

# E-audiobooks and e-books

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## E-audiobooks and e-books

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You can use Borrow Box;

- online via the app
- online via the website

## How to use Borrow Box



### Use Borrow Box online via the app

- Go to the **app** once installed on your device
- You will need your **library card number** (the 14-digit number on the back of your library card)
- You will need your **PIN** (a 4-digit number you will have been provided with when you joined the library). Don't know your PIN? **Request your PIN** [bit.ly/2WRv7UN](http://bit.ly/2WRv7UN). If you need your PIN urgently, phone any library during opening hours.
- **Sign in**; type in and select **Coventry City Library**, enter your **library card number**, enter your **PIN**

The **Borrow Box** app is available for **smartphones and tablets** that run the **Android** or **iOS** operating system (including **Amazon Kindle Fire** devices - these run the Android OS and the Borrow Box app is available in the Amazon app store). You will need to **visit the app store** for your device and **download the app**. The app is the easiest way to use the service.

- If you have an **Android** device (most Samsung, Sony etc devices), the **Borrow Box** app is available through the **Play Store**. [bit.ly/2mQkKQc](http://bit.ly/2mQkKQc)
- If you have an **iOS** device (all Apple devices), the **Borrow Box** app is available through the **App Store**. [apple.co/2nAstCB](http://apple.co/2nAstCB)
- If you have an **Amazon Kindle Fire** device, the **Borrow Box** app is available through the **Amazon Appstore**. [amzn.to/2oo9J9o](http://amzn.to/2oo9J9o)



### Use Borrow Box online via the website

- Go to the **Borrow Box** website [bit.ly/2mQkKQc](http://bit.ly/2mQkKQc)
- You will need your **library card number** (the 14-digit number on the back of your library card)
- You will need your **PIN** (a 4-digit number you will have been issued with when you joined the library). Don't know your PIN? **Request your PIN** [bit.ly/2WRv7UN](http://bit.ly/2WRv7UN). If you need your PIN urgently, phone any library during opening hours.
- **Sign in**; enter your **library card number**, enter your **PIN**

## Help

- Use the **help page** on the Borrow Box website [bit.ly/2nJU4kE](http://bit.ly/2nJU4kE)
- If you have suddenly lost access to Borrow Box (i.e. it has logged you out), your library card has probably expired. **Renew your library card** [bit.ly/2nMxeZz](http://bit.ly/2nMxeZz).
- If you can't log in to Borrow Box, you can **visit us**, or **phone us**, or **email libraries247@coventry.gov.uk** and we will check your membership record for any blocks on your ticket. Blocks are automatically applied if you owe us over £10, have overdue items on your card, have reported your card as lost or stolen, or have been banned from using the library service.
- For everything else, contact the Borrow Box support team, email [support@bolindadigital.com](mailto:support@bolindadigital.com)