

## **Frequently Asked Questions and Answers:**

### **I'm a user of Rbdigital Kansas. How will I use the new audiobooks on cloudLibrary?**

#### **I have a Kansas Library eCard**

If your card is still active (not expired), all you need to do is sign into cloudLibrary using your PIN and password (birthdate). Answer a few questions, provide an email address and you are ready to read.

If your card has expired, you've forgotten your PIN, or you just don't know, **fill out our form** and we'll get you set.

#### **Will my reading history, holds and preferences from my Rbdigital account be available in cloudLibrary?**

Unfortunately not. If you wish to download a list of books you checked out, placed on hold, and put on your wishlist, please see the **Exporting Your Checkouts History, Holds, and Wishlist section** of this tutorial.

The State Library has requested that the Recorded Books company delete all personally identifying data at the end of the subscription period.

#### **I don't have a Kansas Library eCard**

**NOTE:** An eCard is not the card you use to borrow books or sign into your home library. An eCard is just a login (PIN and password) that identifies you as a user of many online services from the State Library. Learn more from our **Frequently Asked Questions**.

Any library in Kansas can create an eCard account for you. Proof that you reside in Kansas is required. Many libraries will create an account for you by phone if you already have a home library card on file.

**I've never used Rbdigital Kansas, but I would like to try audiobooks from cloudLibrary.**

All you need is a Kansas Library eCard, and you'll be able to sign in. Answer a few questions, provide an email address and you are ready to read.

Learn more about the eCard from our [\*\*Frequently Asked Questions\*\*](#).

### **Why was RBdigital discontinued?**

Due to a change in ownership of the RBdigital Media Company, the unlimited subscriptions model for lending digital audio was no longer being offered for library licensing. In addition, the new owners announced the intent to discontinue the RBDigital apps and website in the near future.

The State Library of Kansas has an agreement with bibliotheca to migrate all licensed audiobooks that could be moved to their cloudLibrary platform on December 2, 2020.

### **What happened to my data in RBdigital?**

The State Library has requested that the Recorded Books company delete all personally identifying data at the end of the subscription period.

If you wish to download a list of books you checked out, placed on hold, and put on your wishlist, please see the [\*\*Exporting Your Checkouts History, Holds, and Wishlist section\*\*](#) of this tutorial.

### **Why aren't all the same audiobooks in cloudLibrary?**

New audio is being purchased in cloudLibrary and previously purchased audio that could be moved is being migrated from RBdigital to cloudLibrary as of December 2, 2020. More audio will be added every week as library budgets allow.

Some reasons that audiobooks may not be available include:

- The title may not have been produced as an audiobook. This is often true for older, backlist titles.
- The author or publisher may not have licensed the audiobook for electronic use.
- The title may be available exclusively elsewhere.
- Many audiobooks are available exclusively to Audible (Amazon) users and are not licensed for use in libraries. There may also be an embargo on sales to libraries. For these reasons, you may often find content available to you as a consumer for purchase through an online retailer that is not available for libraries to purchase. In this case, you should check with your library to see if the title is available in a physical format, like MP3 audio for checkout.
- The library license to the material may have expired.

### **Can I donate my digital audiobooks to the library collection?**

Unfortunately, library licensing and licensing for personal use are different, so it is not possible for the library platform to accept licenses for audiobooks purchased by consumers. If you would like to request a purchase, **[you may complete this form.](#)**

### **More questions?**

Additional questions about this service should be addressed to **[audiobooks@ks.gov](mailto:audiobooks@ks.gov)**

