

All of Us
Online
library

All of Us

At **HOWDEN**

Online library guide

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One pledge with global reach - The origin story

In October 2022 Howden launched the All of Us pledge campaign. It was a global employee initiative where individuals and teams pledged to transform Howden into the ultimate workplace. Each pledge aimed to improve representation, create development opportunities, and foster a sense of belonging that everyone can take pride in. One pledge was to launch a global bookstore where people from all offices could participate. Connecting this pledge with existing online library hosts in DUAL, this pledge soon grew to what it is today.

Just like a traditional library, the All of Us library (also known as the DUAL Digital Library) allows you to borrow eBooks and Audiobooks and view them on your preferred devices through the Libby App. Expand your knowledge through a range of great books for; personal and professional development, mental health, neurodiversity, leadership, disability, women's empowerment and much more!

Getting started

1. Install the Libby application

The All of Us library is accessed through an application called Libby. This application can be found on your device's application store, e.g. [Apple App Store](#), [Google Play](#), or you can visit the website libbyapp.com in your internet browser. The library can also be accessed at <https://dualasiapacific.overdrive.com/>.

2. Open the Libby application and follow the prompts

When you registered to the All of Us library, your information will have been collected (via online form or email) which will have prompted our All of Us team to register your access, and a confirmation email with your library card details should have been sent to you within one week of registering. If you have not received this email, please contact the All of Us team (allofus@howdengrp.com).

With the information in your confirmation of access email you will be able to respond to the prompts asked when logging in for the first time;

- Do you have a Library Card – select **'Yes, I Have A Library Card'**
- Select **'I'll Search for a Library'**
- Search for DUAL Asia Pacific
- Select **'Enter Library Account Details'**
- Enter your Library Card Number (this is **the email address you registered with**)
- Select **'Next'**

3. Browse the library and borrow a book

To find a particular book or author, select the search icon , enter key words into the search bar, then press enter. Alternatively, you can select the library icon  and browse through the different categories and content curated.

Once you have found the book you would like to borrow, you can choose to read a sample or borrow it. Select whichever option you would like. To borrow, select **Borrow**  and confirm the selection.

Once you have borrowed a book, the titles of these books will appear on your **Shelf**  and download automatically (if you are connected to the internet, mobile data or Wi-Fi) so you can read them when you're offline.

4. Managing your book loans

To read the book, go to the shelf, select **loans**  and tap on the book cover or select **Open Book** to read it on the device you are using.

To edit or review your book loan, select **Manage Loan** to see options; Read with, Return Early and Renew Loan.

Frequently asked questions

1. Are books available in languages other than English?

Yes. If English is not your preferred language, let the All of Us team know or recommend a title and we will do our best to source a version for you. Libby will automatically set the language settings of your device.

2. What devices are compatible?

The Libby application can be downloaded from the Apple App Store or Google Play and used on any compatible device such as phones, tablets, iPads and computers. The Kindle option is not currently available in many countries.

3. How many items can I borrow at once?

The All of Us library currently has a limit of 1 book at a time per user.

4. How long can I borrow a book for?

On borrowing a book, you will be given the borrowing period options of 7, 14 or 21 days. At the end of the borrowing period, the book will automatically be returned.

You can change your loan period for each title when you borrow it. Once you select **Borrow**, select the underlined loan period on the confirmation page. Then, select a new loan period for that title. When you pick a new loan period, it will become your default loan period for future checkouts in that format.

5. How can I place an item on hold?

You can put a maximum of 2 books on hold at one time and when the book becomes available you will be notified by the application.

You can see the books you have put on hold when you view your **Shelf** and select **Hold**s. You can see the estimated wait time (next to the book cover). You will also see the number of copies in use and the number of people waiting.

There is no limit for the number of people who can place a hold on a book.

When a hold is available, you'll get a notification and have 3 days to act on it. If you're not ready to borrow the hold, select **Deliver Later** and choose a new delivery date. If you'd like to cancel the hold, select **Manage Hold**, then select **Cancel Hold**.

6. Can I recommend a book for All of Us to purchase?

To recommend a book for the library please reach out to the All of Us team allofus@howdengrp.com with the book details and we will do our best to source the book for our collection.

7. How can I synchronise my books from one device to another?

If you're already using Libby on one device, you can use a setup code to easily copy your library cards, loans, holds, and tags in Libby to another device. Once you have download the Libby application on a new device:

- a) On the "Welcome" screen, select **Yes** when asked if you have a library card.
- b) Select **Copy From My Other Device**.
- c) Retrieve a setup code from your original device. To do so, go to **Get Some Help**, then select **Copy To Another Device**.
- d) Enter the 8-digit code on your new device.

Still have questions? Visit the Libby Help website to find out more.

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