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www.yourcloudlibrary.com/index.php/en-us/how-it-works

Accessing your Account

Do I need a library card?
Yes. In order to access cloudLibrary, you need to have a Cozby Library Card.

I can't log on!
First, make sure you have selected TX and Cozby Library and Community Commons as your home library. Second, double-check that you are typing in your library card number without spaces and the password associated with your account. If you are still having problems logging on, please stop by the Front Desk or call 972-304-3658 to verify that your card is still active in our system and that you have no blocks on your account.

I am typing my library card number in correctly. Why does my login keep failing?
You may have a block on your account. Give us a call at 972-304-3658 to check your account. You may need to bring your library card and driver's license to the Front Desk on your next visit to the library to resolve the issue.

Checking Out and Holds

Are there any limits on checkouts and holds?
Yes. You may check out 7 items at a time. Holds are also limited to 7 at one time.

How long can I keep eBooks and eAudiobooks?
eBooks and eAudiobooks check out for 21 days at a time.

Can I return my items early so I can check out more?
Yes. You can return books through the library's online catalog page once you've logged on, or you can return books through your mobile app.

Can I renew eBooks and eAudiobooks that I have checked out?
It depends on the lending library. We are part of a consortium of libraries that share cloudLibrary titles. Renewals are offered based on the owning library's renewal rules. If the eBook or eAudiobook is available for renewal, you will see a Renew button appear in MyBooks for any title that is available for renewal 3 days from the loan expiration date. The title must not have any holds on it to be able to renewed. You will need to re-download the title, once renewed.

Further Help and Troubleshooting

I need more assistance with cloudLibrary. Is there a website I can go to?
Yes. cloudLibrary has a common issues site: http://yourcloudlibrary.com/index.php/en-us/support/common-issues
There is also a support site: http://www.yourcloudlibrary.com/index.php/en-us/support
You may also stop by the Information Desk or call 972-304-3658 for additional help. Feel free to bring in your device with you.