

## MESSAGE FROM NORTH YORKSHIRE LIBRARIES

**To ensure that we are getting the best deal for our customers, we will be moving our ebook library to BorrowBox. This change will take place on Friday 22nd April 2022. At that point you will no longer be able to borrow eBooks through the Libby app.**

BorrowBox will offer the same range and quality of titles that you want to read, but with improved accessibility and searchability. Borrowbox consistently has the highest rating of any similar app in the IOS/Android/Amazon Stores – ranking 4.8 to 5 stars. This reflects its efficiency, ease of use and popularity amongst users. We are confident our customers will benefit from the change.

We want to keep disruption to a minimum so this email draws your attention to the change, tells you what you need to do to continue to enjoy free eBooks from North Yorkshire Libraries and answers questions you may have.

To borrow eBooks from April 22nd you will need to use the BorrowBox platform. The easiest way to do that is via the BorrowBox app. You may have this already if you use BorrowBox for eAudio, in which case you will be able to download eBooks from April 22nd. If you don't have the app already, logging on and creating an account with BorrowBox is a simple two-step process:

1. Download the free BorrowBox app from the Apple/Google Play/Amazon store.
2. Log on using your existing library details – the library name (North Yorkshire), card number and PIN. (If you aren't sure of your PIN ask at your library or call us on 01609 533878)

You only need to input your details once. You can borrow straight away and read eBooks on any of your mobile devices (except the standard Kindle).

You can download eBooks using the BorrowBox app, the BorrowBox website <https://northyorkshire.borrowbox.com/> or from the North Yorkshire library catalogue <https://prism.librarymanagementcloud.co.uk/northyorkshire/>

If you want to read eBooks on your laptop or PC you need to:

1. Visit our BorrowBox website <https://northyorkshire.borrowbox.com/> and browse through our fantastic collection.
2. When you are ready to borrow or reserve a title, you will be prompted to login using the same library details as with the app.
3. If you don't already have Adobe Digital Editions on your computer for reading eBooks, a link will then be provided,

## **YOUR QUESTIONS ANSWERED**

### **What will happen to any existing loans I have out on 22nd April? Will I be able to finish reading them, or will they just disappear?**

You will be able to keep current loans for the duration of the loan period, but you will not be able to renew eBooks on Libby after that date.

### **What will happen to my holds?**

Unfortunately, we cannot carry the holds over from Libby to BorrowBox so you will have to place new holds on the titles you want, reserving them on BorrowBox.

### **What will happen to my wish lists and loan history on Libby?**

Wish Lists and loan history information is stored on the Libby app so unfortunately they will not transfer over.

### **There are a large number of eAudio books available through Libby. Will they be transferred over to BorrowBox?**

No. The change only affects eBooks. eAudio titles will continue to be available on BorrowBox, Libby and Ulverscroft (U-Library), so do not delete your Libby app if you want to borrow eAudio books.

### **What will happen to the eMagazines on Libby?**

eMagazines will continue to be available through Libby

### **What will happen to eComics?**

eComics are classed as eBooks so will be transferred across to BorrowBox.

## **NEED MORE HELP?**

If you need any help to download the app or to borrow eBooks, or use any of the digital services available through North Yorkshire Libraries, please ask at your local library or give us a call on 01609 533878.