

eBooks are available to borrow from Goldfields Library through BorrowBox and One Clickdigital.

You can find the links to BorrowBox and One Clickdigital on the eLibrary page of the Goldfields Library website.

All you need to download an eBook is a Library membership, an Internet connection and either a computer or smart device.

Access eBooks from: [www.ncgrl.vic.gov.au/elibrary](http://www.ncgrl.vic.gov.au/elibrary)

## BORROWBOX

You can borrow up to eight (8) books in the two week period, for two weeks.

Titles can now be returned before they expire, increasing your available loans.

Holdings are considered part of the eight (8) titles in the two week cycle. However, as they are counted as loans when they are placed, they do not reduce the loan limit when they are available to download.

Titles can be renewed up to two (2) times, if they are not on hold for another user.

Help is available on the Goldfields Library Bolinda website – you will need to login with your library card number and pin to access Help and the FAQs.

If you have further difficulties with downloading eBooks or with the Bolinda website or app you can use the Feedback form at the bottom of your Bolinda Account page to communicate with Bolinda directly.

## BorrowBox App

If you have a device which can support apps, then this is the recommended option for downloading eBooks.

The BorrowBox app can be downloaded from Google Play for Android and the App Store for Apple devices. There are links to the BorrowBox apps from the eLibrary page on the Goldfields Library website.

Once you have the app on your device you can open the app and login with your library card number and select Goldfields Library (you only do this the first time you open the app). Once logged in, everything from selecting a book, downloading a book and reading a book happens within the app. Once downloaded, books can be read offline.

## FAQs

### Can I delete titles from BorrowBox?

Yes, you can return titles before they expire if you wish, increasing your available loans.

Otherwise, the app will remove them for you when the loan period is finished.

### **BorrowBox has stopped working - the eBook seems to be stuck in the download process - what do I do?**

You can clear the data (on Android devices only), or just delete the app and download it again. This will clear any problems with the app or the eBook files.

To clear the data on the Android device: Open settings; select apps; find BorrowBox and tap to open; tap Force Stop then tap clear data; exit and reopen BorrowBox – you will have to re-enter the Library Service and User login details.

To clear the data on an Apple device: Open BorrowBox; at the bottom, select Settings; select Account Details; press reset.

All downloads will be lost and you will be required to login again.

**BorrowBox is not working properly (it shuts itself down, actions are slow, funny things are happening)**

Update the BorrowBox app, a newer version may be available.

**I accidentally deleted the app. Have I lost my loans?**

Your loans and holds are still hosted at Bolinda. To get access to them again, just reinstall the app or login to Bolinda eBooks through the library website.

**A title I borrowed has disappeared from BorrowBox.**

Your loan has expired, so the app has deleted it.

**Can I bookmark pages or change chapters or font size?**

Not in the app. It does however remember where you left off and return you to the same page.

You may be able to adjust the font size on your device, but not through the app.

**Can I download titles directly to a Wi-Fi enabled eReader?**

Only if you can install and run Adobe Digital Editions on the eReader. If it is an Apple or Android reader, you can use the Bolinda app. For all other readers, you must download eBooks to a computer first using Adobe Digital Editions and then transfer the eBook to the eReader from there.

## COMPUTER/EREADER QUERIES

Kindles are not a compatible device with BorrowBox or Bolinda.

If using a computer or eReader you need to download Adobe Digital Editions (ADE) to the desktop/laptop, so that eBooks can be downloaded and then transferred to the eReader. Bolinda has instructions and prompts to download Adobe Digital Editions.

You also need to create an Adobe Digital ID, this will allow books with Digital Rights Management (DRM) attached to be read.

To create an Adobe Digital ID: open Adobe Digital Editions; go to Help; go to Authorise Computer; Leave the eBook vendor as Adobe ID; click on the Create Adobe ID link; fill in the form; once successfully completed you can then go back to Adobe Digital Editions and login with your Adobe Digital Editions ID.

## FAQs

**I can't transfer my eBooks from Adobe Digital Editions to my eReader**

The transfer has to be done through Adobe Digital Editions. Plug the eReader into the computer; it will appear in the list of the left hand side window of Adobe Digital Editions. You can then drag the title across to the eReader and Adobe Digital Editions will transfer it for you.

**A title I borrowed is not letting me access it anymore**

Your loan has expired. Therefore the file is no longer accessible. The best thing to do now, to free up disk space on your computer and your eReader, is to delete it.

### **How do I delete a title from Adobe Digital Editions?**

Highlight the title in Adobe Digital Editions and press Delete on your keyboard and click OK to confirm. This does not delete the file from your computer – you need to then delete the file from the My Digital Editions folder which will be in the My Documents folder or equivalent, depending on your computer.

### **How do I delete a title from my eReader?**

This will depend on your eReader but it should have an option to remove a book from the eReader. Unlike deleting a title from Adobe Digital Editions removing a title from your EReader will remove all files from the device.

### **Can I bookmark pages or change chapters or font size?**

You can do all these in Adobe Digital Editions if you are reading on the computer. If you are using an eReader, it will depend on whether the eReader itself offers these functionalities. eReaders will generally remember where you left off and return you to the same page.

### **Adobe Digital Editions won't work with my eReader**

Check Adobe's list of supported digital devices at <http://blogs.adobe.com/digitalpublishing/supported-devices>

If it is not listed there, it likely that Adobe Digital Editions doesn't work with that device