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.

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.

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 7 and Vista with Internet Explorer and Firefox: the download will be located in the **Downloads** folder.

For Windows 8 with Internet Explorer and Firefox: 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 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 your loan period is reset.

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?
Make sure that all files are deleted off your computer and portable media device when
your loan period expires.
_ 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.

How do I delete eBooks from my computer once my loan period has finished?
Ebook files will automatically expire at the end of the loan period and can't be read anymore 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.

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?
No, early returns or cancelling/deleting loans and reserves in BorrowBox is not possible.

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 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.