eBooks – Frequently Asked Questions

1. What has change?

On 1st August our eBook service moved from Overdrive to BorrowBox. This means that eBooks and eAudiobooks can be accessed via the same app and website.

eMagazines will continue to be provided via the Libby app and Overdrive website.

2. What does the new service offer?

We are offering thousands of eBooks available for loan, including most of the titles that were available via Libby Overdrive, plus many new titles.

The change of provider will also enable us to offer a regular selection of the best titles without any queues.

You will still be able to place a reservation if a title you wish to read is already on loan.

3. How can I access eBooks now?

You will need to use the BorrowBox app or website to access eBooks.

If you already use BorrowBox to access our eAudiobooks then you will use the same App and website to access eBooks.

If you are a new user, you can download the BorrowBox App.

Search for BorrowBox from the relevant app store, depending on the type of device used:

- Apple (iOS) devices – via the App Store
- Android devices – via the Google Play
- Amazon Fire tablets – via the Amazon appstore.

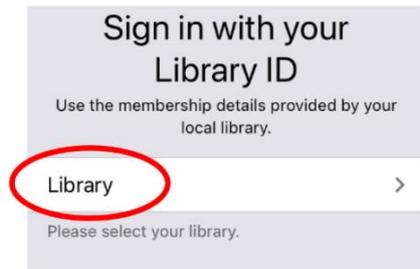Alternatively, you can go to the BorrowBox website https://gloucestershire.borrowbox.com/ where you will see three icons for downloading the app at the bottom of the page. Click on the relevant option for your device:
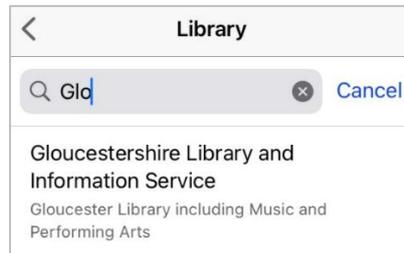
Download on the
App Store

GET IT ON
Google Play

available at
amazon appstore

Once you have downloaded the app, click 'Register' and complete the form:

Select library

Sign in with your Library ID
Use the membership details provided by your local library.

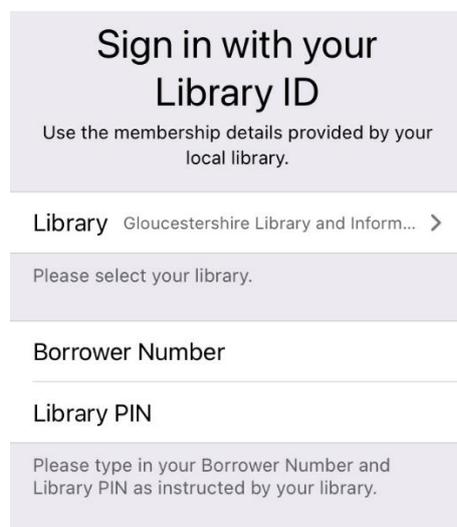Library   >

Please select your library.

Enter the first few letters and select "Gloucestershire Library and Information Services"

< Library

Q Glo   ⊗   Cancel

Gloucestershire Library and Information Service
Gloucester Library including Music and Performing Arts

Enter your library card number and PIN.

Sign in with your Library ID
Use the membership details provided by your local library.

Library   Gloucestershire Library and Inform... >

Please select your library.

Borrower Number

Library PIN

Please type in your Borrower Number and Library PIN as instructed by your library.

Sign In

If you cannot remember your Library PIN, either [re-set your PIN online](#) or pop into your local library

Agree to the library conditions

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

4. What if I cannot download BorrowBox from the app store?

You can download the BorrowBox app if your Apple device runs iOS 9.3 or later

If you have an Android device, the version of Android required depends upon the device

If you have an Amazon Fire tablet, the minimum operating system version varies by device

5. 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.

More information on this process is available via you the BorrowBox Help, and via our illustrated step by step eReaders guide. This guide also includes links to video support and detailed guidance for Kobo users.

6. Which eReaders are compatible with the new service?

Kindle eReaders such as Kindle Paperwhite or Oasis do not support ePub format, therefore cannot be used for BorrowBox eBooks.

Other eReaders (e-ink devices) use Adobe Digital Editions to transfer downloaded eBook titles from a computer to the eReader. See previous question for more information.

7. How many eBooks can I borrow and for how long?

Loan periods will be 14 days for eAudiobooks and 21 days for eBooks, although titles can be renewed up to 2 times even if there is a waiting list, unless the title is no longer available.

Loan entitlements will be 10 for eBooks and 10 for eAudiobooks. The loan entitlement includes holds so if a customer has 3 eBooks on loan, they will be able to have up to 7 eBooks on hold, and the same for eAudiobooks. It isn't possible to combine the loan entitlement across formats.

8 What will happen to my existing holds?

It is not possible to transfer your holds, therefore titles will need to be re-reserved in BorrowBox.

9 How can I export my holds and loan history?

It is possible to view and export holds and loan history via the Libby and Overdrive apps, but only view this information via the Overdrive website.

Information on how to save or export this information is available in a separate 'how to' guide for exporting loan history and holds.

10. What is happening to eAudiobooks and eMagazines?

eAudiobooks will continue to be available via BorrowBox

eMagazines will continue to be available via the Libby app, the Overdrive website, and the Overdrive app for Amazon Fire tablets

11. How do I create a reading list?

If an e-book or e-audio book is on loan to another customer, you can select 'Reserve'. You will receive an email when the title becomes available.

If you are not ready to read the title or you have reached your maximum number of loans and reservations, you can add the title to a reading list

Using a smartphone or tablet

- Press on the image of the book cover or tap the 3 dots (top right-hand corner of the screen)
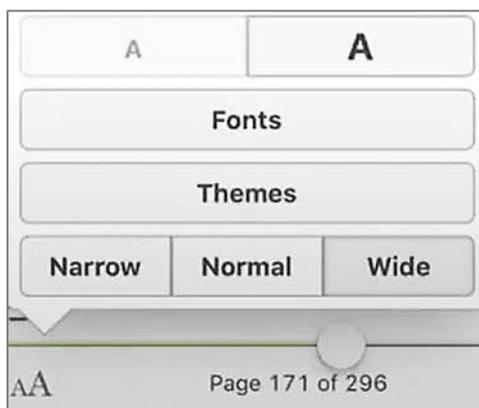- Select 'Add to Reading List'.

Using a computer

- Select '+My List'.

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

At any time whilst reading an eBook, it is possible to change the display settings using the AA button at bottom of the screen.

Options include changing the font size and style (including a Dyslexic font), the background colour and the margin widths.

To increase the overall size of the display, including menu items and buttons, you will need to use the accessibility features of your device. If you need assistance with this, please speak to library staff. They may be able to help, or book you in with a computer buddy if there is one available in your area

14. How do I carry out a search?

In the BorrowBox app

Searching

Tap the search button to do quick search for Title, Author, Series, Narrator etc. This searches all elements of the term in order to allow for any misspellings

Enter your search text and select eBooks or eAudiobooks. Us the Available button to restrict the search to titles that are currently available for loan.
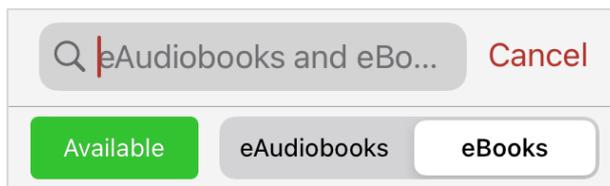

Browse by Author

To find other books by the same author, open any title by that author and scroll down the screen to view additional eBook and eAudiobook titles by that author:
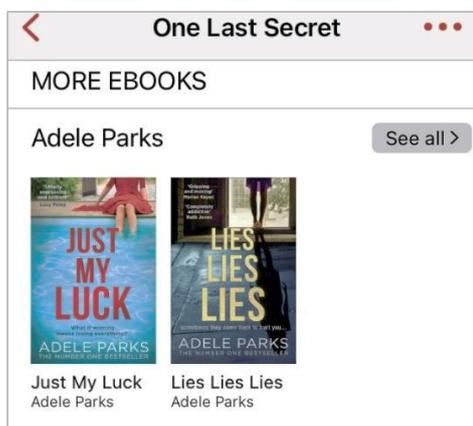
Browse by Category or Genre

To view titles by topic go to the bottom of the app and select either eBook or eAudiobook, then at the top of the screen select All or a specific age group, then select from Category, Genre or All Releases.

There are a wide variety of Genres, some of which include several subsections:
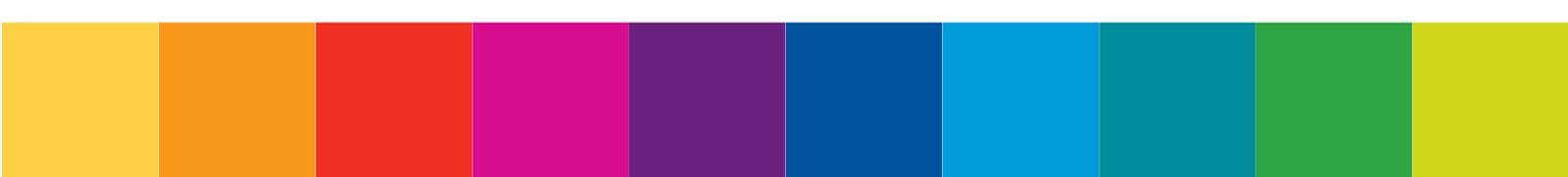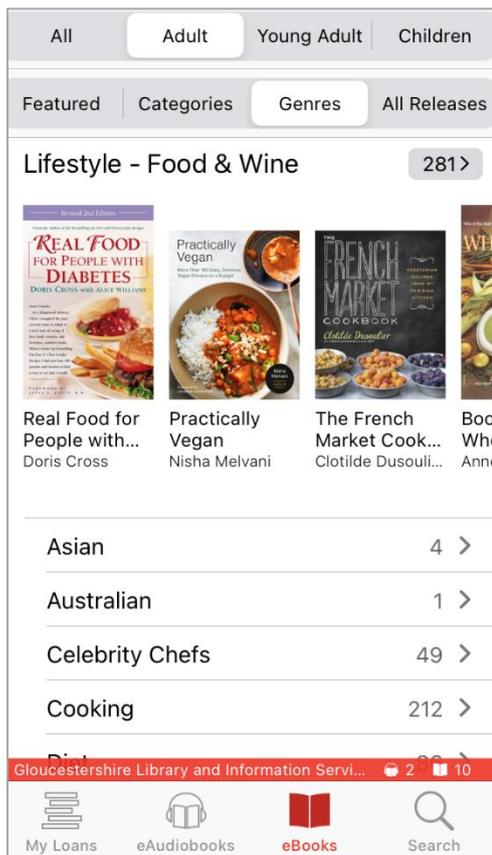
If you are not sure which Genre to select, view a previously borrowed title or a new title that you are interested in, scroll down to view the Genres this title is listed under, or scroll to the bottom of the screen to see other eBooks and eAudiobooks on similar topics.
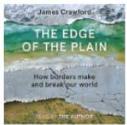
On the BorrowBox website

Browse the website by selecting one of the following from the top of the web page:

- Featured titles – including the 'Read Now' or 'Listen Now' best titles without the queues, followed by other topical listings

- Explore - is similar to categories on the app, e.g. most popular titles etc.

- Genres includes a list of genre headings on the left of the screen with dropdowns for subcategories
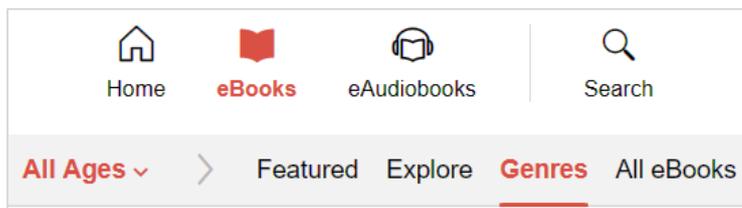
To browse by author, scroll down within a record by that author to see additional titles available in eBook or eAudiobook format

Alternatively, you can search the site by clicking on the search icon. Search text will find matching keywords in Title, Author, Narrator, Series, Genre, ISBN etc. Either leave the setting as 'All Formats' or select eBook or eAudiobook from the dropdown.

To access the Advanced search, click on the Advanced link to the right of the search screen

The Advanced search includes separate search fields for the options listed above, plus options to filter by age category or age range, fiction/nonfiction, genre, language, number of pages (eBook) or duration (eAudiobook) and released or added dates.

15. How can I get further help?

In the BorrowBox app

Go to My Loans, then tap on the Account logo (to-right of the screen).
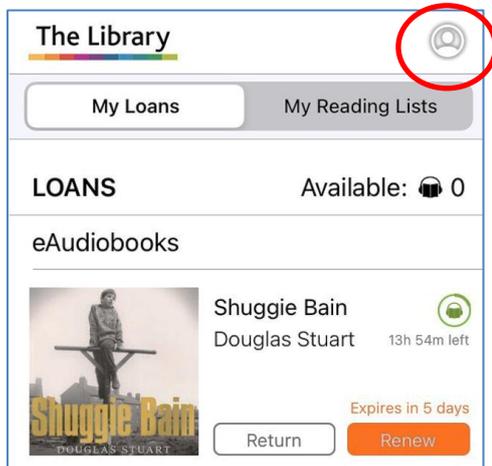
In the Account settings, scroll down to 'BorrowBox Tips' to see if this answers your question

Tap on Send Feedback if there is still a problem. This is particularly useful for technical queries, as it lets BorrowBox know whether you are using an Android or iOS device, and which version of the software you are running.

On the BorrowBox website

Log onto the website, then select Help from the dropdown menu at the top of the screen
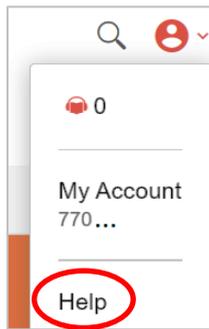
If these details in the help section don't answer your questions, please send an email to support@bolindadigital.com. Please give as much detail as possible about the device and operating system you are using and/or the ISBN or author/title of the book you are having problems with. You will receive a response direct from the Bolinda support team.

Technical queries

If you have a technical query relating to BorrowBox, please use 'Send Feedback' via the app, or email support@bolindadigital.com if you are a website user.

However, if you have more general queries about using smart devices, library staff may be able to assist you, or book you in with a volunteer computer buddy if available. Staff can also direct you to one of our practical IT books or log you on to the Find My Way website, which provides step by step learning tools to use on your computer or smart device.

16. What do I do if my library number has changed?

If your library number has changed (e.g. moving from an Online to full membership, or your library card has been replaced), please request an account merge by please use 'Send Feedback' via the app, or email support@bolindadigital.com if you are a website user.

Merging accounts means that you can continue to access your current loans, reservations, and loan history, and won't lose access to these details if you need to re-load the app.

17. How do I request an eBook or eAudiobook is added to stock?

If you are using the BorrowBox app, please use the 'Send Feedback' option, and provide details of the author, title etc.

If you are using the BorrowBox website, please send an email to support@bolindadigital.com and include that you are a Gloucestershire Libraries customer.

18. Why did you make 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 are informing 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.

Thank you,

Gloucestershire Libraries