

General

What is Zinio for Libraries?

Zinio for Libraries, the world's largest digital library newsstand, offers full-color, interactive digital magazines. Browse from your library's collection of popular titles with no holds, no checkout periods, and no limit to the number of magazines you can download.

- **Current Issues** — New issues are often released simultaneously to the print edition or with a slight delay to allow for formatting issues. New issues appear automatically in the library's collection once available and are ready for immediate checkout.
- **Easy browsing** — Browse your library's collection of titles one at a time, by title, by language or by category.
- **Manage your collection** — Check out magazines and manage your collection on your library collection site.
- **Read Instantly** — Read within your library collection on your computer (both PC and Mac.)

Download to Apps — Download checked out magazines to apps for iPad® and Android™, iPhone®, Kindle Fire™/Fire™ HD/HDX.

- **No limits** — Check out as many issues as you want and keep them in your account indefinitely.

Zinio for Libraries, serviced by RBdigital Gateway from Recorded Books, is the library collection and patron access side of this digital magazine experience.

Who has access to Zinio for Libraries?

Any active library patron with a proper library card/barcode and/or approval from a library may create a library collection account and check out library collection magazines. Check with your local library information desk or reference staff if you have any questions regarding your library membership or approval.

Are there any minimum system requirements?

Yes, to access your library's collection page and view the titles:

Desktop - Windows Vista and higher:

Preferred browser: Google Chrome

Alternative browsers: Firefox 3.6 and higher, Internet Explorer 10+and higher (IE10+ required for instant HTML5 instant reader; IE8 and older are not supported.)

Screen resolution: 1024 x 768 or higher

Desktop - Mac OS 10.5 and higher:

Preferred browser: Google Chrome (supports HTML5 instant reader)

Alternative browser: Safari 5 and higher

Screen resolution: 1024 x 768 or higher

Mobile - Android 2.2 and higher via Chrome and Firefox

Mobile – Apple iOS v7.0 and higher via Safari, Chrome, Firefox

What is the average magazine size?

Most magazines downloaded to a mobile app range between 50-100MB, but graphic-heavy magazines are larger and may range between 100-300MB or more.

Magazines streamed to browser Zinio Reader do not download.

Do I need to be online to check out magazines?

Yes, your library collection site is only accessible online through supported browsers.

Do I need to be online to read magazines?

You can stream magazines to your PC/Mac and mobile devices via the HTML5 instant Zinio Reader (see required browsers).

You can also download magazines and read them offline on your mobile device. Supported mobile devices include iPad® and Android™, iPhone®, Kindle Fire™/Fire™ HD/HDX.

Am I able to access my magazine account on more than one computer or mobile device?

Yes, you may use multiple desktop or mobile devices with your single username and password. The limit is 17 devices with five (5) simultaneously being open at any one time.

Why do I have to log in twice?

You do not need to log in twice. Your one account in your library collection enables the instant reader online and the available mobile apps.

The mobile apps are activated through the same library collection account. You will require a one-time log in with the same log in credentials as your library collection account.

How do I find user documentation?

User documentation is located in the Help link. You can download the User Guides provided by Zinio for Libraries. Your library may have other user guides available, so check on your library website or with the Information Desk.

How do I watch an overview video?

The overview video is located in the Help link with specific short videos for desktop and mobile devices. You can access the video by choosing the option "Watch a Tutorial."

What is the RBdigital Gateway?

RBdigital Gateway is the service partner for your local library Zinio for Libraries collection. RBdigital is part of Recorded Books, a global independent publisher of audiobooks and library educational and online services, such as Zinio for Libraries.

Library Collection: Creating an Account/Log In

What is a library collection account?

The library collection account connects you to your local library collection and allows you to check out and read magazines.

How do I create a library collection account?

Go to the library's Zinio Library Collection page. Browse the collection and click on a magazine to check out. Click the "Create an Account" link, enter the required information, and click submit.

When creating the library collection account you will need to enter a user name and an email and password.

You will log into your library collection account with the email and password entered during the account creation step.

You can change your email and password in your personal preferences within the Zinio for Libraries collection site.

Why do I need a library collection account?

A library collection account is required to ensure you are an active member of your local library. The account enables the magazine to be available for check out, lets you check it out at no charge, read it and keep it in your personal collection without having to return the magazine.

I already have another RBdigital Gateway account. Can I use it for logging in to Zinio for Libraries?

Yes, if you already have another RBdigital Gateway–served product account, you can log in as a returning user with the same email and password credentials.

Do I have to log in before checking out a magazine?

No, you'll be prompted to log in during the check-out process.

Searching the Collection

How do I know what is in the magazine collection?

Click the magnifying glass in the Search box, which is located in the upper left side of the browse magazine collection pages. Your library collection will be listed in alphabetical order.

You can also use the Next/Previous tab located on the upper right side of the browse magazine collection pages to view the magazine covers (note the magazines may be presented in thematic order or other order and not in alphabetical order).

How do I search for magazines in alphabetical order?

Click the magnifying glass in the Search box, which is located in the upper left side of the browse magazine collection pages. Your library collection will be listed in alphabetical order.

How do I do a keyword search?

Click into the Search box with the magnifying glass located in the upper left side of the browse magazine collection pages. Type in a word and magazines with that portion of the word will be listed. For example, typing in 'news' will list all magazines with the letters 'news' in the name (i.e. Newsweek, The Hockey News).

How do I do a genre search?

Click the "All Genres" drop-down box located in the upper right side of the browse magazine collection page. Scroll to the desired genre and the available magazines will be listed.

How do I do a language search?

Click the "Languages" drop-down box located in the upper right side of the browse magazine collection page. Scroll to the desired language and the available magazines will be listed. You may also do a genre search within your searched set of language selected magazines.

How do I search for magazines one page at a time?

Click the Next/Previous tab located on the upper right side of the browse magazine collection pages.

How do I search for back issues?

Back issues for magazine are available from the time the library started subscribing to Zinio for Libraries and may be checked out at any time.

To access the back issues, click on the cover of your magazine of choice and the current issue, along with and the four most recent issues will be listed. There will be an additional link in the lower left side under the four most recent issues if additional back issues are available.

Checking Out an Issue

How do I check out a magazine?

Click on the 'checkout now' icon located in the lower right corner of each magazine cover box to immediately checkout the most current magazine issue.

Click on the magazine cover to open the product detail page to get more information on the magazine and/or check out a back issue.

After selecting the check-out button, you'll be prompted to log in (if you aren't already logged in) to complete your check out.

Upon completed checkout, a Success window opens confirming the checkout with additional options to Browse for additional magazines, Start Reading using the streaming Zinio Reader, and select the opt-in notification to be sent an email when the next issue of the publication is available for checkout.

Do I need to be logged in before I check out a magazine?

No, you can log in during the check-out process.

Can I check out more than one magazine at a time?

No. You can check out as many magazines as you like, but you must complete a checkout for each magazine one at a time. You'll have the option to continue browsing when your magazine Success checkout window opens.

How many total magazines can I check out at one time?

You can check out as many magazines as you want — there is no limit. All checked out magazines are displayed in the My Collection link within your library collection. The My Collection link displays after you are logged in.

Is there a time limit for checking out magazines?

No, there is no time limit. Once you check out a magazine, it will remain in your personal My Collection until you delete it.

How do I go from my library collection account to read magazines I checked out?

From the Success check out window select Start Reading and the Zinio Reader will open in a new browser window.

From the My Collection personal account link click on a magazine cover or Read Now icon.

From the mobile device apps, log in with your library collection account and your checked out magazines will appear. Mobile apps require you to have an Internet connection to download the magazine to the device and then may be read offline. NOTE: mobile device apps are READ-ONLY. To check out magazines in a mobile browser, you need to use a supported mobile browser and access your library collection site.

Zinio.com Account (optional): Creating an Account/Log In

What is the Zinio.com account?

The Zinio.com personal reading account is a regular Zinio.com account used by both the library patron and the paying consumer on Zinio.com. It is NOT REQUIRED for a library patron to read magazines in Zinio for Libraries.

The Zinio.com personal reading account is a separate account from your library collection account.

You may use Zinio.com as needed if you have both a library account for your library magazines AND a personal purchase/commercial account for additional content purchased directly from Zinio.com. The two accounts will link together if you use the SAME email address between both accounts.

Why do I need a Zinio.com account to read the magazines?

You DO NOT need a commercial Zinio.com. The Zinio.com personal reading account is a regular Zinio.com account used by both the library patron and the paying consumer on Zinio.com. It is NOT REQUIRED for a library patron to read magazines in Zinio for Libraries.

You may use Zinio.com as needed if you have both a library account for your library magazines AND a personal purchase/commercial account for additional content purchased directly from Zinio.com. The two accounts will link together if you use the SAME email address between both accounts.

Do I need to use the same email address on Zinio.com as I used in the library collection account?

Yes, the same email address is required to connect the library collection account with the Zinio.com account.

Why is Zinio.com asking me to pay for my magazine?

This should not happen, but if it does, the most likely reason is that you signed in from the consumer/commercial login location thinking it is your library collection site.

Your library collection site is not part of Zinio.com and you access the library collection site through your local library website.

My Collection – Within the Library Collection Site

How do I access my checked out magazines in the Library Collection Site?

When you are logged in the My Collection link appears above the Genre and Language search drop down boxes.

You may also go to My Collection link from the Personal Account Drop down located to the right of your log in name on the top of the Library Collection Site page.

Why don't I see the magazine I checked out when I'm logged in?

Your My Collection personal reading account automatically sorts magazines by the newest issues and the magazine you checked out may not be the newest magazine issue by release date in your personal collection.

You can choose to see all your magazines or change the order of the magazines from date order to unread first.

Where are my magazines stored?

Magazines are stored online for streaming, however if you download a magazine via one of the mobile apps, the magazine will then be stored on your device.

How do I read a magazine from My Collection?

Read magazines by selecting the Read Now icon in the lower left of each checked out magazine; or click on the magazine cover image.

How do I check out additional magazines from My Collection?

Check out additional magazines by returning library collection by clicking the Browse Magazine Collection link located above the Genre and Language search drop down boxes.

Reading a Magazine: Online Browser

How do I read a magazine online in my computer browser?

Instant Reading is available for PC/MAC users and supported mobile devices.

A Zinio Reader browser window will open and stream your magazine. Note: you can have multiple magazines open and streaming at the same time. A separate Zinio Reader will open for each selected magazine.

Select the Start Reading button on the checkout Success window; or select the Read Now icon or click the checked out magazine cover in My Collection link within the Library Collection Site.

Can I read a magazine online with a mobile device?

Yes, Mobile streaming is available through mobile browsers. Mobile devices include iPhone®, iPad®, Android™, Kindle Fire™ HD/HDX.

A Zinio Reader browser window will open and stream your magazine. Note: you can have multiple magazines open and streaming at the same time. A separate Zinio Reader will open for each selected magazine.

Select the Start Reading button on the checkout Success window; or select the Read Now icon or click the checked out magazine cover in My Collection link within the Library Collection Site.

Why do I need an app to read a magazine on my mobile device?

Mobile device apps are needed if you want to download the magazine and store the magazine on your device to read offline.

How do I navigate through the magazine using the Zinio Reader online viewer?

To turn a page, click on the right (or left) side of the magazine viewer page.

To view the Table of Contents (TOC), click on the Table of Contents icon on the left of the Zinio Reader Display (the Table of Contents icon is represented by the bulleted three (3) line icon.)

To view the entire magazine page spreads, click on the grid view icon on the left of the Zinio Reader Display (the grid view icon is represented by the square icon with nine (9) squares.)

To view the magazine in full screen mode that hides the browser header, click on the full screen icon on the left of the Zinio Reader Display (the full screen icon is represented by the square icon with four arrows.) Press the 'esc' escape key on your keyboard to exit out of full screen mode.

Can I print one or more pages from my checked-out magazine?

Printing is available for most publications, click on the printer icon on the lower left of the Zinio Reader Display.

If a printer icon is no displayed on the Zinio Reader for a selected magazine, print a page or page spread at a time by doing a screen print and copying the page into a Word processor. Scale image to size and print.

Can I post articles to my social media accounts?

To post articles to social media accounts requires doing a screen print and posting the page as a photo.

Is the online viewer ADA compliant?

The site is 508 compliant but not full ADA compliant.

How do I bookmark in the online viewer?

Bookmarking is not available while streaming the magazine in the Zinio Reader; however, you can bookmark when using the apps.

Why am I having trouble viewing my magazines using Safari on my Mac?

Safari browsers require Adobe Flash to be loaded and enabled. If your computer is not displaying the magazine in the Zinio Reader - go to <https://get2.adobe.com/flashplayer/>.

Chrome and Firefox are additional browsers on a Mac that are compatible with the Zinio Reader.

Reading a Magazine: Zinio for Libraries Mobile Apps

What is a Zinio for Libraries mobile app?

A Zinio for Libraries personal account mobile app is a READ ONLY app which allows enhanced reading options, including reading offline via downloaded magazine and bookmarking.

What apps are available?

The Zinio for Libraries mobile app is available for the iPad® iPhone®, Android™ for free in the corresponding app stores.

Apps for the Kindle Fire™/Fire™ HD/HDX require a side loaded install link which may be found on your library collection page, magazine page detail screens, and on the Success checkout page. The app is NOT located in the Kindle™ App Store.

Win8 mobile device and PC/Mac Apps are available through Zinio.com and require a SEPARATE Zinio.com Commercial Account. If you use the commercial apps and log in with the same email address your library checked out magazines (and any magazine(s) you choose to subscribe to personally will appear alongside any library checked out magazines in the Zinio.com Commercial Account apps.)

Are the Zinio apps free?

Yes, the Zinio for Libraries and Zinio.com apps are free.

If you are asked to purchase a Zinio app, you are not using an official app and you should exit the install immediately.

Do I have to check out magazines again to work on the apps?

No, your library collection account checked-out magazines are available on all the supported apps.

Log in to your app using your Library Collection Account email and password. Note: If you have more than one library collection account you will be required to select one of the accounts before entering your password.

You will remain logged in indefinitely until you log out. Your checked out magazines will automatically load and display into your App.

Click the download cloud icon next to each magazine issue to download and read your magazines.

Can I check out additional magazines in the app?

No, all magazines are checked out via your online browser-based library collection account.

The app is only for reading magazines you have checked out.

Is there a magazine limit for the apps?

No, all magazines will load and display in the apps.

The only limit is the storage size of your device as each magazine download size ranges from 50-300MB or more.

How do I find the Zinio for Libraries app for my device?

App links are available on the library collection page footer for iPad® and Android™, iPhone®, Kindle Fire™/Fire™ HD/HDX.

Apps are also available directly from the App Store for iPad® and iPhone®, and Google Play for Android™.

Can I read a magazine online using a mobile device?

Yes, mobile streaming is available in supported mobile device browsers through the online Zinio Reader.

I'm getting a message saying my mobile device requires a full version of Adobe Flash to view the Zinio magazines. How do I download a full version of Adobe Flash?

Mobile devices do not have full Adobe Flash versions available. This message is most likely the result of trying to open the magazine in a mobile browser without a Adobe Flash or an outdated edition of Adobe Flash.

How do I download a magazine to my app?

You can begin downloading a magazine to your app by clicking on the download cloud icon.

Note: You need to be online to download the magazine.

Will the downloaded magazine be available if I'm offline?

Yes, the downloaded magazines will be available if you're offline and/or without an Internet connection.

Your mobile app needs to remain logged in to read offline.

How do I navigate the magazine using the app viewer?

Navigation is very consistent with the online experience, with enhancements based on the device. For example, on an iPad® zooming is done by pinching out rather than by clicking on the magnifying glass.

Can I print one or more pages from my checked-out magazine using the app?

No, direct printing from an app is not available. Screen print the page you want to print and save it as a picture and import the picture into a word processing document to print.

Can I post articles to my social media accounts?

Not directly, you need to screen print the page you want to print and save it as a picture and import the picture into a social media post.

Can I email articles from a checked-out magazine?

Yes, for iPad® app use if the article supports the text-view feature (a text icon link will appear at the footer of the article if compatible).

Is the Zinio for Libraries apps ADA compliant?

Mobile apps have settings for increasing screen size, but are not totally ADA compliant.

Can I read an article with just the text (no graphics)?

Yes, in mobile apps (not with desktop app) an article may be viewed in page view (with graphics) or in text view. A text selection box appears at the beginning of enabled articles.

How do I bookmark in the apps?

Bookmarking is available with the apps.

Click on the bookmark ribbon icon located in the mobile app menu. Depending on the device the mobile app menu may be appear by pressing the top of the mobile device screen window.

Checked out magazines may be sorted via bookmarks by changing the view from magazines to bookmarks.

Managing Personal Magazine Issues: Online Collection

Is there an online magazine quantity limit for my personal account collection?

There is no limit. Check out as many magazines as you wish and keep them as long as you like.

How do I remove a magazine from my online collection?

Remove a magazine from your online collection by selecting the My Collection link and click on the trash can icon in the lower right of the magazine cover, confirm delete.

Remove a magazine from your app by selecting the Edit link in the upper right of the app collection dashboard. The magazine you've downloaded will appear and click on the X in the upper left corner of the magazine cover.

If I remove a magazine from my online collection, does it remove the magazine from the apps?

Yes, removing a magazine from the online collection does remove it from the apps, and vice versa. You may checkout the magazine again if you decide you want it at a later time.

How do I know what magazines may be read online and offline for a particular mobile device?

All magazines may be read online or offline after downloading to apps.

Managing Personal Magazine Issues: App Collection

Is there an app magazine quantity limit for my Zinio for Libraries personal account collection?

No, your entire checked out personal collection will load and display in the apps.

How do I remove a magazine from my app collection?

A magazine only needs to be removed if it is downloaded.

Remove a magazine from your app by selecting the Edit link in the upper right of the app collection dashboard. The magazine you've downloaded will appear and click on the X in the upper left corner of the magazine cover.

If I remove a magazine from my app collection, does it remove the magazine from the online collection or other mobile apps?

Yes, removing a magazine from the online collection does remove it from the apps, and vice versa. You may checkout the magazine again if you decide you want it at a later time.

How do I check out additional magazines from my app?

You cannot check out additional magazines from the app, it is only for reading personal checked-out magazines.

Checkouts only occur in your local library online Zinio for Libraries Collection Site.

Checking Out Additional Magazines

How do I check out the next issue of a magazine?

All new issue checkouts are completed in your online library collection account.

Search for your magazine, click the Checkout Now Icon or click on the cover for more detail and then select Checkout.

How do I check out more magazines via the Zinio For Libraries app?

You cannot check out additional magazines from the app, it is only for reading personal checked-out magazines. Checkouts only occur in your local library online Zinio for Libraries Collection Site.

Troubleshooting

Why am I receiving a voucher for the Zinio.com store when I set up my new account through my library?

This may only happen if you activated a commercial Zinio.com account. Library patrons do not need a Zinio.com account as your library collection account links to the Zinio for Libraries Instant Viewer, My Collection personal checked out magazines, the Instant Reader and the mobile apps.

When I click on a magazine on my library's collection page, why am I seeing the message "Sorry. This digital magazine offer or download page cannot be found"?

The magazine may have already been subscribed to (clicked on) from the library's Zinio Collection page.

The magazine will appear on the Zinio.com My Library page. Twelve magazines are displayed per page, with a Next button in the lower right hand corner of the page in small print.

The magazine was previously selected, but was removed from your reading list.

You can access magazines that have been removed from your reading list and add them back on the Zinio.com website. While logged into your account at Zinio.com in the Read tab, select "View Removed" from the drop down list that defaults to "View All Titles". When the list loads, click on the red button to "Edit your reading list!". Click on the + sign over the magazines you would like to add back to your Reading List. Click Done when you are finished.

You can be at the wrong URL to access your library's Zinio Collection page.

Please provide the web address where you select the magazines. You can copy and paste this information from the address bar at the top of your web browser.

I have selected a title that says "Download Zinio For Libraries to Read." What does this mean?

All magazines are compatible for streaming or download (through apps).

If you are receiving this message, submit a help ticket and include a screenshot and the name of the publication.

I'm having problems downloading Zinio For Libraries. What can I do?

In some cases, the local Internet connection may not be providing enough speed/capacity to download the app. Try another connection source and/or try again later.

My Zinio For Libraries app presents me with a blank black screen. Why is this?

There may be a corrupt file that needs to be re-downloaded. Please follow the instructions below to resolve this problem.

1. Close the application.
2. Go to C:\Users\[username]\AppData\Roaming\Adobe\
3. Delete this directory — AIR
4. Reopen the application.

If that does NOT resolve the problem, please try the following:

1. Go to Settings > Control Panel > Add/Remove Programs and remove Zinio For Libraries and Zinio Alert Messenger (if you have that installed)
2. Click Start > Settings > Control Panel -> "Folder Options" (or "Appearance and Personalization")> "Folder Options"
3. Click on the "View" tab. Go down to "Show Hidden Files and Folders" and then click the circle next to "Show Hidden files and folders" to select it and press OK.
4. Delete these folders (you may only have the Zinio Reader folder).

In Vista and Windows 7:

C:\Users\YourWindowsUserName\AppData\Roaming\ZinioReader4.9...

C:\Users\YourWindowsUserName\AppData\Roaming\Application Data\ZinioAlertMessenger9...

In XP:

C:\Documents and Settings\YourWindowsUserName\Application Data\ZinioReader4.9...

C:\Documents and Settings\YourWindowsUserName\Application Data\ZinioAlertMessenger9...

I have downloaded Zinio For Libraries, but the magazine in my reading list still shows the "...requires Zinio For Libraries to view..." tag over the cover. I click on it and it takes me to the download page. Why is this happening when I already have the app?

The browser magazine image is tied to the download link; the app will not automatically open. Access the Zinio app on your computer/device and locate the magazine issue and click on the cover within the app to view.

How do I access my library's magazine collection from the Zinio for Libraries app to check out more titles?

The Zinio for Libraries app is used for downloading and viewing titles and does not link back to your library's Zinio collection.

You cannot check out additional magazines from the app, it is only for reading personal checked-out magazines. Checkouts only occur in your local library online Zinio for Libraries Collection Site.

I am having problems using my Zinio For Libraries app. What do I do?

First, make sure your mobile device is online.

Second, try closing the app and then reopening it.

If this doesn't work, delete the app completely from your device and download again/reinstall.

If you are still experiencing a problem, you will need to contact us.

Please go to the help link on the library collection site and complete/submit the online form.

How do I restore a magazine I deleted to my App?

Go back to your library collection account and re-checkout the magazine.

How do I find the Zinio For Libraries app for my iPad®, Android™ device or Kindle Fire™ HD/HDX?

The Zinio for Libraries mobile app is available for the iPad®, iPhone®, Android™ for free in the corresponding app stores.

The Kindle Fire HD/HDX app is not available through the Kindle App Store. To install the Kindle Fire HD/HDX Zinio for Libraries app click on the direct link located on the footer of the library collection page, magazine detail page, or on the Success checkout screen.

Support

My question isn't in this User Guide or FAQ. What should I do?

Access the help link, click on the appropriate help ticket link, and a friendly support specialist will contact you.

I have forgotten my password. What do I do?

If you have forgotten the password to your library's collection page, please click the "Forgot password?" link below the password box on the login pop-up box. Enter your email address and submit. You will then be sent an email from rbsso@rbdigital.onmicrosoft.com to guide you through the password reset steps.

Note: You must turn off pop-up blocker on your browser.

You will receive an email link which takes you back to the page with a pop-up window asking for a new password and to confirm the new password.

How do I delete my Zinio for Libraries account?

You must contact your Library Information desk and request to completely delete your Zinio for Libraries account.

I want to change my email address used for my Zinio for Libraries account?

You can change your Zinio for Libraries email account in your Personal Account preferences.

Log in with the existing Zinio for Libraries collection account with the existing email and password.

Select the Personal Account icon in the upper right corner of the screen.

Select My Account from the drop down menu

Change your email address.

The changed email address affect your mobile app(s) access, so remember to logout of the mobile app(s) and re-login with the new email address and password.