11 or higher.

**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 that you have on loan without having previously downloaded it.

**Q:** How long can I borrow a resource?

**A:** If you access the Bookshelf section of the app you will see that each loan shows its ending date. The lending period 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, please, contact your library.

**Q:** Why can't I borrow more titles?

**A:** If you can't borrow more titles, it's probably because you already 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 an icon with the checkmark symbol, it means that you already have it downloaded. In case neither of the icons is present, it means 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 on the title, renewal is not allowed.
- You renewed previously 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:** Once the title I've reserved is available to borrow, how long do I have to accept the reservation?

**A:** Once the resource you have reserved is available for you to borrow it, 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. This e-mail 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. 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 press it for a moment. 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 limit 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 limit is also set by your library.
- If any other error appears, please contact your library.

**Q:** How can I add annotations to my reading?

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

- Press and hold on a word until the text selection tool appears.
- Adjust the selection to encompass the entire word or phrase you want to put an annotation on.
- Once selected, you will notice that a floating menu appears. Click on the comment balloon icon.
- 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:

- Inside the book, click in the center of the page to bring up the menu bar.
- Click on the second icon in the bottom bar of the viewer.
- You will access Annotations and Bookmarks screen where you can view all the ones you have, edit or delete them.

- If you tap on the icon at the top right corner, you'll see a filtering menu to choose which elements you want to see.
- 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:

- Press and hold on a word in the text until the text selection tool appears.
- Adjust the selection to encompass the entire word or phrase you want to highlight.
- 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 highlights that I have put in a book?

**A:** Follow the next steps:

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

- Access the book and view the page you want to put a bookmark on.
- Tap the center of the page to bring up the application menu bars.
- 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:

- Within the book, tap in the center of the page to bring up the menu bars.
- Click on the second icon in the bottom bar of the viewer.
- You will access Annotations and Bookmarks screen where you can view all the bookmarks you have on and delete them.



- If you tap on the icon at the top right corner, you'll see a filtering menu to choose which elements you want to see.
- If you click on any of the bookmarks in the list, the application will take you directly to the page where you put it.