Axis360

Frequently Asked Questions

1. How many items can I borrow?
You can borrow up to 10 eBooks and 10 eAudiobooks at one time giving a total of 20 items combined.

2. How long can I have the items for?
Loans are for a four week period.

3. Can I renew my items?
Axis360 items cannot be renewed. Provided no one has reserved it, you may return an eBook or eAudiobook and immediately borrow it again, however it may take up to 30 minutes for the return to take effect on the Axis360 site. On the desktop site, you may notice a Renew button next to items on your Items on Loan page. This option puts the title back on your Hold Queue, and is not a guaranteed renewal.

4. Can I reserve an item?
Yes. You can reserve up to 10 items at one time. You will receive an email notification when the item is available for loan. Reservations must be checked out within 5 days. To make sure you don't miss the email, ensure your email address details are up to date.

5. Can I enjoy the Axis360 collections on my smartphone or tablet?
Yes, download the free [Axis360 app](#) from your device app store for the best reading/listening experience. The app is currently available for Android, Apple and Kindle Fire devices.

6. Can I download eAudiobooks on my PC?
No. At this stage Axis360 eAudiobooks are only available via the axis360 app.

7. I have finished with my item can I return it before its due date?

PC and eReaders
Axis360 items cannot currently be returned on the Axis360 desktop site. eBooks can however be returned early via the Adobe Digital Editions software.

Axis360 app
Items can be returned using the [Axis360 app](#). In doing so, the eBook will be removed from both your device and your account, enabling you to borrow another eBook.

FAQ's continue on page two.

7. **Do I have to select a file type when checking out an eBook?**

   PC and eReaders
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   Axis360 App
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8. **Is my eReader compatible with axis360 eBooks?**
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For further help and support:

- View our Axis360 app and Axis360 Desktop User Guides
- View more Frequently Asked Questions on the Axis360 Website.
- Contact your local Library branch to arrange some personal assistance