



Follett Online Reader Enhancements

Frequently Asked Questions

Q: What are the new Follett Online Reader enhancements?

A: The existing Follett Online Reader for Follett's eBooks is being enhanced with two new features:

- A two-page view option has been added to the existing one-page view.
- The "look and feel" of the Follett Online Reader has been changed to add a color background and better-looking controls.

Q: Why did you add these features?

A: Two-page view was perhaps the most-requested missing feature in the Follett Online Reader, and many customers have requested a way to make the Follett Online Reader more visually appealing, especially for younger students.

Q: How does the two-page view work?

A: A new button has been added at the far right-hand side of the Follett Online Reader's controls. This button toggles between one- and two-page view. In one-page view mode, the button's icon shows a book open to two pages; clicking on the button switches to two-page mode, and the icon switches to an image of a single page. Clicking the button again switches back to one-page mode.

Q: Why does the enhanced Follett Online Reader always open in one-page view, even if the title is designed to be read in two-page view?

A: The enhanced Follett Online Reader defaults to one-page whenever an eBook is first opened. The view is not saved on a per-user or per-book basis.

Q: Why do I only see one page when I'm looking at the cover of an eBook, even if I've selected two-page view?

A: The cover is always shown as a single page, regardless of whether one-page or two-page view is selected, because it looks the same way that a physical book looks when closed.

Q: Why is the first page after the cover in some eBooks blank?

A: Follett sometimes adds a blank page in order to ensure that the book is properly displayed in two-page view.

Q: Do I need to replace my existing eBook titles or have them changed in some way to support two-page view?

A: No. All of your existing eBooks will work with two-page view without modification.

Q: I prefer the former Follett Online Reader. Can I switch back to the previous design?

A: No, you can't switch back to the old design.

Q: Can I change the background or layout of the enhanced Follett Online Reader to match the look and feel of our circulation system?

A: Follett is investigating this capability, but at the present time, users can't change the appearance of the enhanced Follett Online Reader.

Q: How about other features that we've been asking for? (For example, the ability to checkout books to be viewed online, the ability to read the text of books out loud (text-to-speech), etc.)?

A: Follett is working on a variety of improvements to its eBooks in order to better meet customers' needs.

Q: Did you do anything else to the Follett Online Reader?

A: Other than these two changes, the Follett Online Reader looks and works just the same as it always has.

Q: When will the enhanced Follett Online Reader be available?

A: The enhanced Follett Online Reader will "go live" early this fall.

Q: Do I have to request that we switch over to the enhanced Follett Online Reader, and is there any cost to us to do so?

A: No, all customers that currently use the Follett Online Reader will be switched over automatically, and there's no cost to you.

Q: Do I have to install any new software in order to get the enhanced Follett Online Reader to work?

A: No, the enhanced Follett Online Reader works in your existing web browsers and doesn't require any new or additional software.

Q: In what operating systems and browsers does the enhanced Follett Online Reader work?

A: The enhanced Follett Online Reader supports the following operating systems:

- Windows 98 SE, ME, NT 4.0, 2000, XP and Vista
- Mac OS X v10.3 or higher
- Linux: Red Hat 8 or higher

The enhanced Follett Online Reader supports the following browsers:

- Windows: Internet Explorer (IE) v6.x/7.0/8.0, Mozilla Firefox v2.x/3.0
- Mac OS X: Apple Safari v1.2, Mozilla Firefox v2.x/3.0
- Linux: Mozilla Firefox v2.x

Q: Does the enhanced Follett Online Reader work on mobile phones/smartphones?

A: The enhanced Follett Online Reader hasn't been tested on mobile phones or smartphones. Customers should experiment with the enhanced Follett Online Reader to see if it will be acceptable to their patrons.

Q: Does the enhanced Follett Online Reader work on the Amazon Kindle or Sony Reader?

A: No, the enhanced Online Reader doesn't work on either Amazon's or Sony's hardware eBookreaders.