

Getting Started

Axis360 offers a large selection of best-selling **eBooks** and **eAudiobooks** for adults, teens, and children.

eBooks are available in the following checkout formats:

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- PDF eBook
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Titles expire after 21 days by default, so there is nothing to return. There are no late fees. Titles can be renewed 3 days before the loan period ends, if no one is waiting.

For your convenience, there are 3 ways to borrow **eBooks** and **eAudiobooks** from **Axis360**. Step-by-step instructions appear in the following sections of this brochure.

Using Axis360 App (recommended)

1. Go to your app store and install the Axis360 app.
2. Locate **San Francisco Public Library** by name. Select it.
3. Sign in with your 14-digit library card and PIN/password.
4. Click “Browse Our Collection.”
5. Available titles will display a solid green icon on the cover. Hover over the cover and click the “CHECKOUT” button. Confirm the checkout.
6. The title should start downloading to the app.

NOTE: *The Axis360 app is not available for desktop computers. Go to the Axis360 website and use the “READ NOW in Browser” or “LISTEN NOW in Browser” option instead.*

Using Axis360 Website

1. Go to sfpl.axis360.baker-taylor.com.
2. Sign in with your library card number and PIN/password.
3. Click the magnifying glass icon to find titles.
4. To check out something immediately, look for covers with a solid black icon in the upper right corner.
5. Hover over the cover and click the “CHECKOUT” button.
6. Go to your Axis360 app to access the title on your mobile device or use the “READ NOW in Browser” or “LISTEN NOW in Browser” option to access the title on a desktop computer.

TIP: *You may use the Axis360 app on up to five different mobile devices and sync titles between them. For best results, use the most current Axis360 app and operating system software for your mobile device.*



Using BiblioCommons Catalog

1. Go to *sfpl.org*.
2. Enter a title in the search box at the top of the page.
3. Use the "Format" filter in the left sidebar to limit to eBooks. Look for "EBOOK AXIS 360" in the title results.
4. To borrow a title, click the "Request this Download" button.
5. Sign in with your 14-digit library card number and PIN/password.
6. Choose the compatible format for your device and loan period. Click "Checkout now."
7. If you have chosen the Axis360 eBook format, go to your Axis360 app to access the title.
8. If you have chosen an ePub eBook format, an .acsm file will download to your computer or mobile device. To access this file, use Adobe Digital Editions (ADE) software, available at *adobe.com*. (If you are updating ADE, be sure to uninstall the old version first before installing the new version.)

Common Errors/Help

"Error message 3515. Please contact your library."

This message indicates there is a problem with your login credentials. To resolve this problem, sign out completely from the app (click the "More" icon on the menu) and sign back in with your 14-digit library card number and PIN/password.

I checked out the wrong format. How do I return it?

Sign into the Axis360 website and go to "My Stuff" to return your eBook. Check out the eBook again.

Where can I get more help?

Please submit an **Ask for eBook assistance** form at *sfpl.org/ebooks*. For the quickest response, please include as many details of your problem as possible — such as the type of web browser and computer or mobile device being used, and any error message that is displayed.

You may also search our FAQ pages at *sfpl.libanswers.com* for help.



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