

# **Borrow eBooks from Luzerne County Libraries Frequently Asked Questions**

## **What is an eBook?**

eBook is short for electronic book, a digital file containing text and images that can be viewed on a computer or mobile device (a tablet or smart phone that can connect to the Internet, such as an iPad, Nexus 7, Nook HD/HD+ or Kindle Fire).

## **What do I need to borrow an eBook for free?**

All you need is a Luzerne County Library card, an Internet connection, and a mobile device or computer.

## **What are Axis 360 eBooks?**

Axis 360 provides a “**Magic Wall**” - a website that displays a collection of eBooks purchased by Luzerne County Libraries for you, our patron. You can access the collection by visiting [www.luzernelibraries.org](http://www.luzernelibraries.org) and clicking on the “eBooks are Here” button. Your local library’s website will also have a link to the collection.

## **How do Axis 360 eBooks work?**

Axis 360 e-books come in formats that require software you need to download in order to read them: Blio, Adobe Digital Editions and AxisReader.

## **How do I know what software I need to download?**

Download the *Blio* app to your computer or mobile device if:

- You have an iOS device (Apple), a Kindle Fire (Basic Kindle models are not supported), Nexus 7 or Nook HD/HD+
- You are vision impaired and require a read-aloud option
- You will read your books on multiple devices and want them to be accessible on the Cloud (the Cloud stores data on servers that can be accessed from anywhere at any time)

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- You have an iOS device (Apple), Nexus 7 or Nook HD/HD+
- You want a one-step connection to the Axis 360 collection of eBooks

Download Adobe Digital Editions to your computer if:

- You have a Nook, Sony Reader or Kobo

Download both Blio and AxisReader if:

- You have an iOS device (Apple), Nexus 7 or Nook HD/HD+
- You want a choice in the type of app you use

### **What are the rules for borrowing Axis 360 eBooks?**

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- You cannot renew an item, but you may check out the same title again if it is still available after the lending period has expired.
- If a title is checked out, you can place a hold; you will be notified by email when your item is ready and you will have three days to download it before it is released to the next patron who has a hold.

### **Can I read my eBook without an Internet connection?**

Yes! eBooks are downloaded directly to your computer or mobile device through the Internet but can be accessed at any time, with or without an Internet connection.

### **What does it mean when my library card isn't accepted?**

If your library card isn't accepted, it could mean any of the following:

- You have a fine that exceeds \$5
- Your library card has expired
- There is a problem with your account

*Please contact your local library for assistance.*

### **How do I use Axis360?**

- Visit [luzernelibraries.org](http://luzernelibraries.org)
- Tap on the "eBooks are Here" button
- Tap the 'Help' button (not available on mobile browser of the Magic Wall).

*Please contact your local library for assistance.*