



BorrowBox App



What is BorrowBox?

BorrowBox gives you access to a wide range of audiobook titles that are not available from RBdigital. You can borrow up to 15 books at a time; they are loaned for 3 weeks and expire automatically.

** The images used are from an Android phone, there may be differences if you are using an Android tablet or Apple device.*

How do I access BorrowBox?

BorrowBox is available on mobile devices, such as smart phones and tablets, using the BorrowBox app or via their website on your laptop, Mac or PC.

If you have access to a mobile device, we would advise downloading the app as you can search, borrow and listen all in one place.

There are apps for the iPhone, iPad, Android, Android tablets and Kindle Fire.

How do I log in?

1. **Download** the BorrowBox app from the Apple, Android or Kindle Fire app store
2. **Open** the app
3. **Log in** with your library card number (barcode) and PIN
4. Tap **Sign In**
5. **Read and agree** to the Terms and Conditions
If you choose cancel you will not be able to use the service
6. As a first time user you are asked to **register**
Enter your email address, display name and newsletter options
7. Tap **Done**.

You are now logged into the app and will only need to log in with your library card number and PIN again if you sign out for any reason.

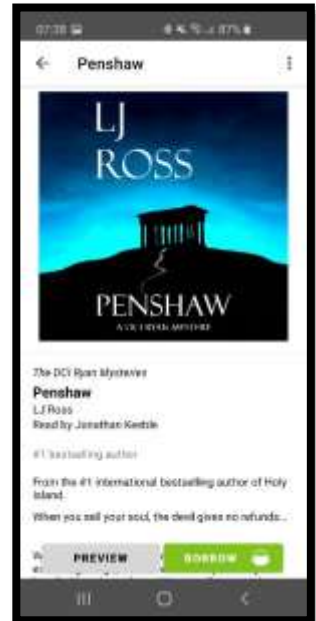
How do I search BorrowBox?

1. Tap in the box where it says **Search** at the top of the screen
2. Start **typing** the author, title, etc.
3. **Results** will start to display
There is an option to display available only at the bottom of the screen
4. Tap on the **title** you want to see more information, listen to a preview and borrow



How do I borrow and download titles from BorrowBox?

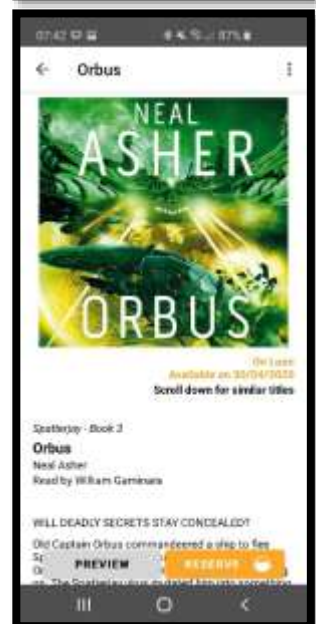
1. Find the **title** you want
2. Tap on the book jacket to see more information, preview and borrow
3. Tap the **Borrow** button
4. A pop-up appears – tap **Confirm**
5. A pop-up appears – choose to either **Keep Browsing** to search for more titles or **Download Now** to listen;
Choose either to **Download the complete audiobook** or tap the menu, at the top right hand side of the screen, to **download individual tracks** (chapters)
Whilst the title is downloading, you can start to listen to the book.



How do I reserve titles from BorrowBox?

If a title you want to listen to is on loan to another customer you can reserve it for free.

1. Find the **title** you want
2. Tap on the book jacket to see more information, preview and reserve
3. Tap the **Reserve** button
4. A pop-up appears – tap **Confirm**
One of your loan allocation is used when a reservation is set
5. A message states when the book is likely to be available; if you are the first in the queue this will be a maximum of 22 days. The book may be available before the date stated if it is returned early.
6. When the book is ready for you an e-mail will be sent to you and it will appear in your loans for you to download



Can I save titles for later?

Yes you can. You can add titles to your reading list then borrow them or reserve them at a later date.

1. Tap the **book jacket** to see the title detail information and preview
2. **Tap and hold** on the book jacket or click on the three vertical dots on the top right hand side of the screen
3. Tap the option to **Add to Reading List**
4. A **confirmation** message will appear

You can view your Reading List by clicking on **My Loans** and then **My Reading Lists** at the top of the screen.

Can I renew a title?

If you have not been able to finish a book you can renew twice, each for a period of 21 days.

1. Go to your **Loans** screen
2. Tap the **Renew** button
3. A pop-up appears – tap **Confirm**
4. The return date will update.

Can I return a title early?

If you do not like a book you have borrowed or have finished it you can return it early so you can borrow more.

1. Go to your **Loans** screen
2. Tap the Return button
3. A pop-up appears – tap **Confirm**
4. The book will move to the Loan History section and an e-mail will be sent confirming the book has been returned.



Can I update my personal details and settings?

1. Tap on **Settings** or on the **person icon** to access the Accounts and Settings screen
2. You can change your
 - a. Email address
 - b. Display name
 - c. Newsletter subscription options
 - d. Download options – with or without WiFi
 - e. Where the files are stored on a device – internal or external storage



How do I make sure all my devices know where I am in a book?

1. Tap on **Settings** or on the **person icon**
2. The **Accounts and Settings** screen loads
3. Switch on **Progress Synchronisation**

We all want to have access to BorrowBox, but share a device. How does this work?

Every member of your family can use BorrowBox: as long as you have all joined the library!

It will remove your downloads, but remember your loans and reservations, so make a note of where you got to in your book.

1. Tap on **Settings** or on the **person icon**
2. The **Accounts and Settings** screen loads
3. Go to **Account Details**
4. Tap **Reset**
5. A Pop-up displays – **confirm** that you want to sign out
6. **Log in** with another library card number and PIN.

I am a member of BorrowBox with another library service; can I use your BorrowBox as well?

Yes, you can. It will remove your downloads, but remember your loans and reservations, so make a note of where you got to in your book. You will have to download the title again when you return to Bedford Borough and Central Bedfordshire's collection.

1. Tap on **Settings** or on the **person icon**
2. The **Accounts and Settings** screen loads
3. Go to **Account Details**
4. Tap **Reset**
5. A Pop-up displays – **confirm** that you want to sign out
6. **Log in** with the library card number and PIN for the other library service(s).

How do I get help using the BorrowBox service?

There are two ways to contact us for help or with your questions.

1. Through the Virtual Library using the link below:
<https://virtual-library.culturalservices.net/cgi-bin/vlib.sh?enqtype=CONTACT>
2. In the app tap on **Settings** or on the **person icon** to access the Accounts and Settings screen.
 - Tap **Send Feedback**
 - Complete the form
 - Tap **Send**

