

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. Reservations and renewals are regarded as loans and will decrease your available loan count.

2. How long do I have my items on loan for?

Loans are for a two week period.

3. Can I return my items before their due date?

Yes, items can be returned early enabling you to borrow more items immediately.

4. Can I renew my items?

Yes, if no one has reserved the item you can renew each item once.

5. Am I able to copy eBooks onto my eReader?

Yes, providing your eReader supports Adobe DRM ePub files. For a list of supported eReaders, visit: <http://blogs.adobe.com/digitalpublishing/supported-devices>

For detailed instructions on how to enjoy the Bolinda collection on your eReader, please refer to the [Bolinda eReader](#) User guide.

6. Can I read/listen to my borrowed items on my smartphone or tablet?

Yes, to enjoy the Bolinda collection on your device, download the free [Borrowbox app](#) available from your device app store. Borrowbox is currently supported on Android, Apple and Kindle Fire devices.

For detailed instructions on how to enjoy the Bolinda collection using Borrowbox please refer to the [Borrowbox app](#) User guide.

7. BorrowBox is saying my Barcode or Password are incorrect?

BorrowBox checks your account details every time it starts up. If your device has Internet access but cannot connect to the authentication server, BorrowBox will not let you sign in. If you encounter an issue with logging into Borrowbox, please contact your local Library for assistance.

For further help and support:

- View our [Borrowbox app](#) and [Bolinda PC](#) User Guides
- View more Frequently Asked Questions on the [Bolinda Website](#).
- [Contact](#) your local Library branch to arrange some personal assistance

