



## Frequently Asked Questions

### What is Bolinda Digital?

Bolinda Digital is a collection of audio-books that can be downloaded as MP3 files. Bolinda is one of a growing number of digital services being offered by Wellington City Libraries.

### What do I need to get started?

- A Wellington City Libraries membership
- A computer with an internet connection
- Unzipping software to unzip the download and any extra software that you require to transfer to your device (e.g. iTunes, Windows Media Player or software for your MP3 device)

### How much does it cost?

Bolinda audio-books are free to download and there are no overdue or reserve fees.

### How many titles can I borrow?

You can reserve or borrow up to ten titles at any one time. Each title can be borrowed for two weeks. Note that books cannot be returned, the loan simply expires at the end of the two week period.

The loans/reservations are recorded completely separately from the physical items you borrow from our libraries. When you are signed in, you can see how many loans or reservations you have available as well as what you have had out and the link to any books you currently have available for download.

### Can I reserve titles?

Yes. If a title is out on loan, you will see the option to reserve it below the cover picture. Once available, you will receive an e-mail notifying you that it is ready for download. You will have two weeks after the reserve becomes available to download the title. Please note reserves are not able to be cancelled.

### How do I download an audio-book?

Browse to the Bolinda site by clicking the link on our [eLibrary page](#) or go there directly via <http://library.bolindadigital.com/wellington>

Borrowing and downloading an e-Audiobook is easy. Simply click the **Borrow** button, confirm the loan and download all or part of the book. The download process requires you to save the file first to your computer or drive.

After clicking the **Download** button you will be prompted to **Open** or **Save** the file.

Choose the **Save** option.

You will be prompted for a location to save the file.

*Tip: Make sure to remember where you choose to download the file.*

Navigate to the folder where the file was downloaded and **Unzip**

### **What is a .zip file?**

A .zip file is a file that has been compressed to reduce its size and make it quicker to download.

### **How do I unzip the file?**

Locate the downloaded file and click on **Extract Files**, or right-click on the file and click on **Extract Files** or **Extract Here**.

*Tip: There are many ways to unzip. Search the internet for instructions on your particular setup.*

This extracted MP3 files then can then be:

- Played on your computer using your preferred media software e.g. iTunes, Windows Media, VLC etc.
- Transferred or copied directly to your MP3 player, smartphone or other MP3-compatible device
- Burnt to CD

### **User guides:**

Bolinda User Guide:

[www.wcl.govt.nz/downloads/Bolinda\\_user\\_guide.pdf](http://www.wcl.govt.nz/downloads/Bolinda_user_guide.pdf)

Video showing how to import MP3 files using iTunes :

[www.ehow.co.uk/video\\_2259611\\_import-mp3s-itunes.html](http://www.ehow.co.uk/video_2259611_import-mp3s-itunes.html)

### **Having problems or need further help?**

Contact our technical support team:

[www.wcl.govt.nz/help/techsupport.html](http://www.wcl.govt.nz/help/techsupport.html)