Troubleshooting Library Checkouts

On your Kindle Devices

For general instructions on how to checkout and download items to your Kindle, please review the "Quick Start Flyer" for Kindle posted on the library's Web site.

Q: I have checked out an eBook, but I don't see it on my Kindle. What happened?

A: There are several reasons why you might not see your transferred item at first. Take the following steps to troubleshoot the problem:

- Confirm that you have checked out an appropriately formatted eBook from the download site. If you are using a Web browser to select eBooks, be sure to select Kindle as the format to download. If you are using the OverDrive Media Console app on your Kindle Fire, be sure to select Adobe ePub.

- Be sure you have selected the "Confirm and Get for Kindle" link on the final OverDrive checkout screen. Doing so will take you to Amazon's Web site for item retrieval.

- To initiate an eBook transfer on Amazon's Web site, you must be logged into the Amazon account associated with the device in hand, and you must select the device by name as the "destination" of the library eBook.

- Be sure that your device is connected either to a WiFi access point or to a computer via USB cable. Amazon's 3G Whispernet connection, used to purchase eBooks, cannot be used to transfer library checkouts.

- If you transferred your item via WiFi, select the "Check and Sync for Items" option on your Kindle. This will force the Kindle to communicate with Amazon's Web site and will restart the transfer process.

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- Look to see if the item appears in the Kindle's "Archive" section. If so, select the item to transfer it to the Kindle's "Home" screen.

- If you transferred your item via USB cable, be sure you have saved it in the "Documents" folder on your Kindle. The eBook will not display on the Kindle if saved in any other location.

- If you continue to have difficulties, please contact the County Library at 540-984-8200 or via email at the following address: ebooks@countylib.org.

Q: After clicking "Confirm and Get for Kindle" and being directed to Amazon's Web site to retrieve my eBook, I receive the following message: "Due to publisher restrictions, this book cannot be delivered wirelessly and must be downloaded and transferred via USB." What do I do?

A: Some publishers may require that Kindle checkouts be saved to a computer before being moved to the device. To access titles restricted in this way, you must be using an actual Kindle and not the Kindle app on an iPhone, iPad, or Android device. Plug the Kindle into your computer using its USB cable, and move the downloaded title into the "Documents" folder on the device. If you do not own a Kindle, and wish to remove the restricted title from your account, please contact the library for assistance at 540-984-8200. For more flexibility in checking out eBooks on your iPhone, iPad, or Android device, consider downloading the free OverDrive Media Console app, which currently is not subject to such restrictions.

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Q: How can I renew eBooks on my Kindle?

A: OverDrive offers the option to renew both eBooks and audiobooks. The option to renew a title becomes available three days before the title is set to expire, appearing next to the title on your Bookshelf under your library account. You can only use the renew feature once for each checkout.

Q: How do I return eBooks on my Kindle?

A: Unlike print materials, eBooks checked out from the library's OverDrive service do not have to be formally returned. The files expire automatically on their own, after which they become available for download by other users. If you wish to return an item before its expiration date, log into your account on Amazon's Web site, and navigate to "Manage Your Kindle." Here, you will see listed the items on your Kindle, including library checkouts. Next to the item you'd like to return, select "Return this item" from the "Actions" dropdown menu.

Q: How do I delete expired library eBooks from my Kindle?

A: Methods for removing items from your Kindle will vary with the device. On Kindles with a 5-way controller, highlight the item in question, and move the controller to the right. This will activate an "Options" screen, from which you may select "Delete this item." On the Kindle Touch and Kindle Fire, pressing and holding the item in question will activate this screen.

Q: How can I checkout and download audiobooks on my Kindle?

A: Currently, only the Kindle Fire supports downloadable audiobooks, via the OverDrive Media Console app and the OneClickdigital app. You may download these apps from the Amazon App Store.