Is the new all-in-one Axis 360 app the only app now needed for browsing, checking out, and reading/listening to content from our library’s collection?

What devices can patrons use?

Will setup instructions be made available to patrons for the new Axis 360 app?

Will the log in process change for patrons?

Is there a need to create additional logins or IDs?

What will happen to axisReader, Blio, and Acoustik?

Will patrons need to manually delete Blio, Acoustik and axisReader when the new app goes live?

How will patrons with Windows PCs use Axis 360?

If a patron checks out content on our library’s Axis 360 website, will it also show up on the mobile app?

Will titles currently placed on hold be available in the new mobile app?

Are there differences in user experience with iOS and Android/Kindle Fire versions of the Axis 360 app?

Will e-ink and Mac devices that require digital content with Adobe Digital Editions be supported?

How will patrons with Mac computers use Axis 360?

Do users have to wait for eAudiobooks to download before they can begin listening?

Can eAudiobooks be downloaded to an MP3 device?

Does the Axis 360 Desktop app for PCs include an audiobook player?

Can patrons review books within the app?
Will Staff Picks display in the new Axis 360 app?

How will Axis 360 users be informed about the new app?

If patrons already have an earlier release of the Axis 360 app downloaded, will it update automatically or will they need to manually update it?

Does a device need to be connected to the internet in order to read content that has been checked out?

Can patrons choose their own checkout times for digital content?

How does a patron renew content borrowed from Axis 360?

How are patrons informed when items on hold are available?

What email address is used to inform patrons about holds availability?

How are format and availability filters applied and removed within the app?

Do eAudiobooks chapters align with the chapters in the physical books?

How do you access your bookmarks once you have set them within a book?

Are bookmarks deleted if patrons keep their items after expiration? Are bookmarks retained when patrons renew titles?

Is there a dictionary available when reading books?

If I am an authorized user at more than one library, how do I access those separate collections?

Can the library set Axis 360 app Preferences globally to Automatically Delete Expired Content?

Will API integration between my ILS and Axis 360 support the new Axis 360 app?

Are any changes required to links in MARC records loaded to our online catalog?

Will Blio still be available to those that have purchased content?

Appendix A: Device compatibility matrix
Is the new all-in-one Axis 360 app the only app now needed for browsing, checking out, and reading/listening to content from our library’s collection?

With the all-in-one Axis 360 app, no other apps are needed to read eBooks or listen to eAudiobooks from your Axis 360 collection.

What devices can patrons use?

Axis 360 has the same compatibility as the previous Axis 360 app. Please reference appendix A for a device compatibility matrix.

Will setup instructions be made available to patrons for the new Axis 360 app?

Yes. You will find them available through your App Zone, the Axis 360 Marketing Support Site, and through the Help links in Axis 360 app and websites. Getting Started instructions are available as printer-friendly documents for you to share with your patrons.

Will the log in process change for patrons?

No. Patrons will log in one time using the credentials your library has established for authentication. For example, some libraries will require a Library Card ID, while others will require a Library Card ID and a PIN. If the patron currently uses Axis 360, they will use the same login credentials.

Is there a need to create additional logins or IDs?

Patron will only need their library ID and PIN (if required); no additional credentials will be needed.

What will happen to axisReader, Blio, and Acoustik?

With the all-in-one Axis 360 app, no other apps are needed to read eBooks or listen to eAudiobooks from your Axis 360 collection.
• The axisReader app will no longer be supported on the day of the all-in-one Axis 360 app release. Current downloaded content will continue to be available until the content expires.
• Blio and Acoustik will be sunset 90 days after the all-in-one Axis 360 app is available to the general public. There will be frequent communications as we approach the sunset date.
• Windows PC users that use Blio will be able to use the new Axis 360 desktop app.

Will patrons need to manually delete Blio, Acoustik and axisReader when the new app goes live?
The apps previously used with the Axis 360 service do not need to be deleted from user devices in order for Axis 360 app to work. Users may delete them at any time after they begin using the new app (refer to sunset plan above).

How will patrons with Windows PCs use Axis 360?
Axis 360 Desktop app is available for Windows Personal Computers. Windows users will check out materials from the library’s Axis 360 collection via their web browser, and read items via the Axis 360 Desktop app installed on their Windows Personal Computer.

If a patron checks out content on our library’s Axis 360 website, will it also show up on the mobile app?
Yes. All content checked out via your library’s Axis 360 website will be immediately available in the Axis 360 mobile app, and ebooks will be available for reading in the Axis 360 desktop app.

Will titles currently placed on hold be available in the new mobile app?
Yes. All content your patrons currently have either borrowed or placed on hold via your Axis 360 website or the axisReader app will be available in the My Stuff page of the mobile app.
Are there differences in user experience with iOS and Android/Kindle Fire versions of the Axis 360 app?

The Axis 360 app is designed to conform to the user interface and functionality supported by the OS of the mobile device. For example, iOS devices have an option to control the speed of audiobook playback; Android OS does not, support playback speed control.

Will e-ink and Mac devices that require digital content with Adobe Digital Editions be supported?

Yes, ADE and tethering is supported however is not your Axis 360 website default setting. Please contact Technical Support to enable this option.

How will patrons with Mac computers use Axis 360?

At this time the Axis 360 desktop app is only available for Windows Personal Computers. Mac users will check out materials from the library’s Axis 360 collection via their web browser, and read or listen to items via the Axis 360 app on their mobile device (unless ADE option is enabled).

Do users have to wait for eAudiobooks to download before they can begin listening?

eAudiobooks play as soon as they begin to download to the user’s device. A user does not have to wait for the audiobook to download in full, or even for a chapter to load completely before listening. Once downloaded to patron devices, content can be accessed without having to have an internet connection.

Can eAudiobooks be downloaded to an MP3 device?

MP3 devices such as the iPod Touch that have the ability to host apps, can be used to check out and play audiobooks through the Axis 360 app. MP3 players, such as the iPod Classic, do not have embedded web browsers so cannot download eAudiobooks. Please note that audiobooks on Apple devices require iOS 7 or above.
Does the Axis 360 Desktop app for PCs include an audiobook player?

Audiobooks are not currently supported in the Axis 360 Desktop app. Support is under consideration for a future release of the app.

Can patrons review books within the app?

If your library has enabled the Patron Reviews feature, your patrons can write reviews on your Axis 360 website. The Axis 360 app does not currently support Patron Reviews.

Will Staff Picks display in the new Axis 360 app?

Staff Picks and other administrative customization that is available for your Axis 360 Internet website does not currently carry over to this release of the Axis 360 app.

How will Axis 360 users be informed about the new app?

Patrons will receive direct communication about the new all-in-one Axis 360 app when they visit your library’s Axis 360 website and through the axisReader app.

Pop-up messaging will appear when a patron visits your home page after the release of the app:
They will also receive another message at the time they check out a title via the website:

When a patron opens axisReader to search the library’s collection, an overlay page will display communicating the service upgrade and linking them to the new app.
If patrons already have an earlier release of the Axis 360 app downloaded, will it update automatically or will they need to manually update it?

The app will automatically update for your patrons when the all-in-one version is available. Some patrons may be prompted to update manually depending on their device settings.

Does a device need to be connected to the internet in order to read content that has been checked out?

Content is downloaded directly to your mobile device so it can be accessed offline, without the need for a live Internet connection.

Can patrons choose their own checkout times for digital content?

In the Axis 360 app, items are loaned for the default checkout period you have programmed via your Axis 360 Administration site. Patrons who select items from your Axis 360 site using their browser can select a loan period prior to checkout from the My Checkouts page.

How does a patron renew content borrowed from Axis 360?

Patrons can renew items via your library’s Axis 360 website. In a future release, we will include the renew function within the app.

How are patrons informed when items on hold are available?

Notifications that items on hold are now available for checkout are sent via email.

What email address is used to inform patrons about holds availability?

When patrons place titles on hold, they will be prompted to enter an email address in order to be notified when the title is available. Email addresses are stored so that holds placed later will not require a patron to re-enter an email address.
How are format and availability filters applied and removed within the app?

After executing a search or starting to browse within a subject, simply tap the Filters bar at the top of search results and select the filter options you would like to apply. Filters will remain in force until you change them. To remove filtering, simply uncheck any filter options you no longer want, and then tap Apply to save your changes.

Do eAudiobooks chapters align with the chapters in the physical books?

The chapter stops within eAudiobooks are set by the publisher and may or may not correspond to individual chapters.

How do you access your bookmarks once you have set them within a book?

Bookmarks are viewed within the eBook itself. You can view and navigate content using your bookmarks by going to that title within the app and selecting the Bookmarks tab.

Are bookmarks deleted if patrons keep their items after expiration? Are bookmarks retained when patrons renew titles?

Yes. Whenever content expires within the Axis 360 app, bookmarks are deleted automatically. If patrons renew their titles before the loan period expires, bookmarks they have created will be retained.

Is there a dictionary available when reading books?

Yes. Users have a choice of dictionaries to load within the Axis 360 app. Once a dictionary is chosen simply tap to highlight a word to bring up the dictionary lookup option.

If I am an authorized user at more than one library, how do I access those separate collections?

To access content at another library simply log out from the Axis 360 app, locate your library on the Find a Library page and log-in using your credentials for that library.
Can the library set Axis 360 app Preferences globally to Automatically Delete Expired Content?

Preferences are set by individual users for their devices. These individual controls are not administered by the library.

Will API integration between my ILS and Axis 360 support the new Axis 360 app?

Yes. For libraries that have enabled API integration to Axis 360 with their ILS, a title is checked out through the library’s online catalog will immediately be available for reading or listening in the Axis 360 app.

Are any changes required to links in MARC records loaded to our online catalog?

Links from your catalog will function as they always have.

Will Blio still be available to those that have purchased content?

Yes. Any patron who has purchased content through Blio, or from ecommerce sites that offer ebooks in Blio format, will still be able to use both the Blio app and the Blio desktop reader to access purchased content.

eBooks in Blio format that have been checked out via Axis 360 can be read using Blio for up to approximately 90 days after the Axis 360 all-in-one app has been released. Patrons who check out titles in Blio format after the Axis 360 app has been released will receive a message regarding the retirement of Blio and promoting the migration to the all-in-one app.
# Appendix A: Device compatibility matrix

<table>
<thead>
<tr>
<th>Mobile Devices, Computers, eReaders</th>
<th>Overall Compatibility Rating</th>
<th>Axis 360 eBooks</th>
<th>Axis 360 Audiobooks</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Android - Smartphones, Tablets</strong></td>
<td>****</td>
<td>Yes(^1)</td>
<td>Yes(^1)</td>
</tr>
<tr>
<td><strong>Apple iOS - iPad, iPhone, iPod touch</strong></td>
<td>****</td>
<td>Yes(^2)</td>
<td>Yes(^2)</td>
</tr>
<tr>
<td><strong>Windows XP, 7 and 8: PCs, Laptops, Netbooks</strong></td>
<td>***</td>
<td>Yes(^3)</td>
<td>No</td>
</tr>
<tr>
<td><strong>Mac OS</strong></td>
<td>*</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td><strong>Kindle Fire, Fire HD, HDX</strong></td>
<td>**</td>
<td>Yes - User adjusts settings(^4)</td>
<td>Yes</td>
</tr>
<tr>
<td><strong>Kindle Paper White</strong></td>
<td>*</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td><strong>Kindle Reader</strong></td>
<td>-</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td><strong>Kobo Arc &amp; Vox Tablets</strong></td>
<td>**</td>
<td>Yes(^1)</td>
<td>No</td>
</tr>
<tr>
<td><strong>Kobo eReader Family: Gio, Mini, Touch</strong></td>
<td>*</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td><strong>Nook Tablet &amp; Reader</strong></td>
<td>**</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td><strong>Nook Simple Touch Reader</strong></td>
<td>*</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td><strong>Nook HD &amp; HD+</strong></td>
<td>**</td>
<td>Yes(^1)</td>
<td>No</td>
</tr>
<tr>
<td><strong>Sony Reader T1 &amp; T2</strong></td>
<td>*</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td><strong>Sony Reader PRS 300-900</strong></td>
<td>*</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td><strong>Chromebook</strong> <em>runs Linux OS</em></td>
<td>-</td>
<td>No(^5)</td>
<td>No(^5)</td>
</tr>
</tbody>
</table>

### Axis 360 App & Device Notes:

3. Axis 360 Desktop App for PC download available from Magic Wall App Zone
4. User must manually adjust settings: Settings/More/Device/Allow Installation of Applications (turn ON). Axis 360 App will be submitted to Amazon for review to be approved for the Kindle App Store.
5. B&T is developing a browser-based Reader that will allow eBook compatibility.

**** = Most Compatible