Troubleshooting

Having problems with the cloudLibrary?

- The most common problems with cloudLibrary are expired library accounts. If the error includes language about expiration or account status, contact your local library to renew your account.
- Other issues with cloudLibrary can usually be resolved by closing the app, restarting (powering off) the device and re-opening cloudLibrary, or uninstall/reinstalling the app. You will not lose your place or any of your checkouts by doing this.
- The cloudLibrary app requires minimum versions of operating systems on devices. Android users must be on version 5.0 or later; iOS requires version 9.3 or later.

More Help

- Common error messages & remedies
- Forgot your card number? Your pin will be your birthday mmddyyyy
- Still need help? Email us at audiobooks@ks.gov
- cloudLibrary apps user guide
- Listening to Audio Watch a short video on using the audio playback controls in the app.
- Video Tutorial An overview of the most used features in the app.
- App Highlights - video 7 minute video highlighting app features.