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Download Link Reactivation

From time to time a patron may reach the limit on the permissible number of times they are allowed to download a title. This may be because of computer problems, software issues, download issues or other problems. If this happens, the download count can be reset for the patron.

To reset the number of downloads you will need the patron's library card number, the title of the item, and you'll need to know if the patron has the item checked out from the Ohio eBook Project or the SEO collection. If the patron has the title checked out from the SEO collection, please contact the SEO Library Center at 877-552-4262 or email ebooks@library.ohio.gov

Circulation Policy

- * Patrons may checkout up to 10 items
- * Patrons may choose a 7,14, or 21 day checkout period
- * The only items in the collection that can be returned early are ebooks (PDF and EPUB) and only through the Adobe Digital Editions software
- * Patrons can place holds up to 10 items
- * Notifications are sent via the email address that the patron enters when placing the hold
- * Once the email is sent, patrons have **72** hours to checkout the title or the hold is passed onto the next patron in line for the item
- * Patrons may also place items on a digital "wish list"

Digital Download Support from SEO

Merging Card Numbers

Unlike traditional library catalogs or ILS systems, the Ohio eBook Project and/or SEO Collection does not automatically relate a new or replacement library card number with a patron's account. So if a patron has been issued a new library card and currently has items checked out or on hold from the Ohio eBook Project and/or SEO Collection, the old card record and the new record need to be merged.

Merging card numbers can done by SEO Support Staff. You can contact them directly at 877-552-4262 or email ebooks@library.ohio.gov:

When emailing the support staff, please include a message that you need library card numbers merged due to a card replacement, what library you are from.

- ◇ Patron's Name
- ◇ Old card number
- ◇ New card number

If a patron has acquired a new card and does not currently have items checked out or on hold you do NOT need to merge card numbers.

Alternately, if a patron has no interest in the items currently checked out or on hold, then the checkouts/holds will expire normally and no action needs to be taken.



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877-552-4262
<http://library.ohio.gov/SEO>**