

## DUAL Digital Library

The DUAL Digital Library is an exciting new addition to DUAL's Learning and Development. Just like a traditional library, the DUAL Digital Library allows you to borrow eBooks and Audiobooks purchased by DUAL and view on your preferred devices through the Libby App. Expand your knowledge through a range of great books for professional development, mental health, leadership and much more!

### Get Started

The DUAL Digital Library operates through an app called Libby.

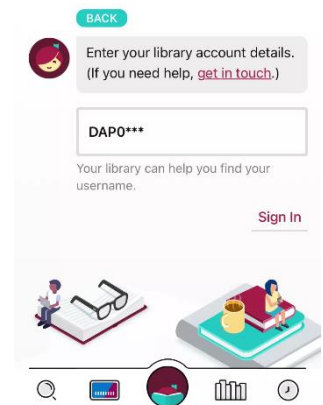
1. Install the Libby app from your device's app store.

- [Apple App Store](#)
- [Google Play](#)


Or, visit [libbyapp.com](https://libbyapp.com) in your Chrome, Safari, Firefox, or Edge (Chromium) browser.

DUAL's Library can also be accessed at <https://dualasiapacific.overdrive.com/>.

2. Open the Libby app, follow the prompts to find your library and sign in with a library card.
  - a. Do you have a Library Card – Tap **Yes**
  - b. Tap **I'll Search for a Library**
  - c. Search for DUAL Asia Pacific
  - d. Tap **Enter Library Account Details**
  - e. Enter your Library Card Number (this is your DUAL email address)
  - f. Tap **Next**



3. Browse the library and borrow a book!

4. Borrowed titles appear on your **Shelf** (  ) and download to the app automatically when you're connected to Wi-Fi, so you can read them when you're offline.

On your **Shelf**, tap **loans** (at the top of the screen). From there, you can:


- Tap **Read With...** to choose where you'd like to read the book (Libby only – Kindle not available), then start reading in Libby.
- Tap **Open in Libby** to start reading or listening in the app.
- Tap **Manage Loan** to see options like **Renew** and **Return**.

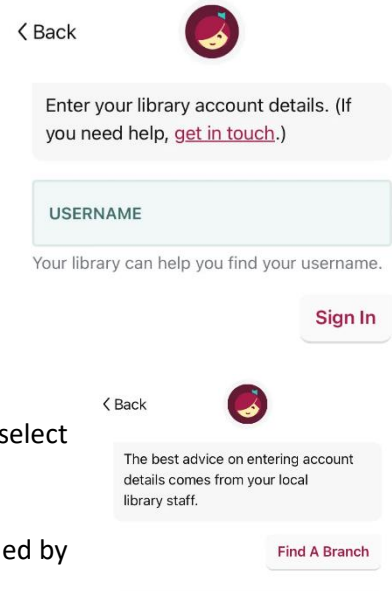
## Add Additional Library Cards

Did you know that Libby allows you to have more than one library card? In addition to your DUAL Digital Library Card, Libby allows you to add multiple library cards which provides access to a greater selection of content.

**Note:** You must hold a library card with a participating local library before adding to the Libby app.


To add a library card to Libby, tap , then follow the prompts at the top of the screen.

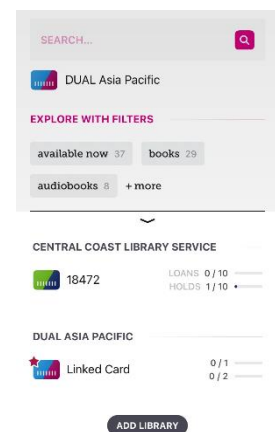
1. Tap , then **Cards +** (under "Your Libraries").
  - a. If needed, switch libraries.
  - b. Tap **Add Another Card**.
  - c. Tap **get in touch**.
  - d. Tap **Find A Branch** (this will also allow you to search for a local library on Libby).
  - e. Search for your library (e.g. Central Coast)
  - f. Tap **Sign In With My Card** (If you do not have a card, select *I Would Like A Card* which will provide you with instructions for joining the library).
  - g. Enter your Card/Member Number and the PIN provided by your library and select **Sign In**.
  - h. Tap **Next**.



Where our DUAL Library does not have what you are looking for simply switch libraries prior to searching.

To search for content on another library card:

1. Tap  in the footer.
2. Tap your activated Library card (e.g. DUAL Asia Pacific).
3. Select your alternative library card.
4. You will now be searching your new library.



## Frequently Asked Questions

### What devices are compatible?

The Libby app can be downloaded from the Apple App Store or Google Play and used on any compatible device such as phones, tablets, iPads and computers. Kindle is only available within the US so is not currently available to DUAL.

### How many items can I borrow at once?

DUAL has a limit of 1 book per user.

### How long can I borrow a book for?

On borrowing a book, you will be provided with 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.

After you tap **Borrow**, tap 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'll be your default loan period for future checkouts in that format.

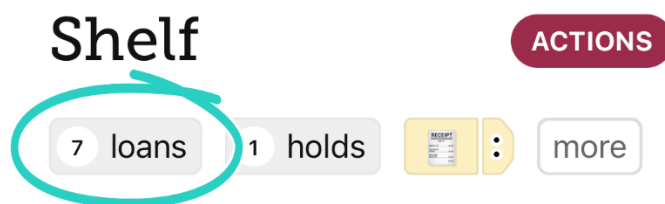


### How do I return a book?

Books are automatically returned to the library on their due date. When they're returned, they're also removed from your **Shelf** (  ) and deleted from your device (if downloaded).

If you finish a book early, you can return it before its due date using the steps below:

1. Go to  .
2. Tap **loans** at the top of the screen.



3. Tap **Manage Loan**.
4. Tap **Return Early**, then **Return**.

\*If you encounter an error when returning a book, please contact HR who can return it on your behalf.

## 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 app.

After you place a hold, go to **Shelf**, tap **holds** (at the top of the screen), then tap your estimated wait time (next to the book cover) to see your place in line. You'll 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.

To borrow an available hold:


1. Tap the notification to open Libby. Or, go to  , then tap **holds** (at the top of the screen).
2. Tap **Borrow** beside the title, then pick a lending period and follow the prompts.

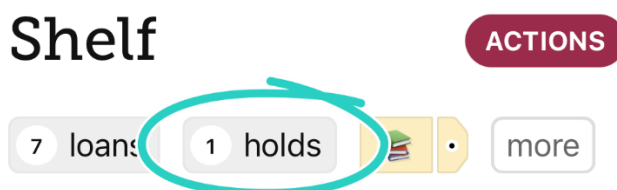
If you're not ready to borrow the hold, tap **Deliver Later** and [choose a new delivery date](#).

If you'd like to cancel the hold instead, tap **Manage Hold > Cancel Hold**.

## How do I cancel a hold?

To cancel a hold:


1. Tap  .
2. Tap **holds** (at the top of the screen).

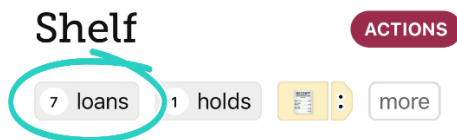


3. Tap **Manage Hold**.
4. Tap **Cancel Hold**, then tap **Cancel Hold** again.

## How do I renew a loan?

You can renew a title a few days before it's due using these steps:

1. Go to .
2. Tap **loans** at the top of the screen.



3. Tap **Manage Loan**.
4. Tap **Renew Loan**, then **Renew**.

If a book has been placed on hold by another user you will be unable to renew. In this case, you'll see a **Place Hold** button (instead of **Renew**), which means you need to wait to borrow the book again.

## How can I recommend a book for DUAL to purchase?

To recommend a book for the DUAL Digital Library, contact HR with the book details and we will do our best to source the book for our collection.

## Are books available in languages other than English?


Yes. If English is not your first or preferred language, let the HR Team know or recommend a title and we will do our best to source a version for you.

The Libby app will automatically set to the language settings of your device.

## How can I sync 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.

When setting Libby up on a new device:

1. On the "Welcome" screen, tap **Yes** when asked if you have a library card.
2. Select **Copy From My Other Device**.
3. Retrieve a setup code from your original device. To do so, go to  **> Get Some Help > Copy To Another Device**.
4. Enter the 8-digit code on your new device.

Still have questions? Visit the [Libby Help](#) website to find out more.