How can we help?

SEARCH

You can search through our content by using the quick search option, which allows you to search by keyword, title, author or narrator. This is found on the right side of the top menu.

Alternatively, you can do an advanced search by clicking on **Advanced Search** below the quick search bar. This will direct you to a new page that allows you to select search criteria from a more detailed list (e.g. Genre, Awards, etc).

A search results page will then be shown which lists all titles relating to your search criteria. You can filter the results by format: i.e. eAudiobooks, eBooks or both. You can also choose how these results are sorted by selecting from the **Sort By** dropdown list on the right side.

BROWSE

You can browse through a curated selection of categories to find titles you might enjoy. To do this, click on **eAudiobooks** or **eBooks** in the navigation bar. A list of options will appear within the navigation bar, e.g. Featured, New to Library, Top Downloads etc, categorised by target age group.

You can then also use the **Browse by Category** button which offers even more choices.

If you would like to preview a title prior to borrowing you can do so by pressing the **Preview** button below the title's cover. For audiobook previews, you need to have the Adobe Flash Player plugin installed.

BORROW/RESERVE

To borrow an eAudiobook or eBook...

Click on the **Borrow** button below the title's cover.
This will take you to the Loan Confirmation page. Click **Confirm Loan**.
This will take you to the Loan Successful page. Choose to **Continue Browsing** or **Download** your loan.
A loan confirmation email will also be sent to your nominated email address.
This title will now be visible beneath **Active Loans/Reserves** on the right side of your **My Account** page.

To reserve a title...

Click on the **Reserve** button below the title's cover.
This will take you to the Reserve Confirmation page. Click **Confirm Reserve**.
This will take you to the Reserve Successful page. Click on the **Continue Browsing** button.
A reserve confirmation email will also be sent to your nominated email address.
This title will now be visible beneath **Active Loans/Reserves** on the right side of your **My Account** page, along with the date from when it will be available to you.

An email will be sent to your nominated email address when the title is available for download.
Reserves also count against your loan limit, but you can free up a loan by cancelling a reserve.

DOWNLOAD LINKS

Where to find your downloads...

After you have borrowed a title, click on the **Download** button on the Loan Successful page.

Or download the title through your **My Account** page...

In the **Active Loans/Reserves** bar in your **My Account** page, click the **Download** button beneath the title.
Alternatively, use the link provided in the loan confirmation email to access the download page.

DOWNLOAD AUDIOBOOKS

To download an audiobook...

On the Download page choose to download an eAudiobook either in a single download or in parts.
If you get a pop-up with options to Open, Run or Save your loan when you download, make sure that you select **Save**, otherwise the eAudiobook will not save to your computer properly.

UNZIP AUDIOBOOK DOWNLOADS

PC
Locate your downloaded eAudiobook folder, right click and select **Extract All**, then follow the prompts to finish **unzipping.**

MAC
Locate your eAudiobook folder, then double click to unzip.

Tips
Your downloaded eAudiobook folder will be located where you have set your internet browser to download to (e.g. Downloads, Desktop, etc).

For Mac users, we recommend using Safari as your internet browser as unzipping occurs automatically.

For those Mac users running the latest Mac OS, depending on your settings the eAudiobook may automatically populate into iTunes also.

LISTEN TO AUDIOBOOKS

PC
*iTunes: Open iTunes, drag and drop the unzipped eAudiobook folder into **Music**,* then listen or sync with your iPod or iPhone.

Windows Media Player: Open Windows Media Player, select **Music**, drag and drop the unzipped eAudiobook folder into main window, then listen or sync with your portable media device.

Portable Media Device (without software): Connect and open your portable media device, then drag and drop the unzipped eAudiobook folder into device.

MAC
iTunes: Open iTunes, drag and drop unzipped eAudiobook folder into **Music**, then listen or sync with your iPod or iPhone.

Portable Media Device: Connect and open your portable media device, then drag and drop the unzipped eAudiobook folder into device.

DOWNLOAD EBOOKS

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Make sure that you have installed **Adobe Digital Editions**. If you haven't installed this software yet, please visit the Adobe Digital Editions download page and follow the installation instructions provided.

On first launch of Adobe Digital Editions click on **Help > Authorize Computer**. In the following screen choose **Adobe ID** from the dropdown menu and enter your Adobe ID and password. If you don't have an Adobe ID yet please click on the **Create an Adobe ID**link on the right hand side or visit the Adobe login website and click on **Get an Adobe ID**.

On the download page press the **Download eBook** button. When you get a pop-up dialogue box asking you whether you would like to Open, Run or Save, make sure that you select **Open With** and choose **Adobe Digital Editions**. Adobe Digital Editions will then import the eBook file and you can find it in the **Borrowed** section on the left side.

To transfer an eBook to an eReader device...

Attach your eReader device to your computer. It should appear in Adobe Digital Editions in the list on the left side. Now just drag the eBook onto the device.

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Make sure that all files are deleted off your computer and portable media device when your loan period expires or after you return an eAudiobook.

PC
Computer: Locate your eAudiobook folder, then right click and select **Delete** from the dropdown menu.

Portable Media Device: Connect your portable media device to your computer, locate your eAudiobook folder, then right click on folder and select **Delete** from the dropdown menu.

MAC

Computer: Locate your eAudiobook folder and click on it, then hold down the Apple key and press Delete.

Portable Media Device: Connect your portable media device to your computer, locate your eAudiobook folder and click on it, then hold down the Apple key and press Delete.

MOBILE APPS

In the BorrowBox mobile apps for Apple and Android devices, all files are deleted automatically at the end of the loan period.
At the end of a loan period, or after you return an eBook, all files will automatically expire and can't be read any more on any device. If you try to open an expired eBook in Adobe Digital Editions, it will give you the option to delete it. In the mobile apps expired eBooks are deleted automatically.

REVISIT

We're always adding new titles, so make sure you visit often and get the most out of your library membership.

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FREQUENTLY ASKED QUESTIONS

What is BorrowBox?

BorrowBox is this download service that your library has subscribed to, designed and powered by Bolinda Digital. The service consists of a website and for most libraries also mobile apps for Apple and Android devices.

Why can't I find my library in the BorrowBox mobile app?

The app is only available for those libraries that have selected this option when subscribing to the BorrowBox service.

What is an eAudiobook?

An eAudiobook is the downloadable digital version of an audiobook in MP3 format.

What is an eBook?

An eBook is the downloadable digital version of a book in ePub format.

What is a .zip file?

A .zip file is a file that has been compressed to reduce its size, making it quicker to download. For details on how to retrieve the MP3s from a .zip file please refer to the section UNZIP AUDIOBOOK DOWNLOADS above.

Do I need software to download an eAudiobook?

No, to download an eAudiobook you only require a media manager or media device that is MP3 compatible.

What operating systems are supported?

All operating systems are supported, so long as you have an internet connection, compatible web browser and a media manager or device.

What internet browsers are supported?

This service will work on every browser, for example Internet Explorer, Firefox and Chrome for Windows users and Safari, Firefox and Chrome for Mac users.
Why can I no longer download an eAudiobook that I have previously downloaded from My Account?

There is a limit on how often an eAudiobook can be downloaded to prevent excessive downloads. However, if for some reason you require additional downloads, please contact your library.

Where did the eAudiobook download to?

This depends on your operating system and browser.

For Windows XP and Internet Explorer 6: by default, the download will be located on your **Desktop**.

For Windows XP and all other browsers: you can find the download in the **Downloads** folder in My Documents.

For Windows Vista/7/8/8.1/10: The download will be located in the **Downloads** folder.

For all browsers on Mac: By default, the download will be located in the **Downloads** folder.

Do all eAudiobooks download at the same speed?

The speed of your download depends on your internet connection and the size of the eAudiobook. If you are using a dial-up connection or have selected a large eAudiobook to download, you may want to use the option of downloading in parts.

How do I open my eAudiobook .zip folder?

On a PC: right click on the .zip folder and select **Extract All**. You will then be asked to select where to extract the contents of the folder to, which by default is the current location of the .zip folder. Follow the remaining prompts to extract.

On a Mac: double click on the .zip folder and allow the extraction process to finish. By default, the contents will extract in the same location as the .zip folder.

How do I play my eAudiobook?

In order to listen to your eAudiobook in a Media Manager, you need to ensure that you have extracted the files (view above).

For Windows Media Player: open Windows Media Player then drag and drop the extracted folder into the main window of Windows Media Player. To find your eAudiobook, make sure you are in the **Music** Library of Windows Media Player, then click on **Album** and scroll down to the corresponding first letter of the title. Please note: if the title has a prefix like 'The', it will be sorted by the second word of the title.

For iTunes: open iTunes then drag and drop the extracted folder into your **Music** Library.

Why is there no option to borrow or reserve a title I want?

If you are unable to see a **Borrow** or **Reserve** button for your desired title, it indicates that the title has not yet been released.

Why can't I borrow or reserve any more titles?

Your library defines your loan settings. Once you have reached your quota of loans/reserves, you will need to wait until a current loan expires or you return a title early or cancel a reserve.

Why can't I find the title I'm looking for?

Try using the quick search option to find the title.

If that is not successful, try using the Advanced Search option and enter all known information about the title.

If you still cannot find it, it may not be a title that we provide.

How do I change my account details?

After you log in go to your **My Account** page, from there you can update your details by clicking the **Edit Account Details** button.

How do I increase my loan/reserve limit?

The number of loans/reserves is set by your library.

How do I delete my eAudiobooks from my computer once my loan period has finished?

For detailed instructions on how to delete eAudiobooks please refer to the section DELETE AUDIOBOOKS above.

Are the titles copyright protected?

Yes. Content from this service includes active security technology that allows identification of files, particularly whether files have been made available for sale or resale, or through file sharing or peer-to-peer networks.

Can I return a title early?

Yes, early returns and cancellation of current reserves are possible through your My Account page or in the mobile apps.

Why can't I download eAudiobooks from an iPad/iPhone?

Unfortunately, due to the restrictions that Apple has put in place on their iPads/iPhones, it is not possible to directly download eAudiobooks to the iPad/iPhone through the Safari browser. You can, however, download via your computer and transfer the eAudiobooks via iTunes. Or you can use the **BorrowBox Library** mobile apps available on the Apple App Store and Google Play Store, if your library offers this option.

Can I borrow with multiple library accounts in the mobile app?

No, it is not possible to borrow from multiple libraries in the mobile app; you can only be logged in to one library at any one time.

How do I install the BorrowBox mobile app?

IPHONE/IPOD/IPAD
Simply open the **App Store** app on your device, search for **BorrowBox** and press the **Get** button. Or open the Apple App Store on your computer, press the **Get** button and then sync your iOS device.

ANDROID
Simply open the **Play Store** app on your device, search for **BorrowBox** and press the **Install** button. Or open the Google Play Store on your computer, sign in with the Google Account that you are using on your mobile device and press

the **Install** button.

AMAZON KINDLE FIRE
Please follow these installation instructions.

How do I update my BorrowBox mobile app?

Simply visit the Apple App Store or Google Play Store, search for the **BorrowBox Library** app and press the **Update** button.

How do I reset my BorrowBox app?

IPHONE/IPOD/IPAD
Navigate to the **Settings** tab, go to the **Account Details** section and press the **Reset** button. Please note that all current downloads will be lost. You will then be asked to sign in again.

ANDROID
Press the **Menu** button at the top right of the screen or on some devices below the screen and select **Account Details**. On the following screen select the **Reset App** option.

Who can I contact to get help?

You can either contact your library directly libraries@derby.gov.uk or you can contact BorrowBox support by sending an email to support@bolindadigital.com