

OverDrive Support: Common and Less Common Questions and Answers

The information below should help answer common support questions from patrons using Wisconsin's Digital Library on OverDrive. Most questions are followed by a bit of information, some "facts to know" to diagnose the problem, and a link to OverDrive Help to send to patrons as appropriate. For policy related questions, a sample reply is also provided.

If any problem persists despite your efforts to resolve it, contact OverDrive support directly by logging into Marketplace, selecting Support, and clicking the Technical Support button.

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Library Card / Log In Issues

I can't log in / It says my library card is invalid or there is something wrong with my card.

This is one of the most common questions you'll receive. The good news? You'll be able to easily answer them by checking the card in your ILS. If there are cases where the patron's card does not appear to be the issue, it could be a couple of other things:

- a. An issue with your ILS: Check to see if your ILS is up and running!
- b. An issue with the connection between your ILS and OverDrive: Can you log in with any card numbers? If not, alert your system. You can also submit a support form to OverDrive if your system is not available. They can set up temporary measures to allow your patrons to continue to access OverDrive if the ILS is unavailable for any reason.

I have a new library card. How do I move my holds/checkouts?

You can move patrons' old card info (holds, checkouts, and lists) from an old card number to a new one, if you know both. To do this, log into Marketplace, click Support then Merge Barcode Activity. Enter the original and the new barcode and click Merge.

Facts to know: The old and new barcode numbers from the patron.

I forgot my pin or password / I want to change my pin or password

This is one of the most common support questions, but is also among the easiest to answer.

OverDrive authenticates patrons by connecting to your library's ILS or other authentication system. It does not store or manage any usernames or PINs. For that reason, if a patron forgets or wishes to change their PIN, it must be done at the local library or system. If the patron belongs to your library or library system and you can help them with their PIN issue, then just resolve the issue yourself in accordance with your library's policies. Otherwise, refer the patron to someone who can help.

What does it mean to log into the library with Facebook?

Patrons have a variety of options for logging into Wisconsin's Digital Library including logging in with their library card, their OverDrive account, and with Facebook. If a user logs in with Facebook, they will be asked to enter their library card number as well, but only the first time they log in. Many patrons use this feature for convenience. Read more about the different ways to log in here: <https://help.overdrive.com/customer/en/portal/articles/2166600-which-library-sign-in-option-is-best-for-me->

OverDrive does not retain any information from Facebook in this process.

My card number and PIN are correct but I still get an error message and can't log in.

Typically, this means that there is an issue between OverDrive and your library's authentication system for getting patrons into OverDrive. We recommend the following steps:

1. Check to see if you have the same problem with a different card. If so, proceed to Step 2.
2. If not, check to make sure the patron's log in credentials are correct and respond to the patron and ask them to try again.

2. If you are currently able to talk with the person who manages your library's authentication system, contact them and report this error. They can work with OverDrive as needed to get the issue resolved.
3. If you are not currently able to talk with the person who manages your library's authentication system, report the issue to OverDrive using the Support Form found in Marketplace. If you are really, really sure that this is an issue impacting all of your patrons, check the box at the bottom of the form. Someone from OverDrive will be in touch with you quickly to resolve the issue. OverDrive can't fix your library's authentication system, but they can temporarily set up a system so that your patrons will be able to access the service.

Facts to know: Is this impacting all of your patrons?

Email Address Changes

I want to change my email address for hold notifications

The patron needs to change their email address on each existing hold and then use the email address they prefer for all holds they place in the future.

Here are instructions to change an email address on an existing hold:

<https://help.overdrive.com/customer/portal/articles/1481146-how-to-change-your-email-address-for-hold-notifications->

Additionally, the user's OverDrive account contains email information and that can be changed by following the instructions here:

<https://help.overdrive.com/customer/portal/articles/1527351-how-to-adjust-your-overdrive-account-settings>

Circulation: Renewing, Returning, Checkout History, etc.

Can I renew my book?

Renewing digital titles works a little differently than renewing physical books from the library. When you renew a digital title, it doesn't extend the lending period. Instead, it lets patrons borrow the title again immediately after the current checkout expires (if there are no existing holds) or it places them on the wait list to borrow the title again as soon as possible (if there are existing holds):

- a. *If there are no holds on the title*, the "Request Again" option will be available and the patron will be able to borrow the title again immediately after the current lending period.
- b. *If there are holds on the title*, a "Request Again" option will be available and clicking it will put the patron back on the wait list when their current lending period ends.

There is no limit on the number of times a title can be requested again.

Detailed instructions can be found here:

<https://help.overdrive.com/customer/portal/articles/1481523-how-to-renew-digital-titles>

Facts to know: Title the patron wants to renew; If the title has holds or not

How do I return my book early?

One great thing with OverDrive is that there are no overdue titles. Titles will always be returned automatically on the due date and the patron doesn't have to do anything.

However, many patrons want to return books before the lending period ends. Whether or not a title can be returned depends on what format and software the patron is using. If the title has not been downloaded, it can be returned directly from the Loans page in OverDrive. If the title has been downloaded, a "How to Return" link will appear on the patron's Loan page with information about how to return that specific format.

For more specific information about what can be returned early and how, see <https://help.overdrive.com/customer/portal/articles/1481263-how-to-return-titles-before-the-end-of-your-lending-period->

Exceptions to early returns:

- You can't return downloaded Open PDF eBooks before the end of the lending period.
- You can't return any titles using OverDrive's desktop app for Mac.
- You can only return a streaming video that you've watched (partially or completely) if you've added it to OverDrive's app for Android or iOS.
- You can only return downloaded Open EPUBs from OverDrive's app for Android, Chromebook, iOS, or Windows 8.

Keep in mind, you can always return a patron's title early through Marketplace. If a patron really needs a title returned for some reason, you can take care of it for them by logging into Marketplace, clicking Support on the navigation bar, then Return Titles.

Facts to know: Title name, format of the title, software/device patron is using.

Can I see my checkout history?

Yes, if they have the feature turned on. For the desktop site and for the OverDrive app, reading history can be viewed by clicking or tapping My Account and then History. For Libby, reading history can be viewed by tapping Shelf then Activity.

This function can be turned on and off by visiting "Settings" from the app or desktop menu. For Libby, the Activity function cannot be turned off.

If a patron has privacy concern about whether OverDrive has their reading history stored somewhere, here is a link to OverDrive help that covers this subject and includes a link to OverDrive's privacy policy.

https://help.overdrive.com/customer/en/portal/articles/1481223-how-overdrive-uses-and-protects-personal-information?b_id=15211

Note: Devices that run on legacy versions of the app (that is, that cannot be upgraded to the current version) may not have the reading history feature.

Facts to know: Which platform on which the user is accessing OverDrive (Desktop, app, or Libby)

I want to change how long I can check out books.

Once a title is checked out, the length of the lending period cannot be changed but lending periods can be changed before the title is checked out.

Patrons using the OverDrive desktop site or the OverDrive app can change the default lending period in their account settings, so they will have longer default lending periods in the future. Lending periods can also be changed at the point the title is checked out. See <https://help.overdrive.com/customer/portal/articles/1481587-how-to-change-lending-period-options> for more information. For patrons using Libby, lending periods are selected at the time of check out and the default lending period is the lending period that was selected previously.

Note: Some high demand ebooks are capped at a 14-day checkout period and cannot be checked out for 21 days regardless of the patron's default lending period setting. Those titles are listed in this collection: <https://wplc.overdrive.com/wplc-61-114/content/collection/84809>

Why is there a limit on the number of books I can have checked out?

The checkout (and hold) limits are in place to minimize holds, in number and duration. If everyone could checkout 20 books or have 20 holds, that would essentially double the wait time for titles, which is an issue the WPLC has battled given the library's popularity in the state.

Sample reply

Thank you for contacting us, and I'm very sorry for the inconvenience. The limit to the number of holds and checkouts for patrons of the digital library are there to reduce the amount of holds in the library in general and help everyone get the books they want more quickly. It is a policy decision by the WPLC, the group that manages the digital library, as reducing the holds and wait time to get books is a high priority to them. The library is very popular (yay!) and we have a limited budget (boo!), so we have these policy decisions to try and get everyone what they need in a timely manner.

Why can some ebooks only be checked out for 14 days, instead of 21?

In order to reduce the holds and wait time for high-demand titles, there is a cap on the maximum amount of days those titles can be checked out. This helps the books circulate more quickly and fulfill holds more efficiently with the number of copies the library has. You can see the list of titles that have a 14-day lending period cap in [the Sizzler collection](#).

Sample reply

I'm sorry for this inconvenience. Some of the very high-demand titles in the collection have been capped at a 14 day checkout period, so even though you may have selected your default to be 21 days for ebooks, these titles will expire after 14. This helps to reduce the wait time for very popular titles, so they can be read by more readers who want them.

Why can some audiobooks be checked out for 21 days when most others are capped at 14?

Wisconsin's Digital Library has a growing collection of [always-available audiobooks](#). Because those titles accrue no holds, they can be checked out for up to 21 days.

Searching

How do I find books only in a certain format?

For the desktop site and OverDrive app: To find books in a certain format such as Kindle or MP3, use the Advanced Search feature. Click the magnifying glass icon to reveal the search box, then click “Advanced.” In the “Formats” pull-down list, choose the desired format.

For more information on advanced search, see:

<https://help.overdrive.com/customer/portal/articles/1481152-how-to-use-the-advanced-search-feature-on-a-library-website->

For Libby: Libby only distinguishes between ebooks and audiobooks as formats. To search only for ebooks or only for audiobooks, tap “Search the Catalog” then the “More” button. Tap the link next to Format to show the available search options.

For more information on advanced search for Libby, see:

<https://help.libbyapp.com/searching/advanced-searching/>

How do I find books that are available and don't have holds on them?

For the desktop site and OverDrive app: To find available titles, use the “Advanced” feature after clicking the magnifying glass icon. Enter the desired search and select “Available Now” from the Availability list. After searching for titles in any other way, the “Available Now” filter can be added to see only titles without holds.

For more information on advanced search, see

<https://help.overdrive.com/customer/portal/articles/1481152-how-to-use-the-advanced-search-feature-on-a-library-website->

For Libby: To find available titles, tap the maroon plus sign in the Library. This function applies search preferences. Tap the link next to Availability and select “Available Titles” to see only titles available for check out. Tap “Apply Preferences” to continue.

For more information on advanced search for Libby, see:

<https://help.libbyapp.com/searching/advanced-searching/>

Holds

I got a notification that my hold was available, but it isn't in my holds in my account.

This is almost always an issue of card number confusion: the hold was placed with one card number while the patron is now trying to check out the title with a different card number.

Sometimes, this is because the patron has a new card. Sometimes, it's because the patron is using multiple cards (a spouse's card, for example). Sometimes, it's because the patron is using a shared computer and another user's information had been used to log in.

Start troubleshooting by using the Marketplace tools to look up the hold by email address. Find the card number associated with the hold. Most of the time, it won't be the same, and then you can let the patron know that.

Facts to Know: The patron card and email address to find what card number was used to place the hold.

I've been number {fill in the blank} for this title forever. Why am I not moving up the list?

This issue can be caused by a couple of different situations:

If the title is a metered title, it is possible that we have run out of licenses and we need more, or that we haven't renewed one of the licenses, or that the holds need to be moved to the current version of the title. If you believe either of these to be the case, contact a member of the [WPLC Selection Committee](#) or email wplc-info@wils.org for help.

It is also possible that other patrons have been moved up the holds list or have resumed a suspended hold. As you provide OverDrive support, you will have times where a patron has a download issue, another technical problem, or missed being able to check out a title because of a hold notification problem. Once the problem is resolved and if the time to check out the title or the lending period has expired, the patron will need to place a hold on the title again. This means the patron would go to the back of the line for something he or she has already waited for once. As a courtesy and matter of good customer service, you can use the "Manage Holds" feature in Marketplace support to move the patron to the top of the hold queue so to eliminate the second time he or she would have to wait.

This, of course, adds to the time it will take for a title to become available for other patrons in the queue and is a typical reason a person will not be moving up the list.

What does "Coming Soon" mean?

The library can purchase books before their sale date and they are added to the collection to allow users to place holds on them in advance of their release. When they are available, depending on the number of copies purchased, the first users to have placed a hold on them will be able to check out the title, and the rest will be converted to a conventional holds queue. You can identify a prerelease title by noting the "Coming Soon" label above the cover image.

Why is there a limit on the number of books I can have on hold?

The hold (and checkout) limits are in place to minimize holds, in number and duration. If everyone could checkout 20 books or have 20 holds, that would essentially double the wait time for titles, which is an issue the WPLC has battled given the library's popularity in the state.

Sample reply

Thank you for contacting us, and I'm very sorry for the inconvenience. The limit to the number of holds and checkouts for patrons of the digital library are there to reduce the amount of holds and help everyone get the books they want more quickly. It is a policy decision by the WPLC, the group that manages the digital library, as reducing the holds and wait time to get books is a high priority to them. The library is very popular (yay!) and we have a limited budget (boo!), so these policy decisions help to get everyone what they need in a timely manner.

Download / Access Issues

I'm getting an error about a fulfillment limit.

The title fulfillment error occurs when you click the download link to an ebook or audiobook too many times before the end of its lending period. This means that a patron will receive this message when he or she clicks the download button more than the allowed number of times.

Typical error messages are:

- *We're sorry, but an error occurred while processing your download.*
- *Error code: 80040812*
- *Error details: Failed call to fulfill the title.*
- *The fulfillment limit (3) for the requested title has been reached.*

When this occurs, log into OverDrive Marketplace and select the "Support" link and select "Reset downloads." It's easiest to search the patron's records by entering their barcode, but you can also search by title. (Note: If you only have a patron's email address, use the "Return Titles" search to find the barcode associated with the email address.) In the search results you can find the title the patron needs reset, select "View" and in the window that comes up you will be able to select "Reset downloads." You have the option to provide a reason, such as "patron experienced a download problem."

This error may also occur when a patron is having trouble with a download and wasn't able to get the entire book. The following OverDrive Help link has instructions for how patrons can resume the download instead of restarting it and running the risk of hitting the download limit:

<https://help.overdrive.com/customer/portal/articles/1481634-how-does-the-download-limit-work-at-a-library-website-and-how-do-i-resume-downloads-i-ve-already-started->

Facts to know: Patron barcode, title. If you only know the patron's email address, you can find the barcode by using the "Return Titles" report from the "Support" tab in Marketplace.

I am getting an error that says my ebook has been downloaded or fulfilled by another user or account

This error occurs when users try to open an ebook that has already been authorized or downloaded with a different OverDrive account, library card, or Adobe ID.

If the patron has, in fact, used different Adobe IDs, OverDrive accounts, or library cards to obtain and access the title, they should also clear the information from their device and be sure to use just one.

For more information on the error and how to reset an OverDrive Account or Adobe ID, see <https://help.overdrive.com/customer/portal/articles/1481166-what-to-do-if-you-get-an-error-saying-an-ebook-has-been-downloaded-or-fulfilled-by-another-user-or-account>

To fix this, the patron may have to return the book and check it out again using the correct account. If there is a hold for the title, it is appropriate to move the patron up in the holds queue in Marketplace.

I downloaded the wrong format. Can I change it?

Once a patron has selected and downloaded a format, there is not a way to change it. They'll need to return the title and check it out again. It's often easiest to return the wrong format for the patron so they don't have to go through the steps to return it themselves. You can do this by logging into Marketplace, selecting Support, then Return Titles. If there are holds, have the patron place a hold and then you can move the patron up in the queue by logging into Marketplace, selecting Support, then Manage Holds.

For more information on selecting a format, see

<http://help.overdrive.com/customer/portal/articles/1481261-how-to-select-a-format-for-your-borrowed-title->

When I download this title, it's missing parts.

There are three potential reasons why this may occur:

1. Very often, this occurs when a patron's internet connection fails during a download. Often, such a problem will be accompanied by a message indicating that the patron has reached the download limit for the title. A good first step would be go reset the user's download limit and ask them to try downloading.
2. Sometimes, particularly when patrons try to transfer an audiobook to an iOS device, parts will be missing or not in order. More information can be found here:
<https://help.overdrive.com/customer/portal/articles/1481129-what-to-do-if-part-of-an-audiobook-wasn-t-transferred-properly-from-windows-to-your-apple-device-iphone-ipad-ipod->
3. Rarely, parts of the title are really missing from the file. If the patron has tried the above steps and you can't resolve the issue, it's time to contact OverDrive support through Marketplace and ask them to check the title.

When I try to open an OverDrive title, I get an error messages about there being no program to open it with or that "it is not a supported file type or because the file has been damaged."

On a desktop or laptop, OverDrive titles (ODM file formats) are typically automatically configured to open in OverDrive, and Adobe files (ACSM format) are typically automatically configured to open in Adobe Digital Editions. However, a patron may have to tell their computer to open the appropriate software when they download and open one of these formats.

The following help articles can help to fix the issue for ebooks or audiobooks:

Ebooks: https://help.overdrive.com/customer/en/portal/articles/1481938-how-to-set-adobe-digital-editions-to-open-ebooks-automatically?b_id=15211

Audiobooks: https://help.overdrive.com/customer/en/portal/articles/1481565-how-to-set-overdrive-s-desktop-app-to-open-audiobooks-automatically?b_id=15211

A title isn't showing up when I download it into my device OR my app is crashing OR another message to indicate a problem with reading that isn't a specific error message.

Issues with reading a downloaded title come in many shapes and sizes. There will be times when there isn't a specific error message or a specific problem to troubleshoot. When this happens, thankfully, OverDrive has a pretty good article to start the troubleshooting process for the OverDrive app:

https://help.overdrive.com/customer/en/portal/articles/1481109-general-troubleshooting-for-the-overdrive-app?b_id=15211

I want you to order this book, please.

OverDrive, through the desktop site and the OverDrive app, allows patrons the option to recommend titles for purchase directly through the website. We encourage patrons to make recommendations this way as they will be the first to receive the titles if and when they are added to the collection.

To recommend a title, search for what you are looking for and when results are displayed, select "Recommend to library" under Availability on the left of the screen. After choosing a title from the list, and clicking the "Recommend" button, the patron will then be given the option to be informed via email when the title becomes available and/or opt to be placed on a holds list when the title is purchased.

Patrons are limited to three recommendations every 30 days using the above process.

If a title or author does not show up, it is not available for purchase most likely due to restrictions from the publisher.

Patrons can find more information about recommending titles here:

https://help.overdrive.com/customer/en/portal/articles/1481221-how-to-recommend-titles-that-you-d-like-your-library-to-add-to-its-collection?b_id=15211

If a patron would like to make more general genre or author recommendations, you can refer these requests to the WPLC Selection Committee representatives in your system. A list of selectors can be found here: <https://www.wplc.info/committees/selection-committee/>

Note: Titles cannot be recommended for purchase through Libby.

Can I download the same title multiple times to multiple devices? Can I sync my location in each?

Patrons can download the same title to up to six devices as long as they are all authorized with the same OverDrive account, Facebook account, or Adobe ID. For more information about downloading the same ebook to multiple devices see

<https://help.overdrive.com/customer/portal/articles/1481615-how-to-download-ebooks-to-multiple-devices->

OverDrive Read eBooks and OverDrive Listen audiobooks are synced through the library account, but only the progress in the browser will sync. If you read or listen in your browser,

then download the title to the OverDrive app or Adobe Digital Editions, your progress will not sync with those other programs.

1. You're using the OverDrive app v3.0 or higher.
2. You sign into the OverDrive app with the same OverDrive account, Facebook, or a library card on each device.
3. You download the title(s) to the OverDrive app (from your library's collection) on each device. Note: You'll only be able to add streaming video to the OverDrive app on Android and iOS devices.
4. You have "Automatic syncing" turned on in your app Settings (or OverDrive account, on Windows 8/10).
5. You have an active internet connection.

As long as you meet all these requirements, your progress and bookmarks will automatically sync when you open or close a title in the OverDrive app. When you open the app on another device, simply follow the prompts to go to your last synced place.

Read more about syncing titles here:

<https://help.overdrive.com/customer/en/portal/articles/1481688-how-to-sync-your-progress-and-bookmarks-across-multiple-devices>

Facts to know: What device(s) they are using?

I'm getting a message that downloading had been disabled for this device.

This usually occurs if the patron finds their way to an OverDrive record using a device that will not play or access the format of the title in question. For instance, if the patron is using their library's catalog and clicks through to OverDrive on an incompatible device, they will receive this message if they check out and then attempt to download the title.

<https://help.overdrive.com/customer/portal/articles/1481269-what-does-the-%22borrowing-and-downloading-are-disabled-for-this-device%22-error-mean->

Find out what formats the title is available in and see if it's possible for the patron to download the title and then transfer to their device as an alternative.

Facts to know: What device is the patron using? What format is the title in?

Content

Why am I only allowed to recommend three titles every 30 days?

The [WPLC Selection Committee](#) makes every effort they can to order recommend titles within their budget, but that budget is limited. In order to get the widest array of suggestions, there is a limit to the number that can be recommended within a 30 day window. This helps ensure that a few people aren't disproportionately skewing the collection to their own tastes by recommending many, many books a month.

Sample reply

Thank you for your input and I'm sorry for the inconvenience. We try to order all the books recommended within our budget and by limited the number of titles that patrons can recommend, we are able to get a broad representation of books requested by users of all types. It helps the collection grow in a way that represents more users' needs.

Why are there so many books in [insert genre here]?

The collection of Wisconsin's Digital Library is meant to be popular, that is, full of high-circulating materials. The development of the collection is determined by what titles and genres are popular with its users – specifically in bestselling fiction and nonfiction, mystery, and romance, to name a few.

If the patron is upset by the amount of erotica in the collection, one suggestion to offer is to have patrons exclude Mature Adult (e.g. erotica) from their view in their account Settings.

Getting started

I just got a new iPad/Android/Kindle/Nook! What do I do now?

Overdrive Help (<https://help.overdrive.com/>) has very extensive and comprehensive guides to get patrons up and running on their new device. In fact, on the front page of the help site is a list of "Getting Started" documents. Rather than re-inventing the wheel and writing up instructions for the patron, simply refer them to the appropriate document. Of course, be sure to offer further help if the patron should find that they need it...and this is a great time to encourage the patron to come in for some one-on-one or group training, if your library offers it!!

Facts to know: What device/software is the patron using?

Kindles

I downloaded a Kindle book, but it isn't showing up on my Kindle.

Most likely, some server hiccup prevented the title from being sent via wifi to the Kindle, or the patron does not have wireless enabled on their Kindle. To correct it as the patron to log into their Amazon account, and visit the "Manage Your Content and Devices" section. There they will see a full list of titles in their account. Find the title, and click the dropdown button labeled "Actions" to the left of it. Select "Deliver to...." to have it sent again. Be sure the patron has wireless access turned on for their Kindle as well.

I get a 404 / error message on Amazon when I try to get my Kindle book.

404 errors with Amazon are often content-related. You will need to submit a support request to OverDrive Support to seek their assistance. OverDrive's response is typically "We are sorry for the trouble you've experienced with your Kindle Book. We have reported this issue to Amazon and will let you know as soon as they have corrected the problem. Please be patient while we work with Amazon to correct the issue."

The issues are typically resolved quickly, though sometimes, it may take significant time before the title will be available. If the issue isn't resolved before a patron's lending period expires, you can offer to move them up on the holds queue once the title is available. (You do this by using the "Manage holds" function in Marketplace.)

I downloaded a title to my husband's kindle, but I want it on mine.

You can do this if both Kindles are authorized to the same Amazon account. If that is not the case, the patron will have to check out the title again and deliver it to the correct Kindle using the correct Amazon account. If the patron tries to download the title again to a different Amazon account, there will be an error message that the title has already been claimed.

Facts to know: Are both Kindles registered to the same Amazon account?

How do I transfer titles to my Kindle over USB?

If the patron doesn't have wireless access, but wants to transfer a title to their Kindle, they can do so by following these instructions from Amazon:

https://www.amazon.com/gp/help/customer/display.html/ref=help_search_1-1?ie=UTF8&nodeId=201242340&qid=1385042076&sr=1-1

iPods

I want to transfer this audiobook to my iPod but it's not working.

In this case, as with many questions, the more information you have, the easier it will be to help the patron. You'll probably want to ask some probing questions to find out what is actually happening when they try to transfer. If the patron hasn't included an error message or error code, ask if they're getting one. The transfer process is different depending on the format of the file they're transferring as well. If that information isn't in the support request, ask for it or look it up using the reports in Marketplace. Depending on the specifics of the patron's problem, you may simply wish to refer the patron to an appropriate help article.

Transferring from Mac to iPod:

https://help.overdrive.com/customer/en/portal/articles/1481553-how-to-transfer-audiobooks-to-an-ipod-using-overdrive-for-mac?b_id=15211

Transferring from Windows to iPod:

https://help.overdrive.com/customer/en/portal/articles/1481068-how-to-transfer-audiobooks-to-an-ipod-using-overdrive-for-windows-desktop-?b_id=15211

Facts to know: Specific error codes that are appearing; Specific steps that the patron is using when trying to transfer; Format of the file being transferred; Devices involved in the transfer; Title of file being transferred

Adobe

What is an Adobe ID and how do I use it?

An Adobe ID, which you can get free from Adobe, ensures you are an authorized user of a digital title on Adobe Digital Editions and allows you to access the same title on multiple devices. If a user is transferring from a computer to an e-reader or mobile device, the computer and the device must both be authorized with the same Adobe ID. Read more about Adobe IDs here:

<https://help.overdrive.com/customer/portal/articles/1481633-what-is-an-adobe-id-and-how-can-i-get-one->

Facts to Know: If the user has an Adobe ID and is using the same one across multiple devices.

OverDrive Account

What is an OverDrive account, and what does it do?

A free OverDrive account lets you take advantage of features in the [Libby app](#), in the [OverDrive app](#), in [OverDrive](#), and on [OverDrive.com](#).

Sign into Libby

All your saved library cards, loans, and holds will automatically appear in the app when you sign in with your OverDrive account. Using an OverDrive account is a great option for users with more than one library. Learn more about Libby [here](#).

Sign into the OverDrive app

All your saved libraries will appear in the OverDrive app for easy access. Sign into the same OverDrive account on up to six devices to download Adobe EPUB eBooks on each one. Once you download a title, your bookmarks and reading position for downloaded titles are also saved to your OverDrive account.

Sign into your library

The first time you sign into your library using your OverDrive account, you'll be prompted to add your library card. After you do, you won't need to enter your library card information again. You can use the same OverDrive account to sign in and add a card to each library you belong to (as long as each library has switched to the new OverDrive). Learn more about signing into your library with an OverDrive account [here](#).

Authorize Adobe Digital Editions (ADE)

When you authorize ADE with your OverDrive account, you can download eBooks to it. If you use the OverDrive app on a mobile device, you can download the same books to ADE and the app as long as you sign into your account on both devices.

Save searches on overdrive.com

Are you a James Patterson fan? With an OverDrive account, you can search for "James Patterson" on overdrive.com, filter your results to further narrow your search (optional), and then save your search term and filters so you can easily rerun that exact search in the future. Just click or tap the search bar, and your saved searches will appear below.

All About Libby

More help with specific features can be found by visiting <https://help.libbyapp.com/>.

What is the point of Libby when there is an existing OverDrive app?

The primary goal of Libby is to attract new users to OverDrive - and keep them as active users - by reducing user confusion and obstacles to reading. Libby seeks to achieve this goal by

streamlining workflows throughout the app, focusing on unifying the experience for browsing, borrowing, and reading ebooks and audiobooks.

- Improved renewal process
- Activity history
- Format simplification

Will Libby replace the OverDrive app?

Not anytime soon! OverDrive has no plans to remove the OverDrive app.

What devices are compatible with Libby?

Libby is available for:

- iOS 9+
- Android 4.4+
- Windows 10 (for [desktops/tablets](#) and [mobile](#)), versions 1607 (Anniversary Update) and 1703 (Creator's Update)

Will Libby be available for Kindle Fire?

Yes, soon.

Which features from the existing OverDrive app are not yet available in Libby?

These features are not yet available, but will be in the future:

- Recommend to Library
- Syncing tags across devices
- Wish lists
- Title ratings
- eReading rooms
- Sign in with OverDrive and Facebook account options
- Ongoing accessibility improvements
- Multilingual navigation

How do I send a book to my Kindle e-reader?

From your Shelf, tap the book you'd like to send to your Kindle, then select "Send to Kindle" and follow the prompts from Amazon. You can also send titles to your Kindle by default by selecting the menu, Device Preferences, and selecting Kindle for your Reading Preferences.

What are account preferences and how do I change them?

You can apply your account preferences to Libby by tapping the maroon plus sign from any page in the Library. Account preferences you can set are availability (available titles only or everything), a default sorting of search results, language, audience (juvenile, young adult, general content, mature content, or all), and compatibility (Libby or Kindle). Once these account preferences are set, they will apply to all your library searching and browsing – anywhere you see the maroon plus sign.

How do I change my default lending period?

In Libby, unlike the existing OverDrive app, you cannot change your default lending period. Lending periods are established per title when they are checked out and the last lending period used will be the lending period used for the next check out.

Can I access and/or play streaming video titles in Libby?

No. There is no plan to implement streaming video into Libby.

Can Libby be used on my desktop?

Yes, visit <http://libbyapp.com> to use Libby in the browser. However, the WPLC OverDrive-powered website is still the recommended desktop experience – Libby is intended to be a mobile device experience.

How do I sign out of Libby?

Unlinking a card effectively signs you out.

How do I see my place in line for a hold?

After you place a hold, view your place in line by going to Shelf > Holds, and tapping "Wait List." This will display your approximate wait time for the title, as well as total holds, total copies, and the number of people waiting per copy.

Can I see the book order for a series?

Yes! OverDrive recently added this information to Libby. Visit this help article to learn more: <https://help.libbyapp.com/searching/finding-series-information/>

Can I sort books in series order?

Not right now, but OverDrive is actively exploring ways to add this information in the next few months.

Why can't I return my loan before it's due?

This is almost always because the loan has been format-locked — you have sent it to your Kindle, or you have downloaded it as an Adobe EPUB to read in the OverDrive app. If you plan to use Libby exclusively, you shouldn't run into any format-locking or early-return problems.

Can I download parts of an audiobook?

Libby does not offer per-file audiobook download management. In Libby, you can stream the book if you're storage-conscious, and you can download the book if you're data-conscious (or often offline). These two simple options are typically more useful to the majority of users, for whom file management is confusing and intimidating and error-prone.

What are Tags vs. Wish List?

Tags are a feature of Libby. They're specific to your device, meaning they don't sync if you use Libby on more than one device. However, they do work for all of your libraries on each device, so you can tag titles from multiple libraries using one set of tags.

Wish lists are a feature of the OverDrive app and website. They're specific to your library, meaning you have one distinct wish list per library.

At this time, there's no way to sync your wish list(s) with the tags in Libby. OverDrive is actively working on syncing tags between devices and syncing wish list(s) with tags.

Can I transfer my downloaded titles to another device?

While Libby does not transfer titles between devices, you can transfer audiobooks from your computer to your device using OverDrive for Windows (desktop).

How do I remove a downloaded title from my device without returning it?

In Libby, tap Shelf. Next to a borrowed book in your Shelf, tap the check mark and select Stream (when online). You'll be prompted by messaging that will advise "This will wipe your download. Are you sure?" Tap Yes, Wipe Download to confirm. This process can be done for either audiobooks or ebooks.

How do I do an Advanced Search?

1. Tap **Library** from the bottom-left of the app.
2. Tap the search bar at the top of the screen.
3. Tap the **more** button.
4. Fill out your desired criteria, then tap **Search**.

How do I sync my Shelf?

Libby automatically syncs between devices, as long as you've added your library card(s) to each device. If you need to manually sync for any reason, go to your Shelf  and tap the sync icon.

How do I disable or delete my Activity history?

At this time, you cannot disable the Activity feature in Libby. However, you can delete the events in the Activity log by swiping from right to left on the title and tapping Remove.

Does Libby let you speed up audio play?

Yes. Drag down the "speedometer" to change audio playback speed.