

# Digital Library Services FAQs

## Quick Guide to eBooks, eAudiobooks, eMagazines and eNewspapers

### What Digital Library Services are Available?

Leicestershire's digital library service provides library members with access to thousands of free eBooks, eAudiobooks, eMagazines and eNewspapers. These can be accessed two ways:

- Using the free BorrowBox, RBdigital & PressReader apps on a smartphone or tablet
- Using an internet browser on a desktop PC, MAC or laptop

All digital titles are free and there are no overdue charges. Leicestershire Libraries subscribe to three platforms, BorrowBox, RBdigital and PressReader, each platform provides access to different types of content:

	eBooks eAudiobooks
	eAudiobooks eMagazines
	eNewspapers eMagazines

Digital formats include a range of functionality so people can personal their experience, including choosing font size, playback speed and enabling translation and voice-overs.

## How do I Access Digital Library Services?

To start using any of the services visit the [digital library webpage](#) which gives step by step instructions on getting started.

You must be a member of the library to access the digital library services, if you are not already a member you can [join online](#) to start using BorrowBox, RBdigital and PressReader straight away.

To login to BorrowBox, RBdigital and PressReader you will need your library card number/ online joiner number and your four-digit PIN. If you have forgotten your PIN you can reset it by visiting our [online catalogue](#), selecting 'log in' in the top right corner and choosing 'forgot my PIN'. However, this only works if we have your up to date email address on record, if it doesn't work please contact [libraries@leics.gov.uk](mailto:libraries@leics.gov.uk) and we will send you a PIN via email.

## How do eBooks & eAudiobooks work?

eBook and eAudiobook titles are purchased individually in the same way as physical books. Most eBooks and eAudiobooks can only be borrowed by one person at a time due to licensing restrictions. LCC buy multiple copies of some popular titles that have been reserved by several people to reduce the waiting time for in-demand titles. Some popular titles and authors are not available to borrow digitally from public libraries, this is due to restrictions put in place by publishers.

- Borrow up to 10 eBooks and 10 eAudiobooks from BorrowBox and 10 eAudiobooks from RBdigital at a time.
- Borrow titles for up to 3 weeks, return titles when you have finished reading them or renew titles to borrow for longer.
- Titles automatically expire at the end of the loan period so there are never any fines.
- If an eBook or eAudiobook is currently on loan then you can reserve it, you will be added to a queue and the title will be added to your account when it becomes available.
- BorrowBox and RBdigital are not compatible with Kindle eReaders due to Amazon restrictions, however the BorrowBox and RBdigital apps can be downloaded to Kindle Fire devices and eReaders.

Visit the [digital library webpage](#) to get started

## **How do eNewspapers & eMagazines work?**

eMagazines can be checked out from RBdigital and PressReader.

eNewspapers can be checked out from PressReader.

eMagazines and eNewspapers can be checked out for as long as you like, just delete them from your account when you have finished reading them. There is no limit to the number of titles you can checkout at a time.

- RBdigital provides access to popular titles including Hello! Magazine, Radio Times and New Scientist.
- PressReader provides access to thousands of national and international newspapers and magazines including The Independent, The Daily Mail, The Guardian and the Leicester Mercury.
- Titles can either be read online via a web browser or downloaded via the RBdigital or PressReader apps to be read offline.

Visit the [digital library webpage](#) to get started

## **More Information & Help**

More information is available at the below websites:

- [BorrowBox help page](#) – you must login using a Leicestershire library card number and PIN to see the help page
- [RBdigital Help Page](#)
- [PressReader Help Centre](#)

**If your query has not been covered by these FAQs, please contact us on 0116 305 2695 or email us at [libraries@leics.gov.uk](mailto:libraries@leics.gov.uk)**