

eBooks – Frequently Asked Questions

1. What has changed?

On 1st August we changed the provider for our eBooks service from Overdrive to RB Digital.

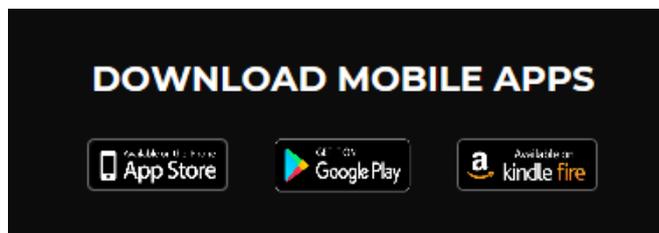
You will need to use the RB Digital website or app to access eBooks now, as the Overdrive and Libby apps will no longer work for Gloucestershire Libraries customers.

2. How can I access eBooks now?

If you already use RBdigital to access our eMagazines then you will use the same App to access eBooks. Search your app store to find the RB Digital App. If you can't see the RBdigital App in the Amazon app store then your device is not compatible and you need to go to:

<https://gloucestershire.rbdigitalglobal.com>

You will see three icons for downloading the app from the RB Digital website:



Click on the relevant one for your device – iOS (Apple), Google Play (android) or Kindle Fire.

Once you have downloaded the app, click 'Register' and complete the form – you will need an email address and your library card number:



The registration form is divided into three main sections, each with a red header:

- LOGIN INFORMATION:** Includes fields for USERNAME*, PASSWORD*, and CONFIRM PASSWORD*.
- YOUR INFORMATION:** Includes fields for FIRST NAME*, LAST NAME, EMAIL*, and CONFIRM EMAIL*.
- LIBRARY INFORMATION:** Includes a field for LIBRARY CARD*.

Below the form, there is a checkbox for "I accept the [Terms of Service](#) and [Privacy Policy](#)". A note indicates "*Required fields". At the bottom right, there are two buttons: "CANCEL" and "REGISTER" with a right-pointing arrow. The "rb digital" logo is located at the bottom center.

Once logged in, you can select eBooks directly from the website/app.

3. Do I need a pin?

No, you do not need a pin to use the eBooks or eMagazines from RB Digital.

4. Is it still free?

Yes, this service is free to use. It also has the benefit that you can never return a book late. Therefore there are no fines for overdue items.

5. What does the new service offer?

We are offering thousands of eBooks available for loan. You will be able to place a hold if a title you wish to read is already on loan. There is also the option to recommend new titles. In addition, RB Digital is our supplier for eMagazines, so you can browse and choose from our range of free magazine titles.

6. How many can I borrow and for how long?

You can borrow a maximum number of 12 titles at a time. They are issued to you for 21 days, though you can renew them for another 7 days if there are no holds against them for other customers. You can also place holds for up to 3 titles at a time.

7. Why are you making this change and how did you inform me it was happening?

We regularly review our suppliers to ensure we are getting the best service and value. Sometimes this results in us changing who we contract with for the supply of services. We informed customers of this change via our website and eNewsletter (for those who are signed up to receive it) as well as displaying posters in our libraries. If you would like to sign up to our eNewsletter, please do so via your library account online or by visiting any library.

8. Which eReaders are compatible with the new service?

RB Digital's eBook service is compatible with a number of different eReaders including Kindle Fire (not Kindle). If you are having difficulty you may need to change your settings within Adobe Digital Editions and check that it is not still connected to Overdrive.

We are aware that some users are experiencing difficulties using their Kobo devices and RBDigital are currently looking into this.

9. Can I still read on my e-ink device with Adobe Digital Editions?

You can still transfer eBooks on to compatible e-ink devices using Adobe Digital Editions. To do so you should first download the title from: <https://gloucestershire.rbdigitalglobal.com> - this will make it appear in Adobe Digital Editions. Plug your device in to the computer which will cause it to show as a folder in Adobe Digital Editions. To transfer a title, simply drag its image over to where it says the device's name. If you need to download Adobe Digital Editions, please go to: <https://gloucestershire.rbdigitalglobal.com/help/troubleshoot>

Please note that Kindle eReaders do not support ePub format so cannot be used for this. Some Kindle Fire devices can use apps however, so users can download the mobile app from the Amazon store (see also answer to Question 2).

10. What is happening to eAudiobooks?

We are still using Borrowbox eAudiobooks. See link below:

https://fe.bolindadigital.com/wldcs_bol_fo/b2i/mainPage.html?b2bSite=1265

In addition, a range of eAudiobook titles are now available from RB Digital.

11. Will my reservations on Overdrive transfer to RB Digital?

No they won't. You will need to search for the titles in the RB Digital website or app for the titles you want.

12. How do I create a wish list?

You can add any title to a wish list by clicking on 'wish list' beneath the title. To view your wish list, go to 'My account' and 'wish list'.

13. How do I request an eBook is added to stock?

Please visit the Gloucestershire Libraries website and go to 'Search for a book'/ 'Make a suggestion'/ 'Suggest an item for purchase'. Please state that you would like the title in eBook format in the 'Please tell us why you are suggesting we purchase this' box.

14. How do I change the appearance of the screen?

When you have opened an eBook, go to 'Settings' in the 'My account' page (on the menu on the left hand side of the screen). From here you can change page layout, text settings and colour themes.

15. How do I carry out a search?

You can search using a keyword, title or author by clicking on the magnifying glass (search) icon. The advanced search function allows you to search by genre, availability and audience.

16. Is the 'OpenDyslexic' font available with this service?

Not at the moment, but we are currently looking into this.

17. How can I get further help?

There is a comprehensive help guide available at:

<https://gloucestershire.rbdigitalglobal.com/help/> and via the app using the help menu.

If you have a specific technical query, RB Digital has requested that customers contact them directly. To do this from the app, go to the home page and 'help', 'general' and use the support email address at the top of the screen. If you are using the website, go to 'help' and select 'submit a ticket'.

Please give as much detail as possible about the device and operating system you are using and/or the ISBN or author/title of the book you are having problems with. You will receive a response direct from the RB Digital support team.

If you require more general information about using tablets and to find out more about the eBook service, please speak to library staff who can book you a help session with one of our helpful volunteer computer buddies.

Thank you,

Gloucestershire Libraries