

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.

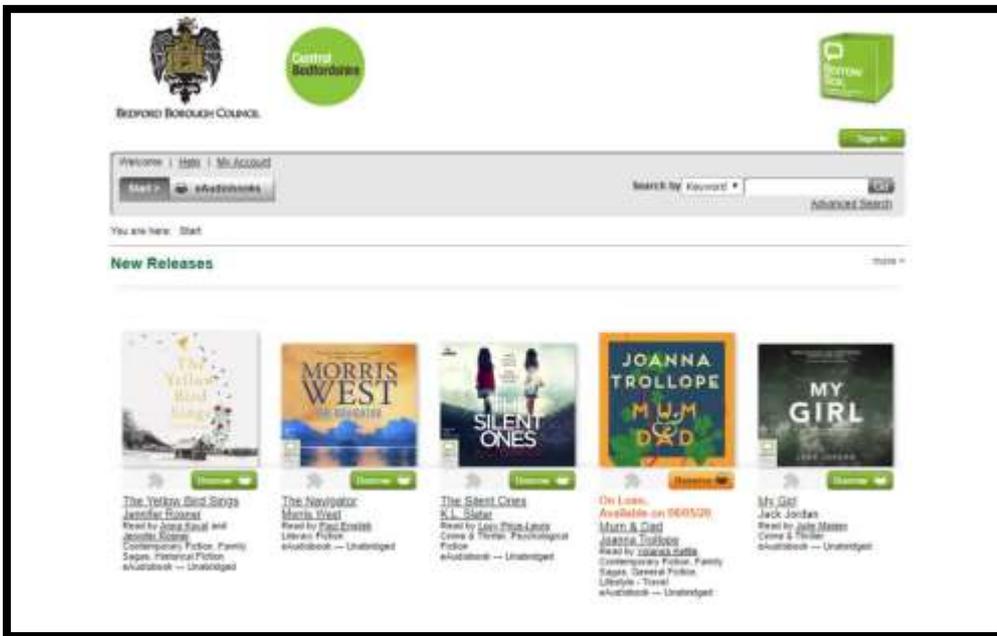
How do I access BorrowBox?

BorrowBox is available at <https://library.bolindadigital.com/bedfordshire>

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. Visit the BorrowBox website at <https://library.bolindadigital.com/bedfordshire>.



2. Click the **Sign In** button
3. **Sign in** with your library card number (barcode) and PIN
4. Click **Sign In**
5. As a first time user you are asked to **register**
Read and agree to the Terms and Conditions
Enter your email address, display name and newsletter options.



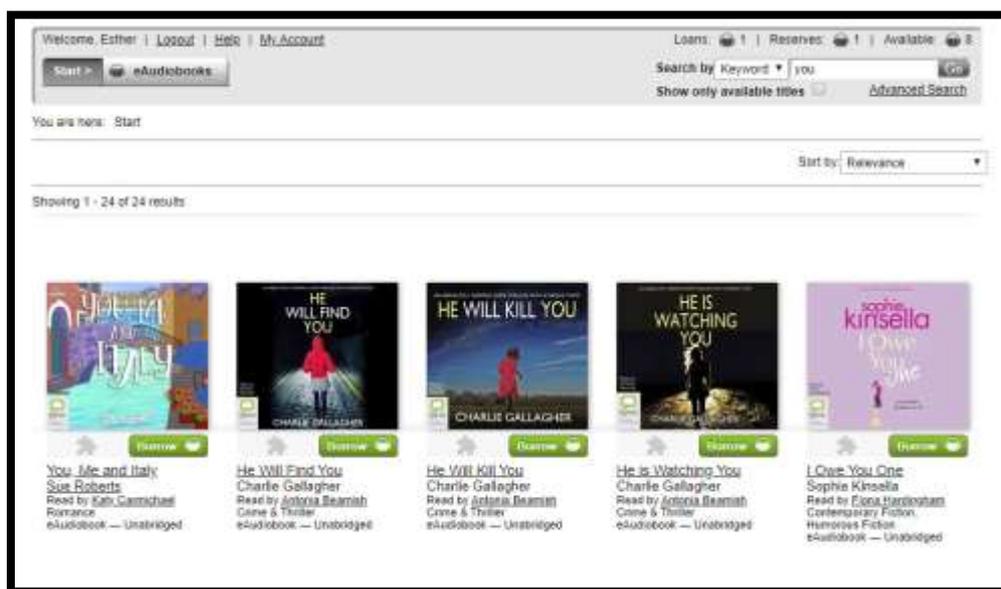
6. Click **Submit**. Next time you visit you will only need to log in with your library card number and PIN.

How do I search BorrowBox?

1. Select your search option from the Search by dropdown: Keyword, Title, Author, Narrator or use Advanced Search for a more detailed search



2. Enter your **search term(s)** and click **Go**
3. The **Results** will display



4. Click on a **title** to see more information and borrow

How do I borrow, download and listen to titles from BorrowBox?

1. Find the **title** you want
2. Click on the book jacket to see more information and borrow



3. Click the **Borrow** button
4. Confirm your loan – click **Confirm eAudiobook Loan**



5. You can now **Keep Browsing** to search for more titles or **Download Now** to listen; Choose either to **Download the complete audiobook** or use the options to **download individual parts**



6. The download progress will show at the bottom of the screen



7. When complete click on the folder to open it
8. Copy the files and paste them into your media manager, e.g. iTunes, Music folder. The files are very large so it is advisable to copy them one at a time as you want to listen to them. From here you can transfer it to your MP3 player to listen to on the move.
9. Open your media manager; iTunes or Windows Media Manager, to listen to the book.

N.B: I would advise downloading the Apple, Android or Kindle Fire app if you have access to a mobile phone or tablet as you can search, borrow, download and listen in one place.

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. Click on the **book jacket** to see more information and reserve

Three best friends, Italian sunshine and a handsome stranger can fix just about anything ... can't they?

You, Me and Italy
 Sue Roberts
 Read by Katy Carmichael

Three best friends, Italian sunshine and a handsome stranger can fix just about anything ... can't they?

Maisie Knight had it all. A gorgeous husband. A successful business. A beautiful home. Until one day, after walking into the storeroom of their shop, she loses it all at once when she catches her husband cheating on her with the girl from checkout three. So when she wins a holiday to Italy, a week under the Tuscan sun couldn't come soon enough.

She treats best friends Cheryl and Emma to a girls' trip. The fields of golden sunflowers could be the perfect cure for Maisie's broken heart and local farmer, suspiciously perfect Gianni – with his thick black hair and twinkling brown eyes – is a welcome distraction. After all her heartache, she's surprised when she starts opening up to Gianni. She's even more surprised when the temperature rises and it's not just the rays of the Italian sunshine ...

But just as she's getting her spark back, disaster strikes. The next thing she knows, her past is catching up with her and Maisie has a life-changing decision to make. Should she say ciao to her summer of love and limoncello?

Reserve

On Loan, Available on 12/05/20

3. Click the **Reserve** button
4. Confirm your reservation – click **Confirm eAudiobook reservation**
 The page states when the book will 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. One of your loan allocation is used when a reservation is set.

Reserve your eAudiobook - available for download on 12/05/20!

You have sufficient loans to receive your chosen title below.
 After this reserve you will have 8 loans available.

Confirm eAudiobook reservation
 Loan Period: 22 days

* Your title will be available for download from your My Account page on 12/05/20.
 Reserves can be cancelled later if you change your mind.

You, Me and Italy
 by Sue Roberts

Cancel

5. Confirmation message displays

Your reserve was successful!

A reminder email will be sent when You, Me and Italy is available for download.

Continue Browsing

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 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. Click on **My Account**
2. Your loans are listed



3. Click the **Renew** button
4. A confirmation page loads – click **Confirm Renewal**



5. The return date will update.

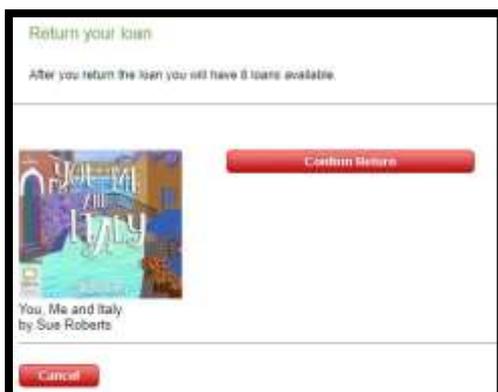
Can I return a title early?

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. Click on **My Account**
2. Your loans are listed



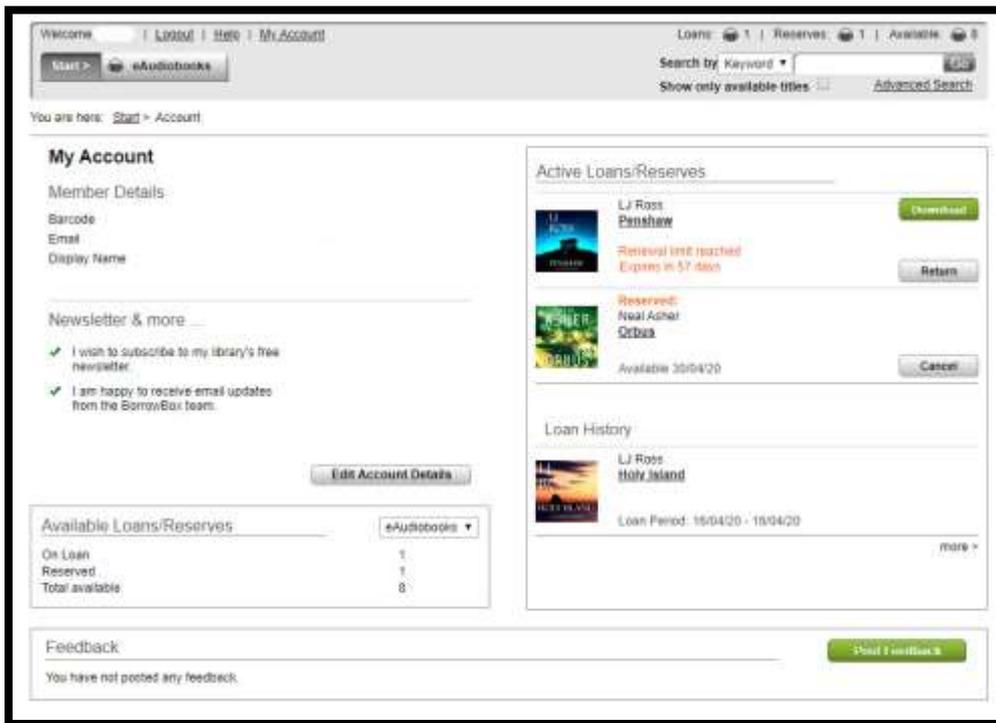
3. Click the **Return** button
4. A confirmation page appears – click **Confirm Return**



5. 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. Click on **My Account**
2. Click the **Edit Account** Details button to change your
 - a. Email address
 - b. Display name
 - c. Newsletter subscription options



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

You cannot synchronise between the website and other devices.

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

Yes, you can. Just visit the other library services' website and log in with your other library card number and PIN.

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. On the website click on **My Account**
 - Click **Post Feedback**
 - Complete the form
 - Click **Send**

