

Libby Lifesavers:

Practical Tips for Everyday Support

Libby.
The library reading app



OverDrive
Marketplace™

kanopy
stream smarter



Webinar Level



Beginner	Intermediate	Advanced
Slower pace	Faster pace	Faster pace
No familiarity	Some familiarity	Expert familiarity
Focus on what feature is	Focus on how to best use features	Focus on how to best use features



Today's session is designed for learning, not live troubleshooting. Please keep any questions in Q&A focused on the presentation content so we can maximize value for all attendees.

If you need issue specific support, please contact our Libby Support team through the **Help & Support** section of the Libby Menu.

Your Speakers



Lisa Braun
Product Trainer



Emma Dwyer
Product Trainer



Katie Blachman
Team Lead

Your Libby Experts



Anya Kogan
Technical Support Specialist



Matt Krueger
Technical Support Specialist

Housekeeping



**Receive certificate
for participation.**



**Ask questions under
Q&A and adjust subtitles
under Captions.**



**You will receive an email
tomorrow with the
recording and survey.**

Agenda

1

Introduction

2

Why this matters

3

Scenarios

4

Help & resources



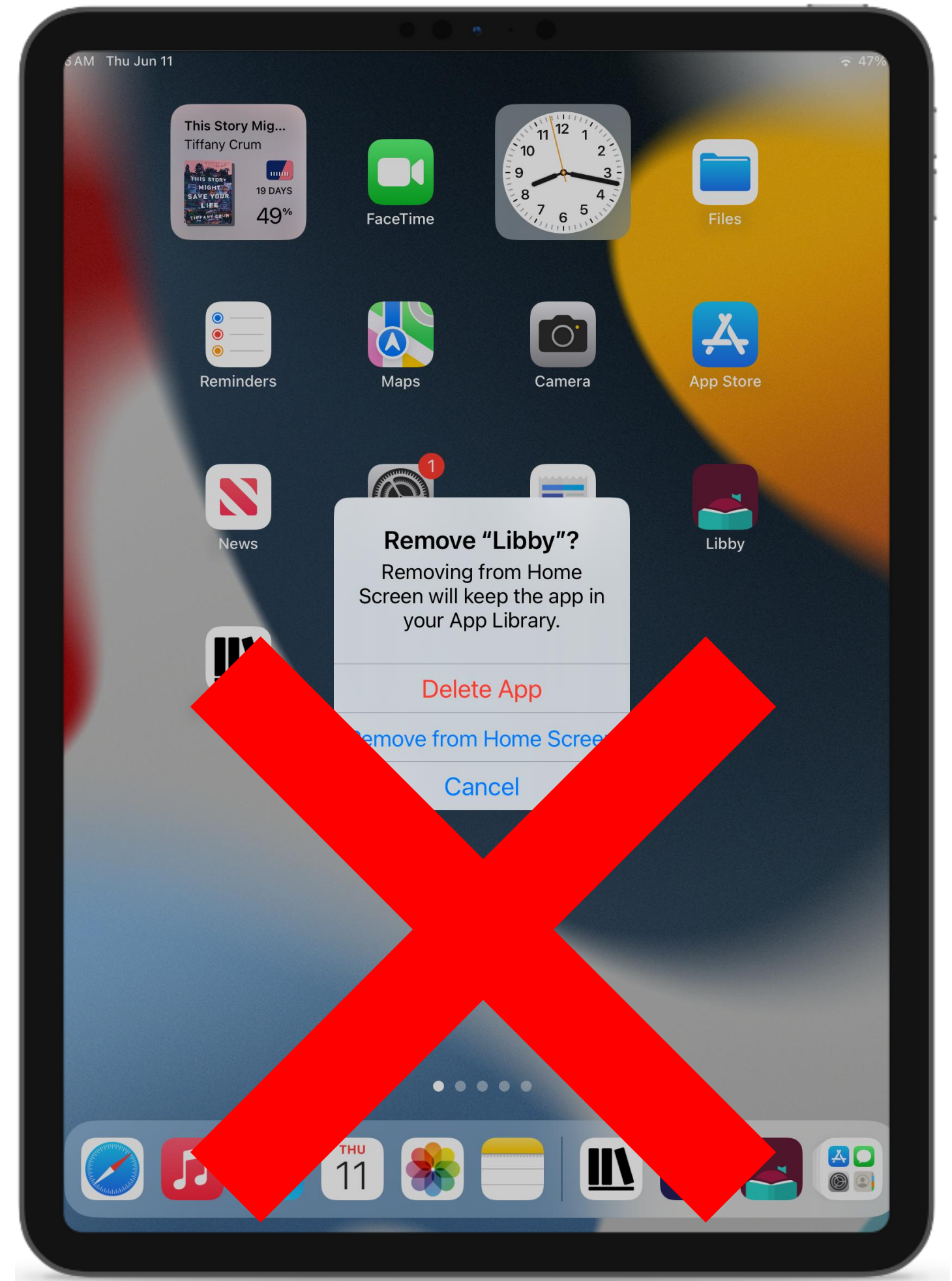


General troubleshooting

If I run into something unexpected with Libby, what should I try first?

General troubleshooting tips:

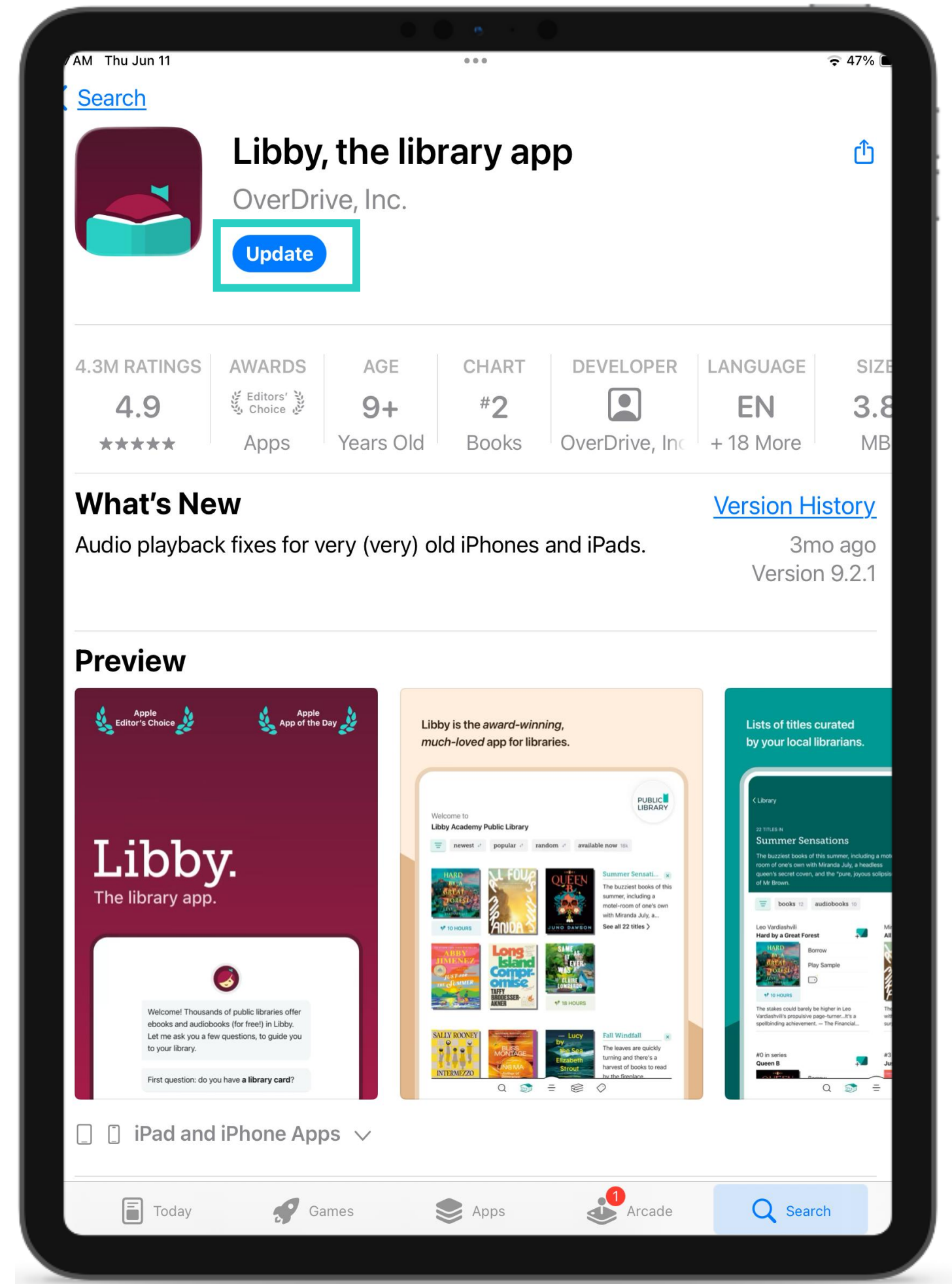
Don't uninstall the app – this can lead to unintended data loss! Instead, try:



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- Checking for app and browser updates



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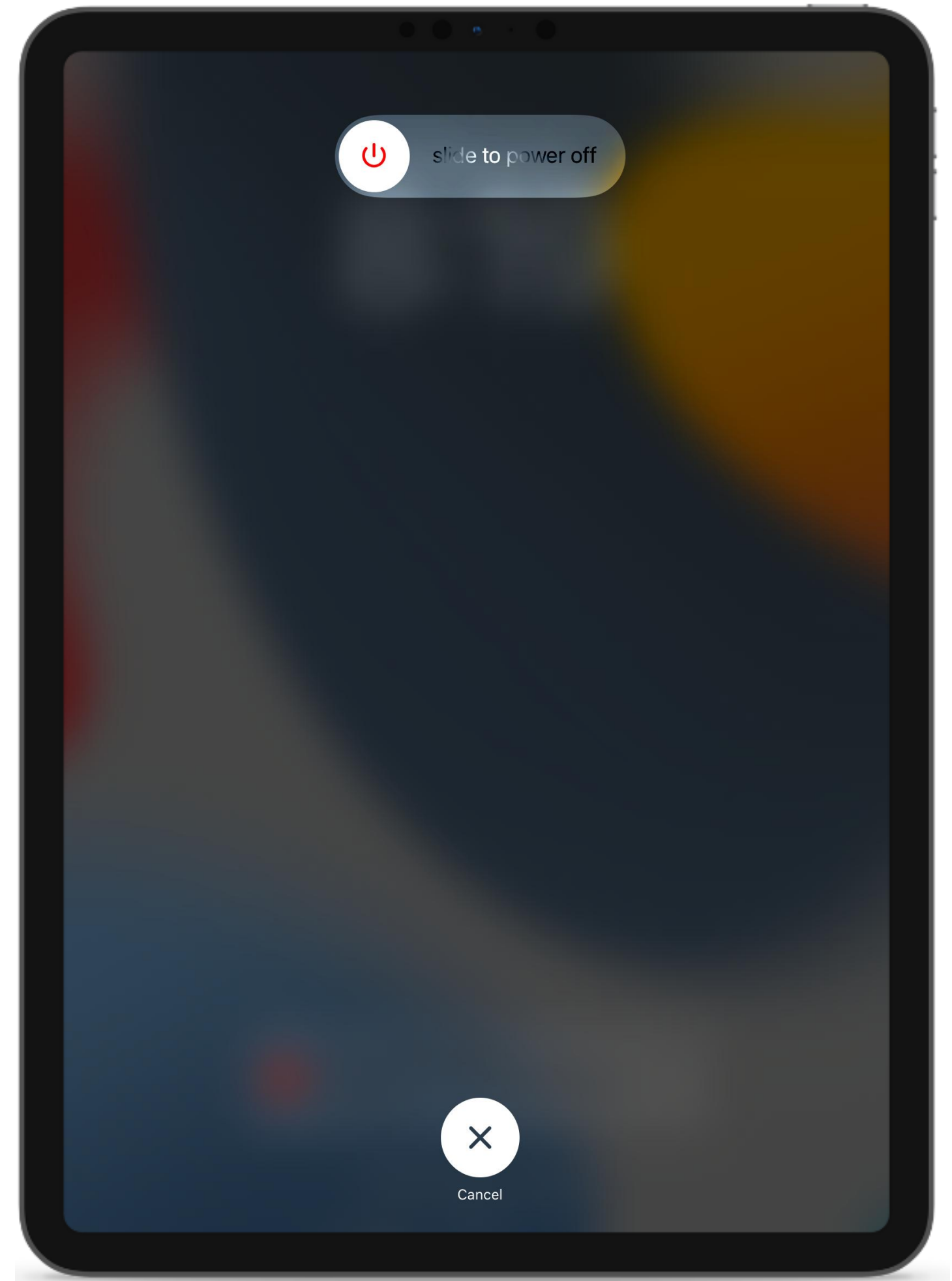
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- Closing the app (or your browser) and relaunching



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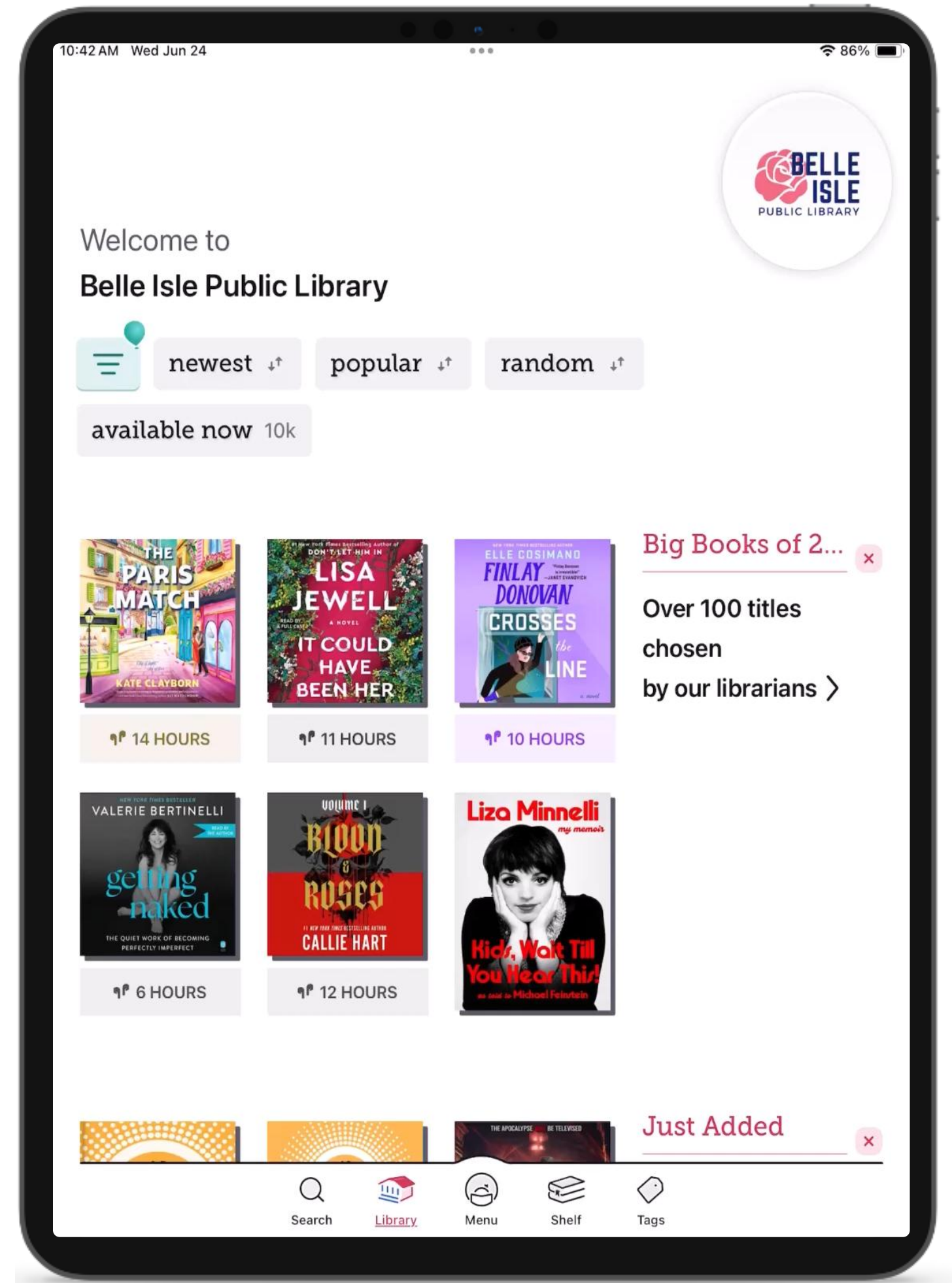
- Checking for app and browser updates
- Closing the app (or your browser) and relaunching
- Restarting your device



General troubleshooting tips:

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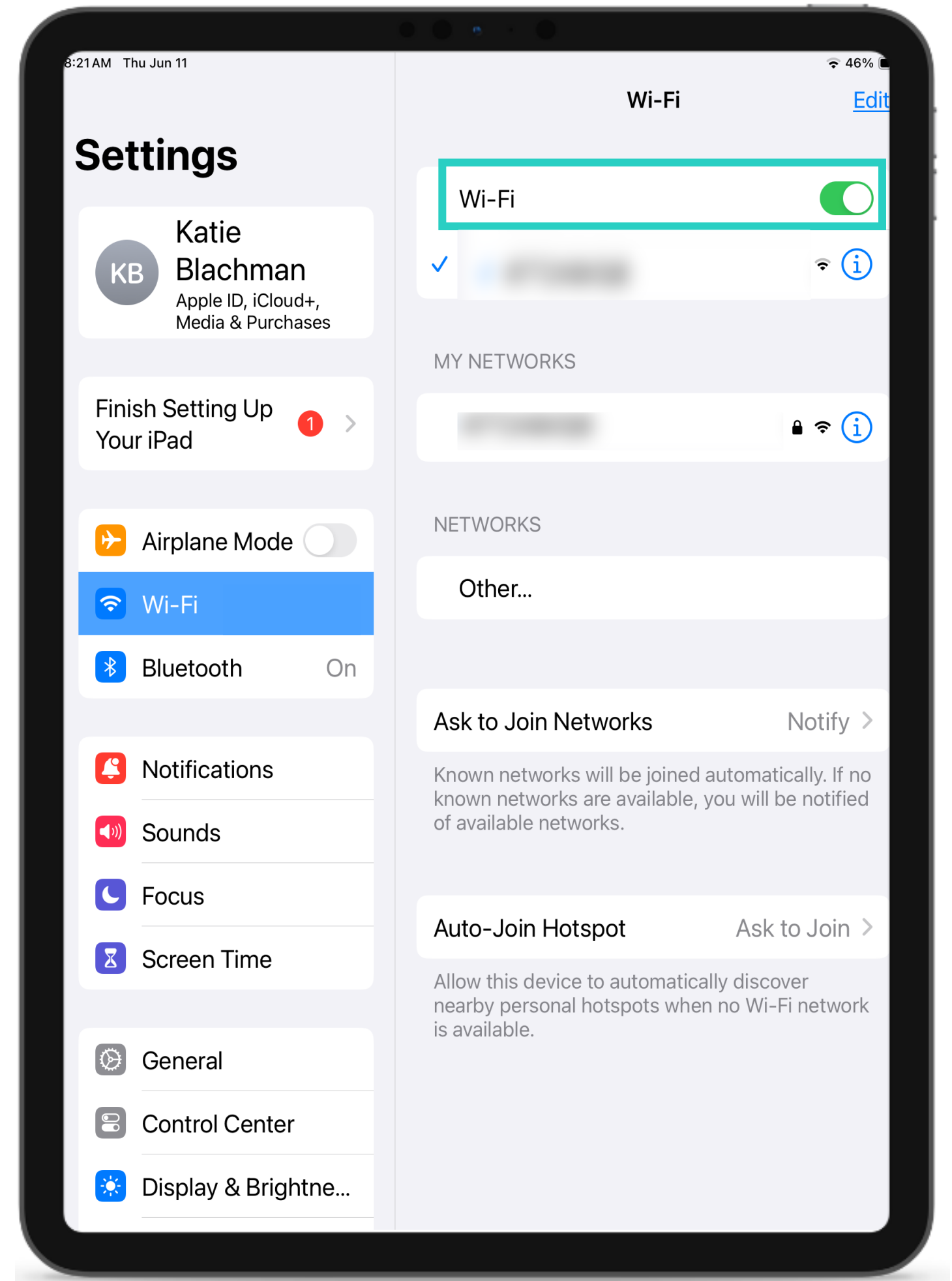
- Checking for app and browser updates
- Closing and relaunching the app
- Restarting your device
- Verifying your library card(s) or removing and re-adding



General troubleshooting tips:

Don't uninstall the app – this can lead to unintended data loss! Instead, try:

- Checking for app and browser updates
- Closing and relaunching the app
- Restarting your device
- Verifying your library card(s) or removing and re-adding
- Switching networks, or using cellular data



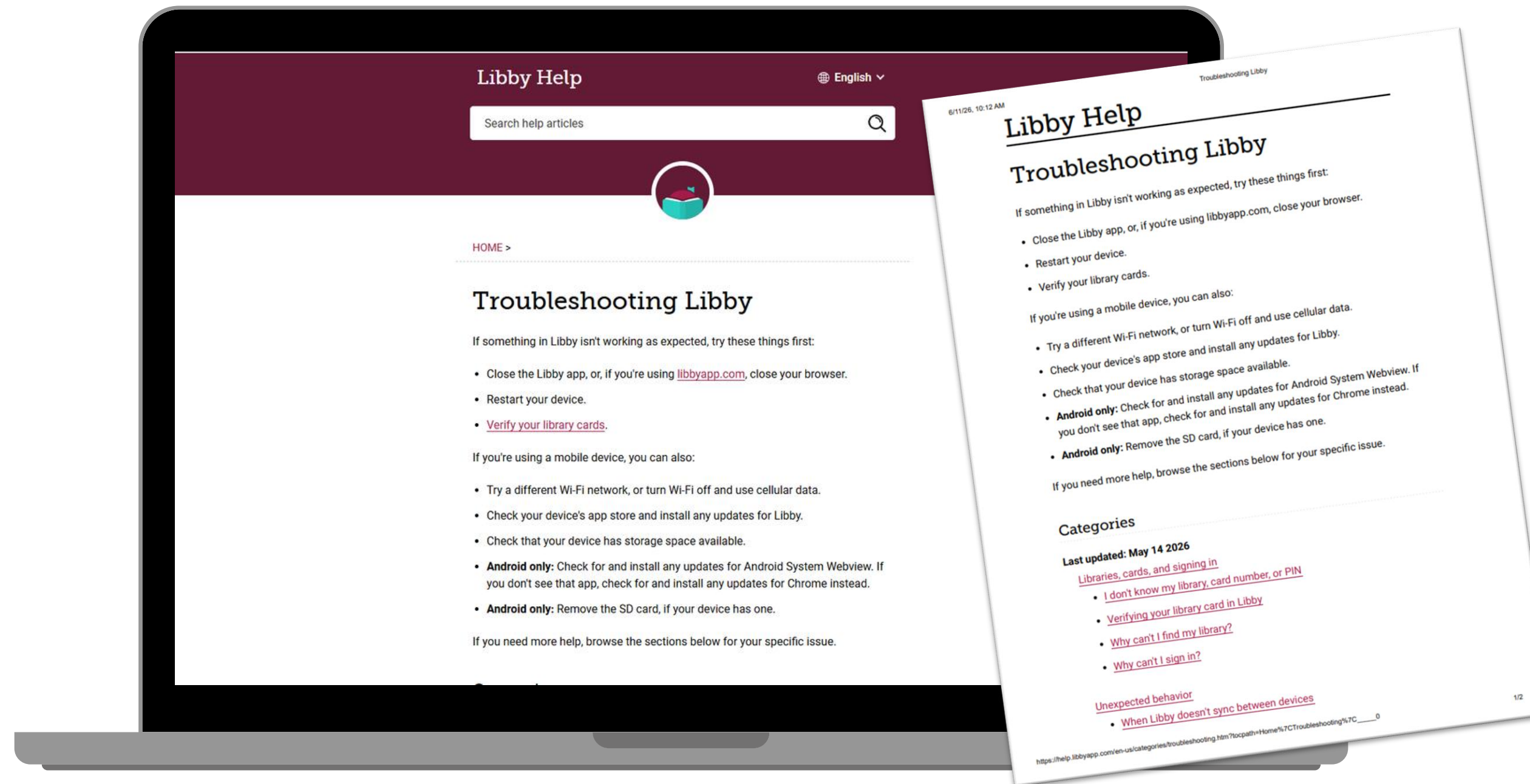
General Troubleshooting on Libby Help

Visit the [Troubleshooting category on Libby Help](#) to view (and optionally print) these steps!



Scan to visit
Troubleshooting
tips on Libby Help!

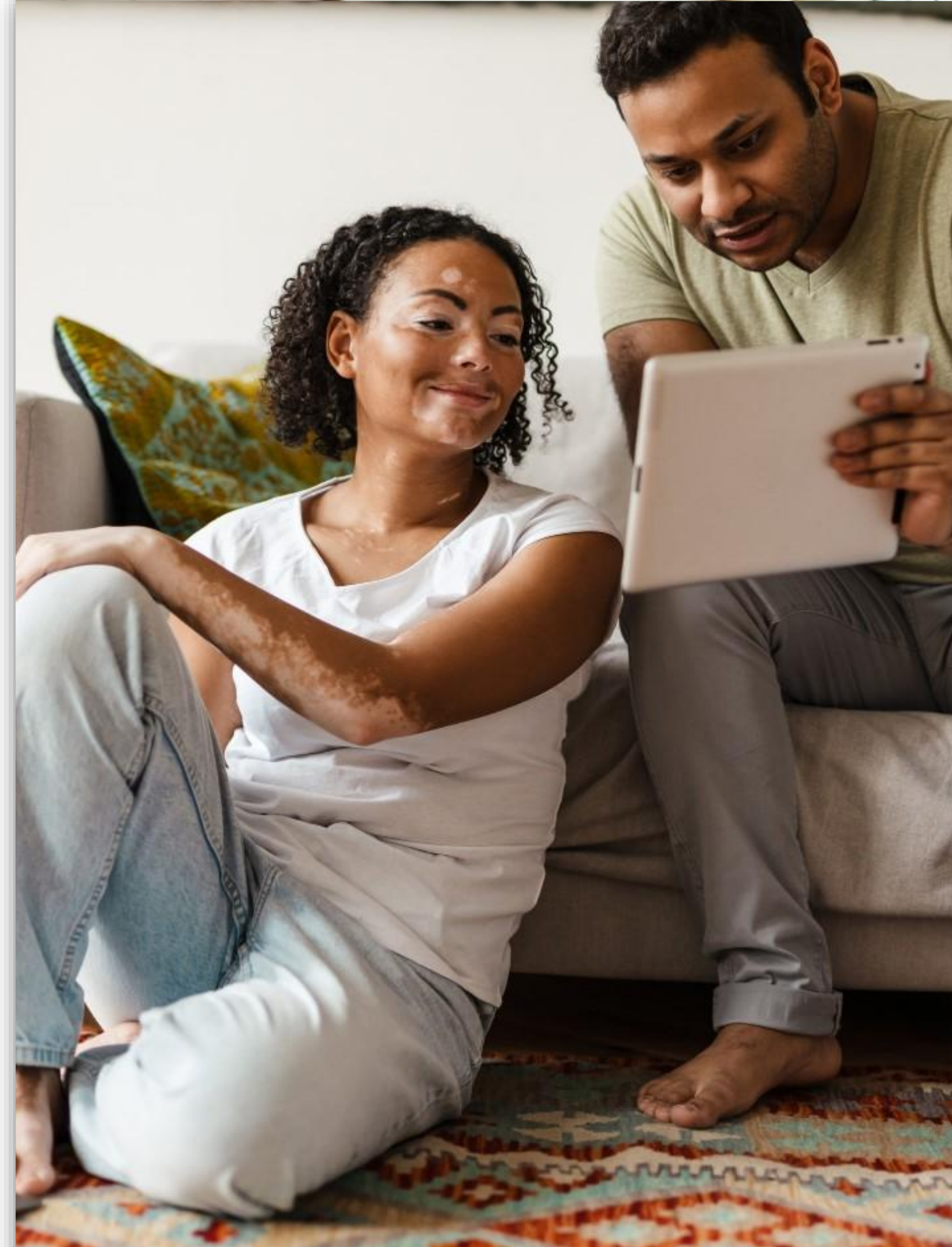
Libby.



Poll!

Which of the following is **not** a recommended troubleshooting step?

1. Restarting your device
2. Uninstalling the app
3. Closing and re-opening the app
4. Verifying your library cards





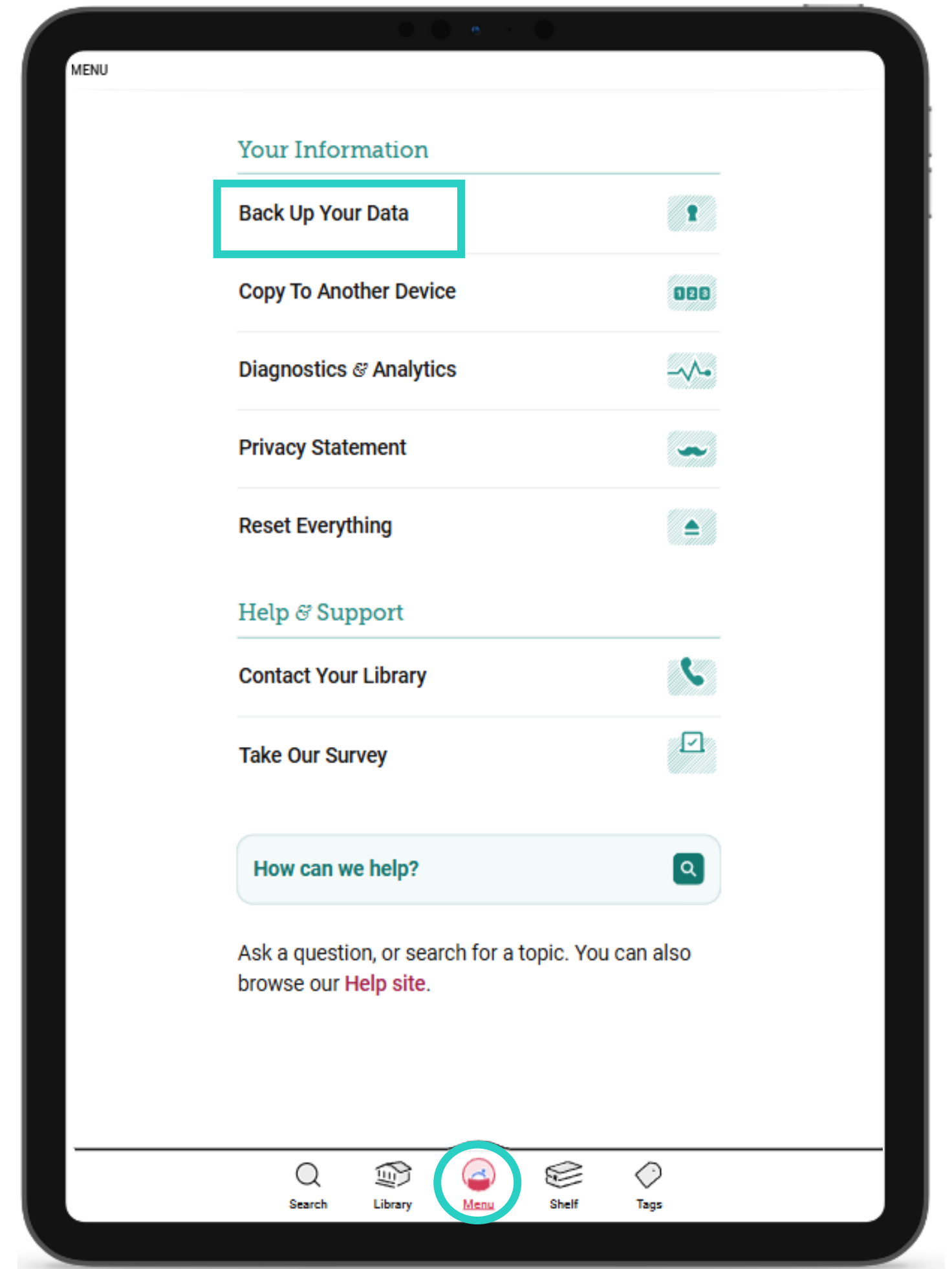
Backing up data & keeping Libby in sync across devices

*My tags, library cards,
loans, and holds aren't
syncing across devices.
What should I do?*

Back up data & keep Libby in sync:

Back up your data with a Passkey!

Menu > Back Up Your Data



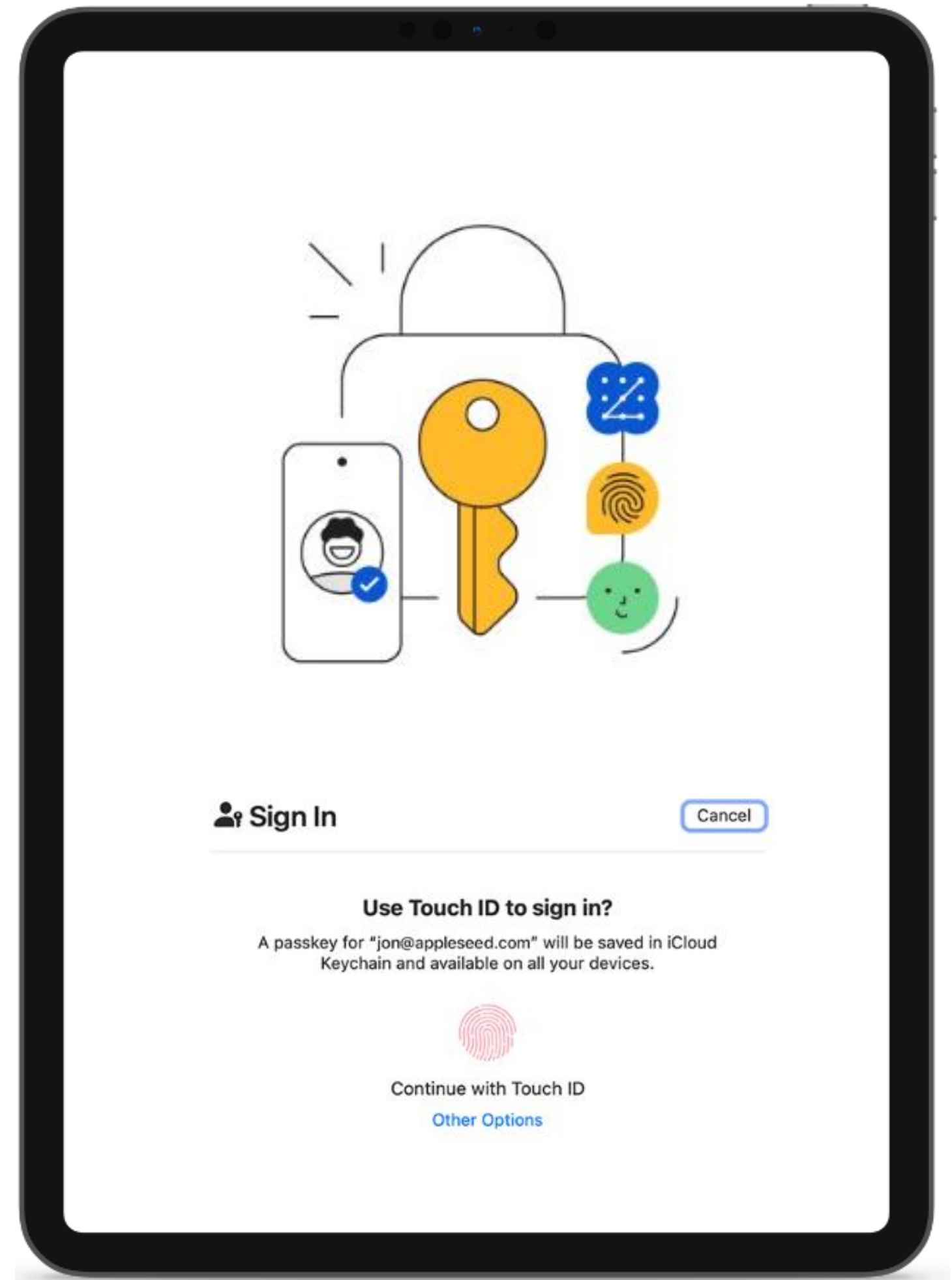
Back up data & keep Libby in sync:

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Passkeys

- Secure, password-free sign in
- Like a digital key stored on your device
- Stored in password manager & backed up; recover data even if you lose your device
- Use biometrics or device PIN



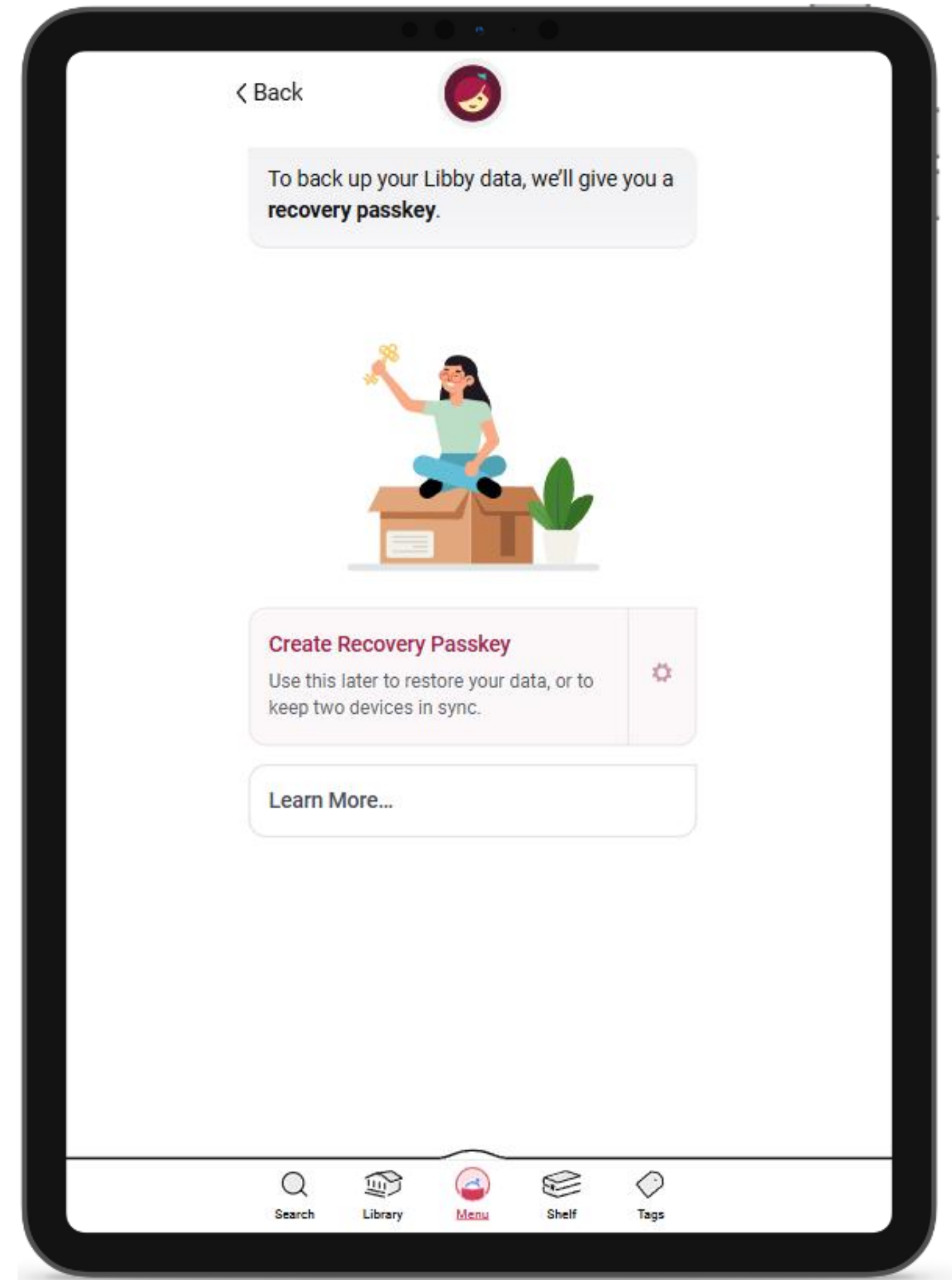
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Passkeys in Libby

- Back up your libraries, cards, and tags
- Easily restore your data anytime



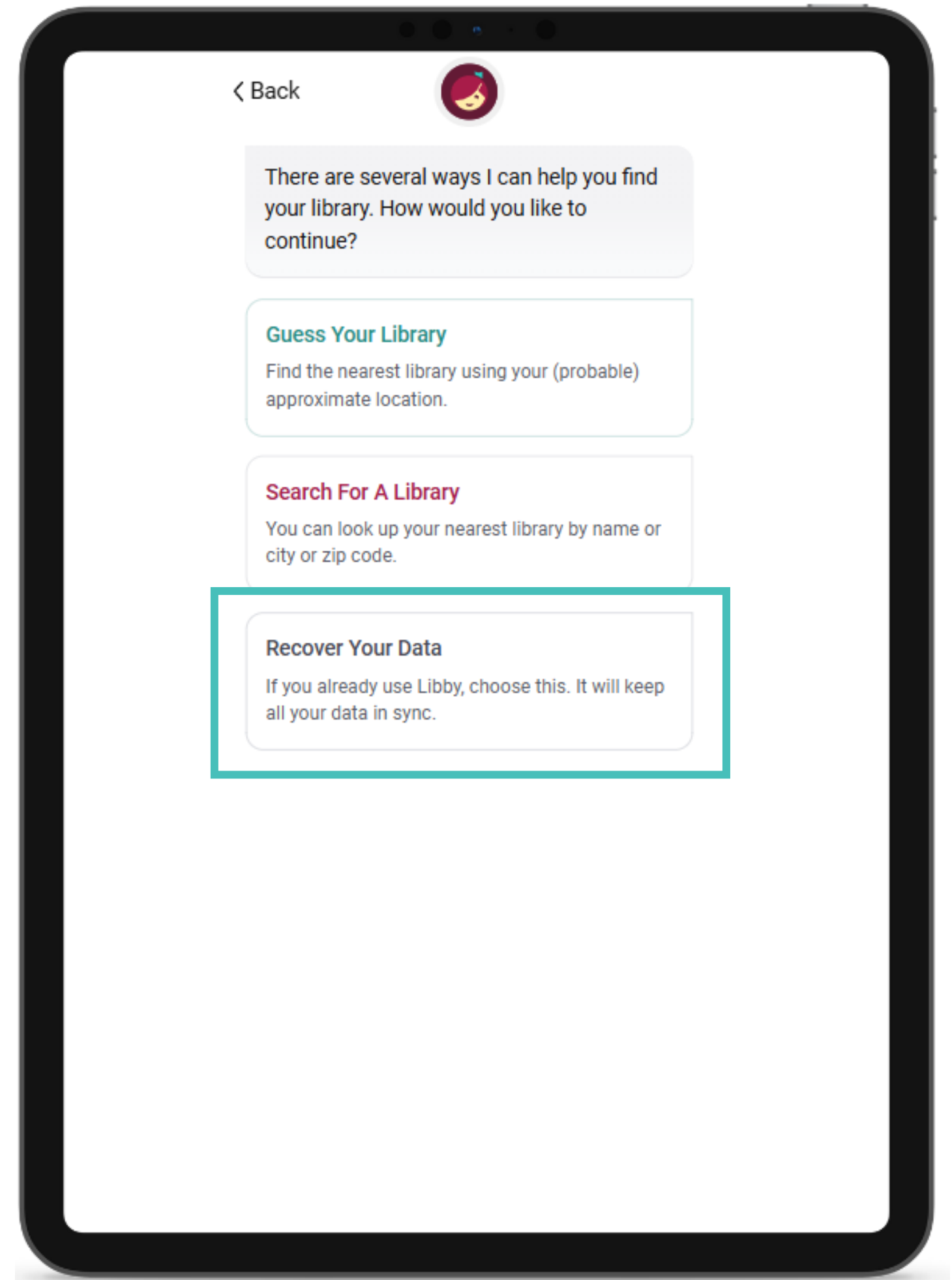
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Passkeys in Libby

- Back up your libraries, cards, and tags
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- Sync across devices – use your recovery passkey to set up Libby on a second device



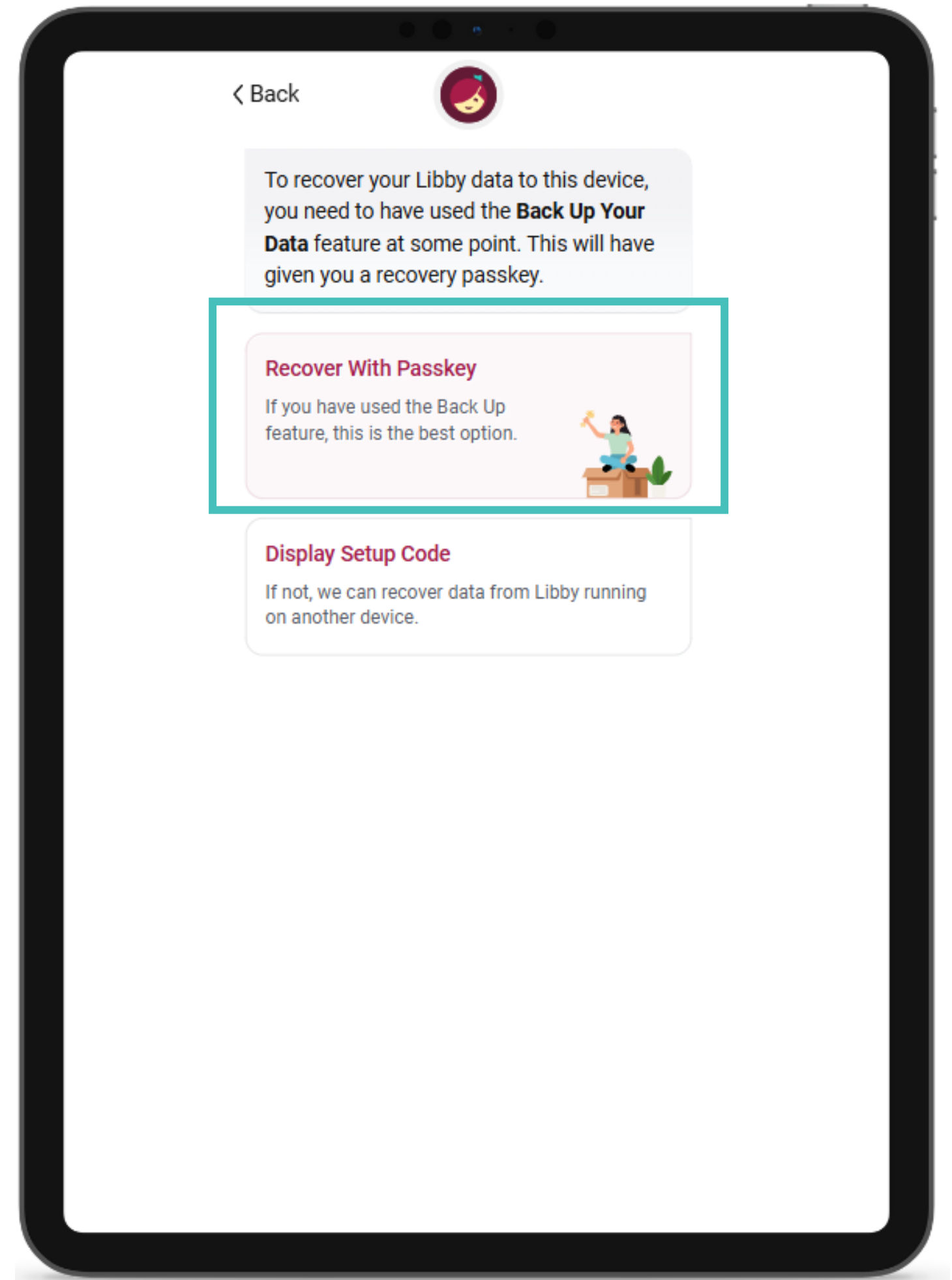
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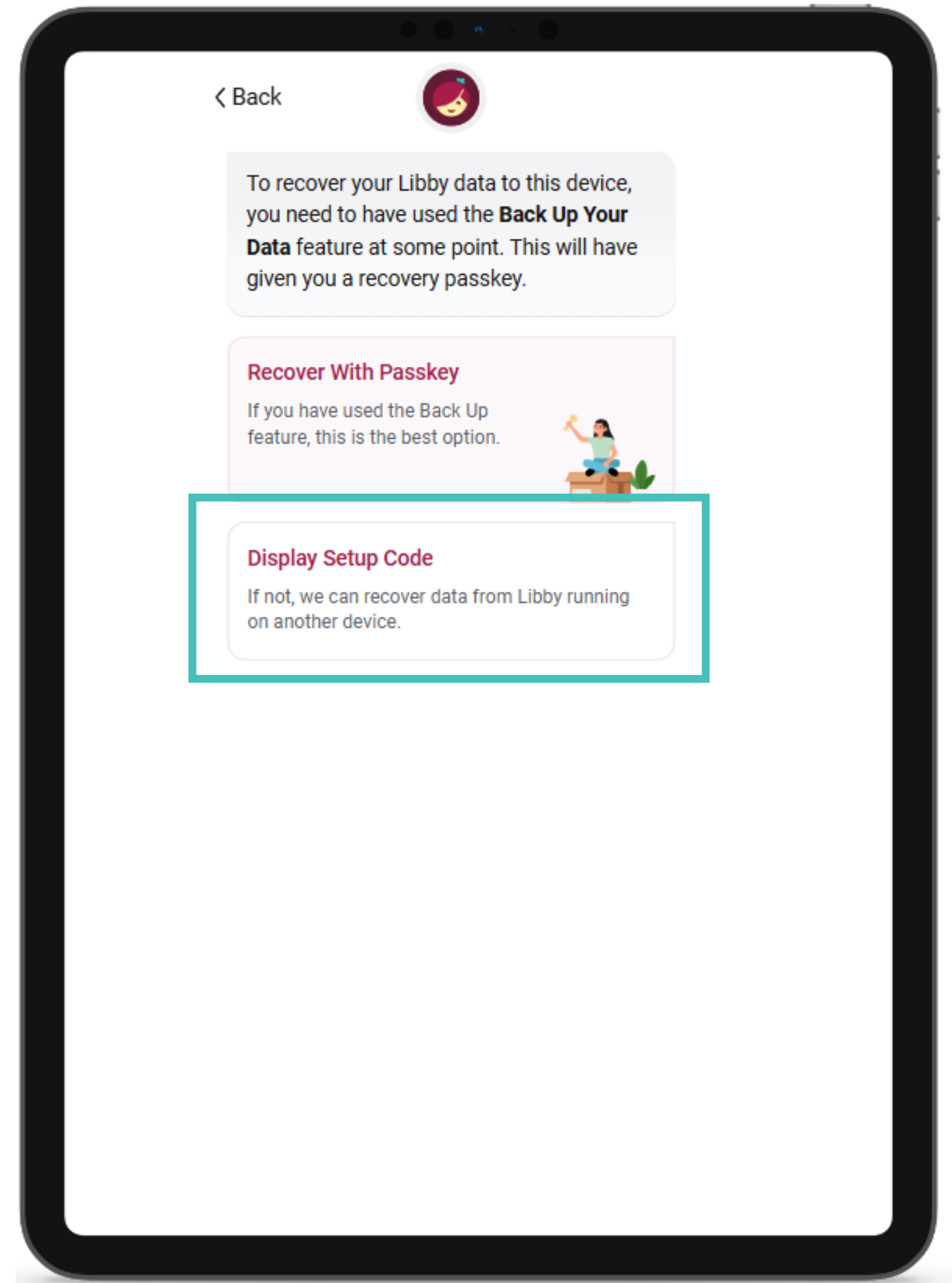
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Device compatibility

- Android 9+, iOS 17+, modern browsers
- Use a QR code to share your passkey across different operating systems
- Setup code as fallback option



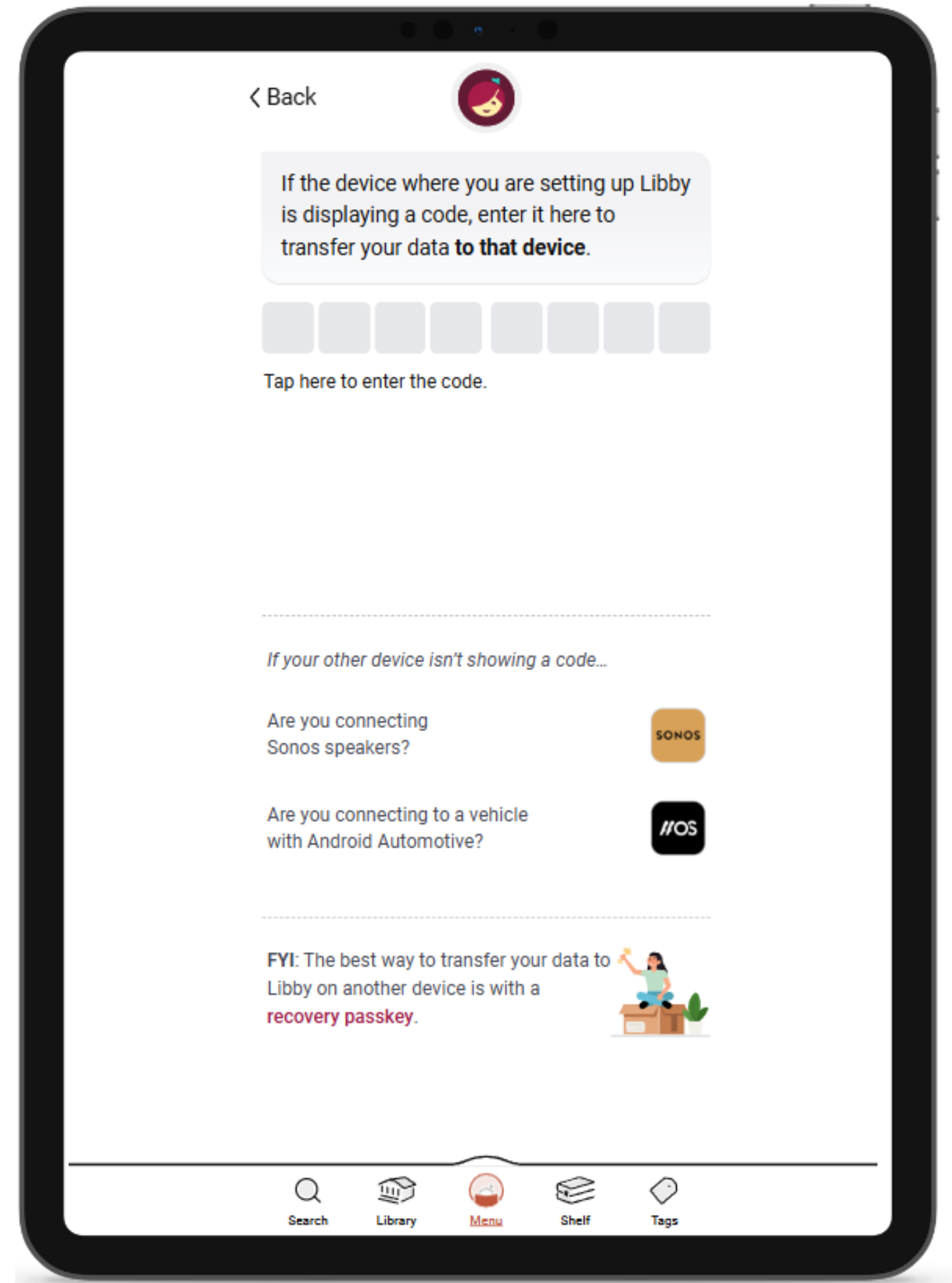
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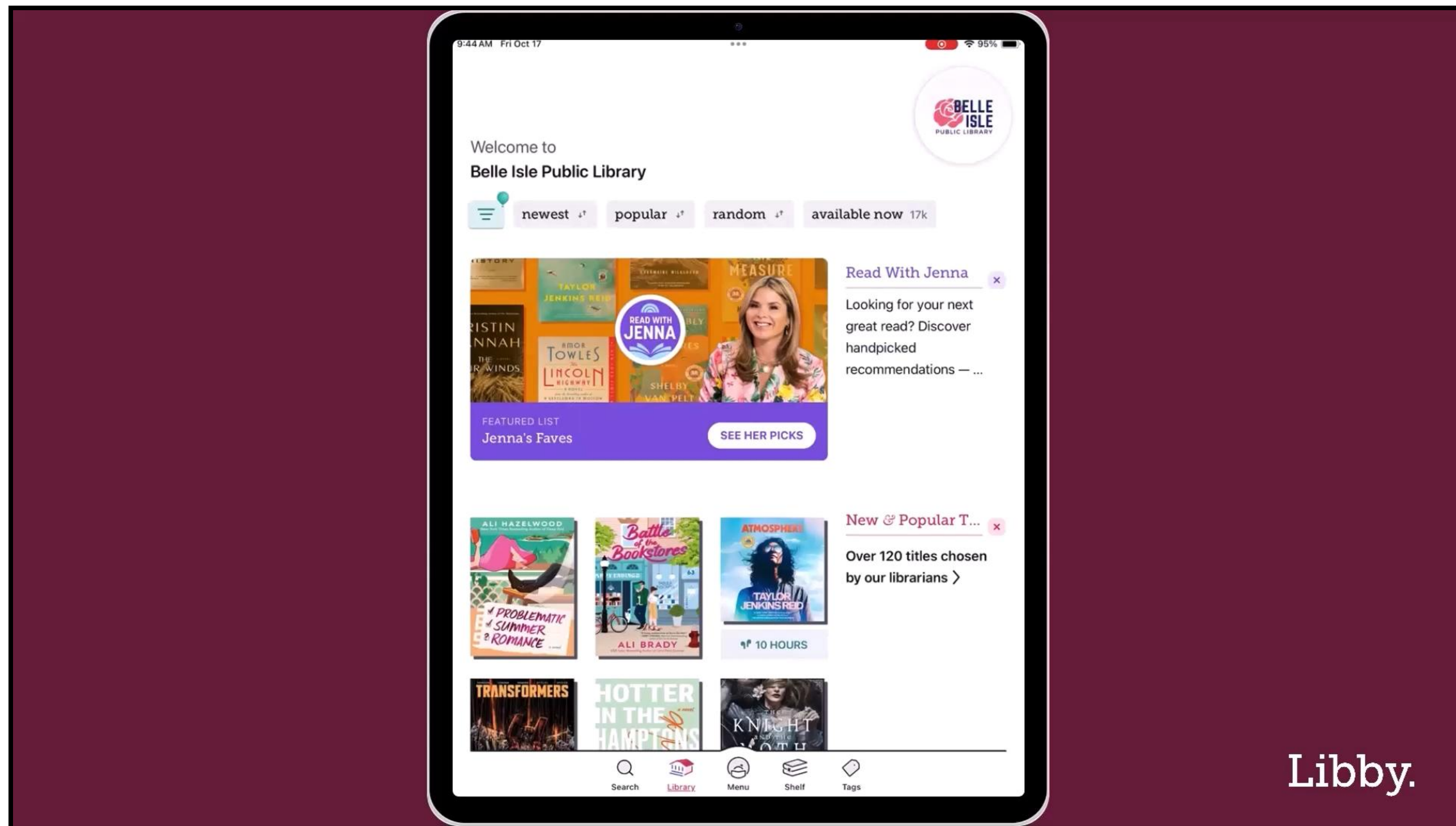
Device compatibility

- Android 9+, iOS 17+, modern browsers
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- Setup code as fallback option



See it in action!

Video shows how to copy your Libby account to another device using a passkey.



Libby.

Libby.

Video embedded on <https://help.libbyapp.com/en-us/6070.htm>

Learn more on Libby Help

Scan to visit (and optionally print!) these Libby Help articles:

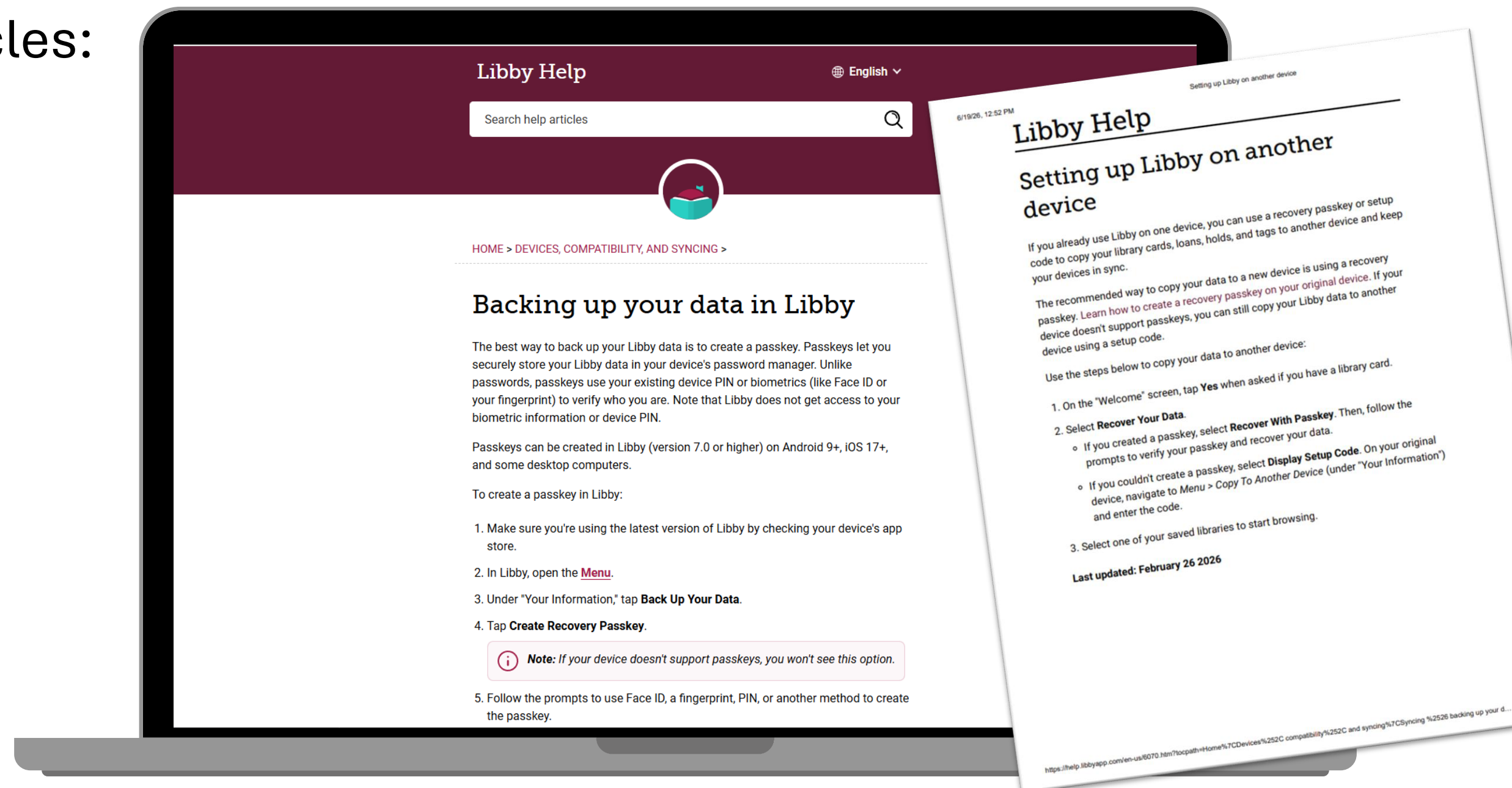


Backing up your data in Libby



Setting up Libby on another device

Libby.



Poll!

Based on what you learned, how likely are you to use a Passkey with Libby?

1. Very likely
2. Somewhat likely
3. Unlikely



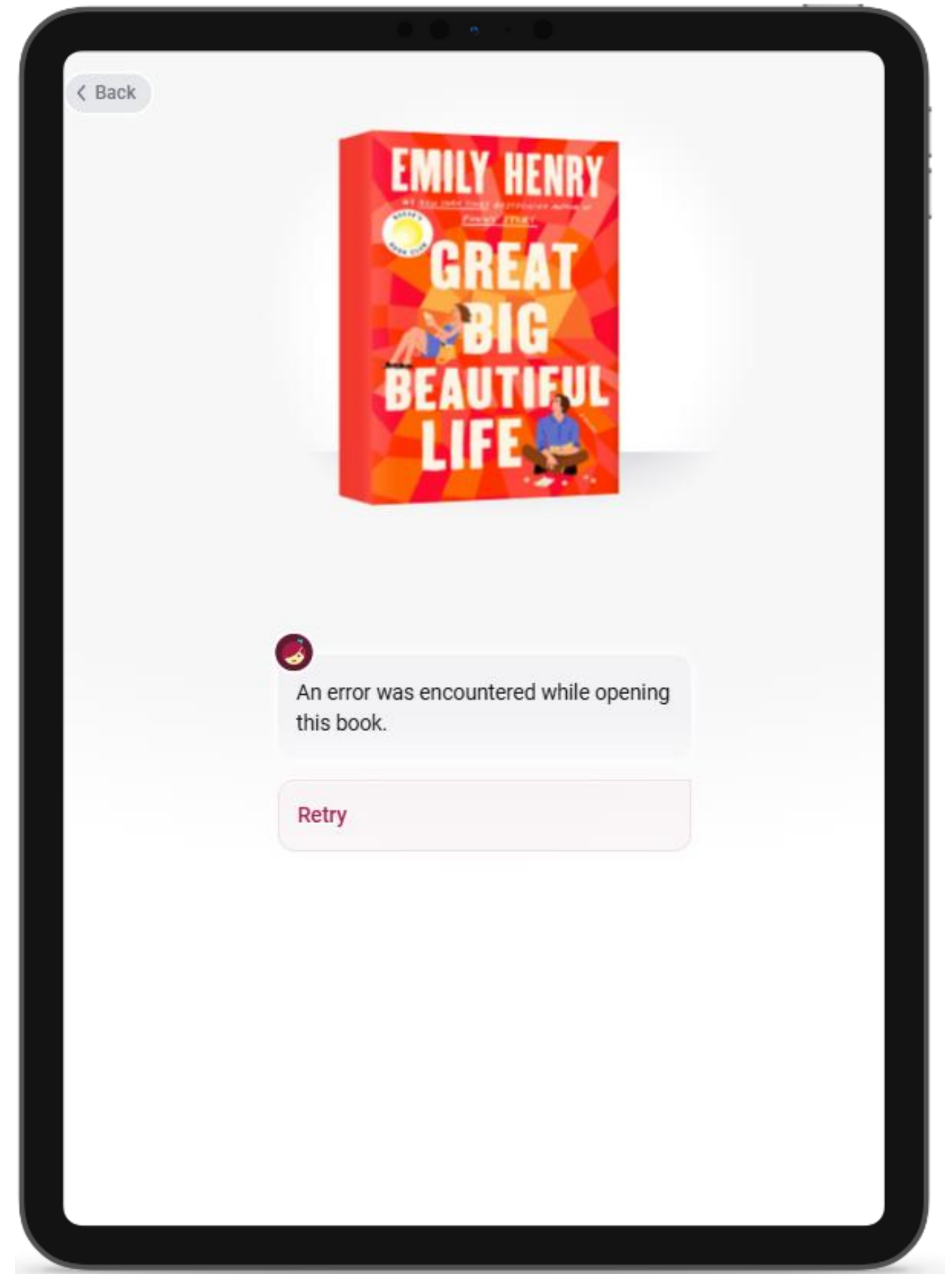


Troubleshooting titles

What steps should I take if my loan won't open or a title won't download?

Troubleshooting titles:

If your loan won't open, try:



Troubleshooting titles:

If your loan won't open, try:

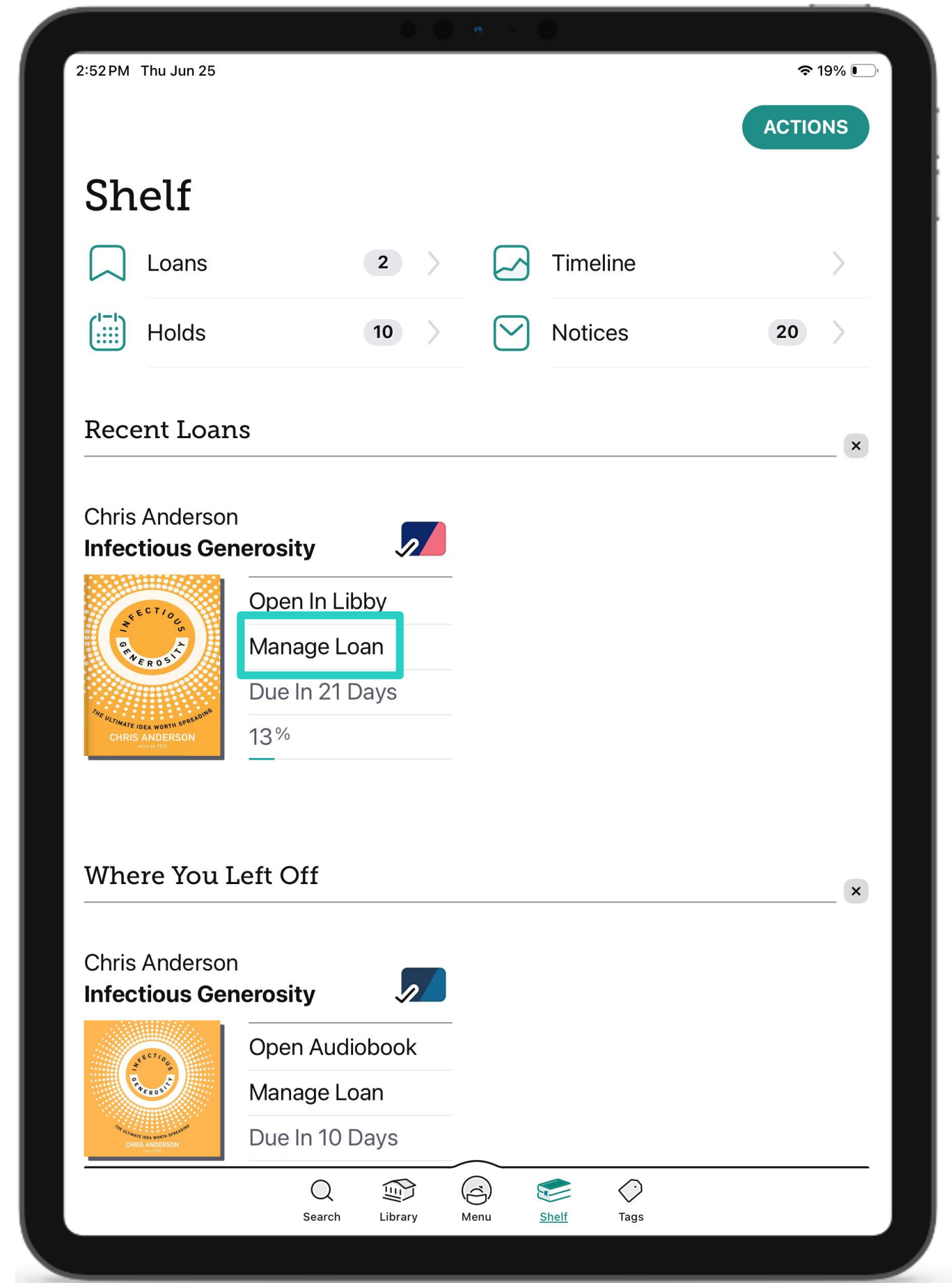
- Closing the Libby app completely, reopen it, and try opening the loan again



Troubleshooting titles:

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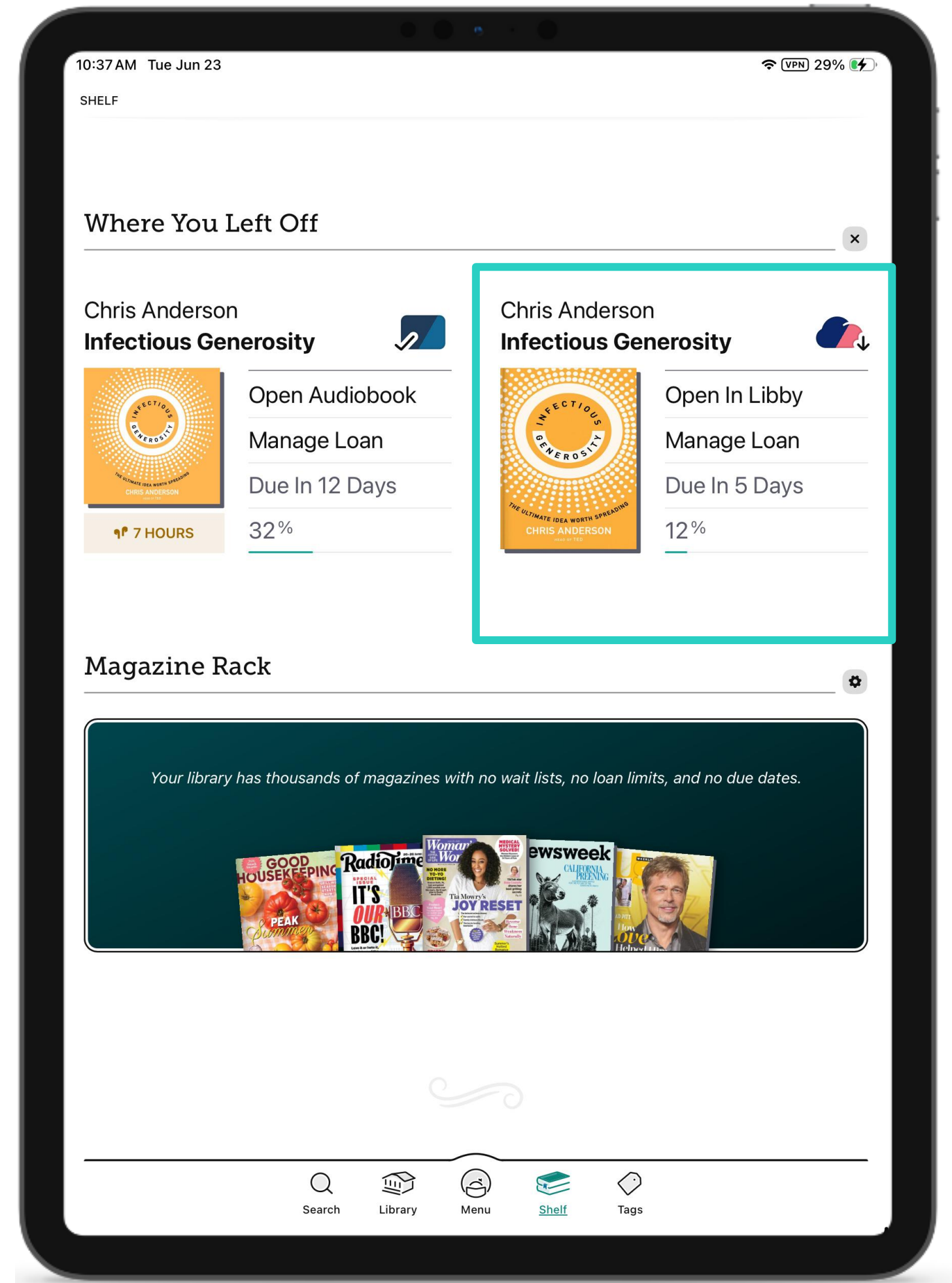
- Closing the Libby app completely, reopen it, and try opening the loan again
- Deleting the downloaded file for the loan, then download it again



Troubleshooting titles:

If your loan won't open, try:

- Closing the Libby app completely, reopen it, and try opening the loan again
- Deleting the downloaded file for the loan, then download it again
- Switching the loan from streaming to download, or vice-versa

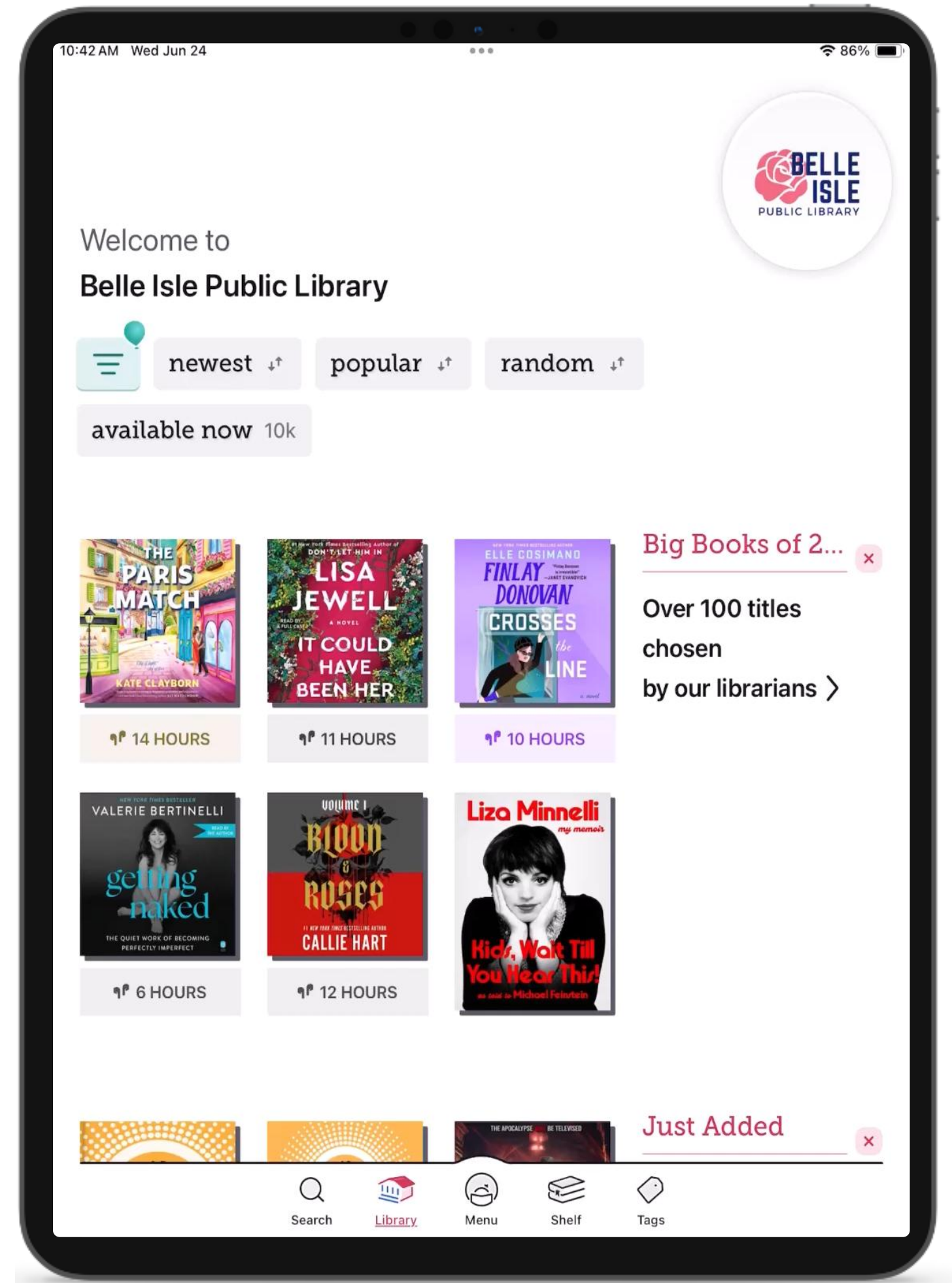


Troubleshooting titles:

If your loan won't open, try:

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- Verifying your library card

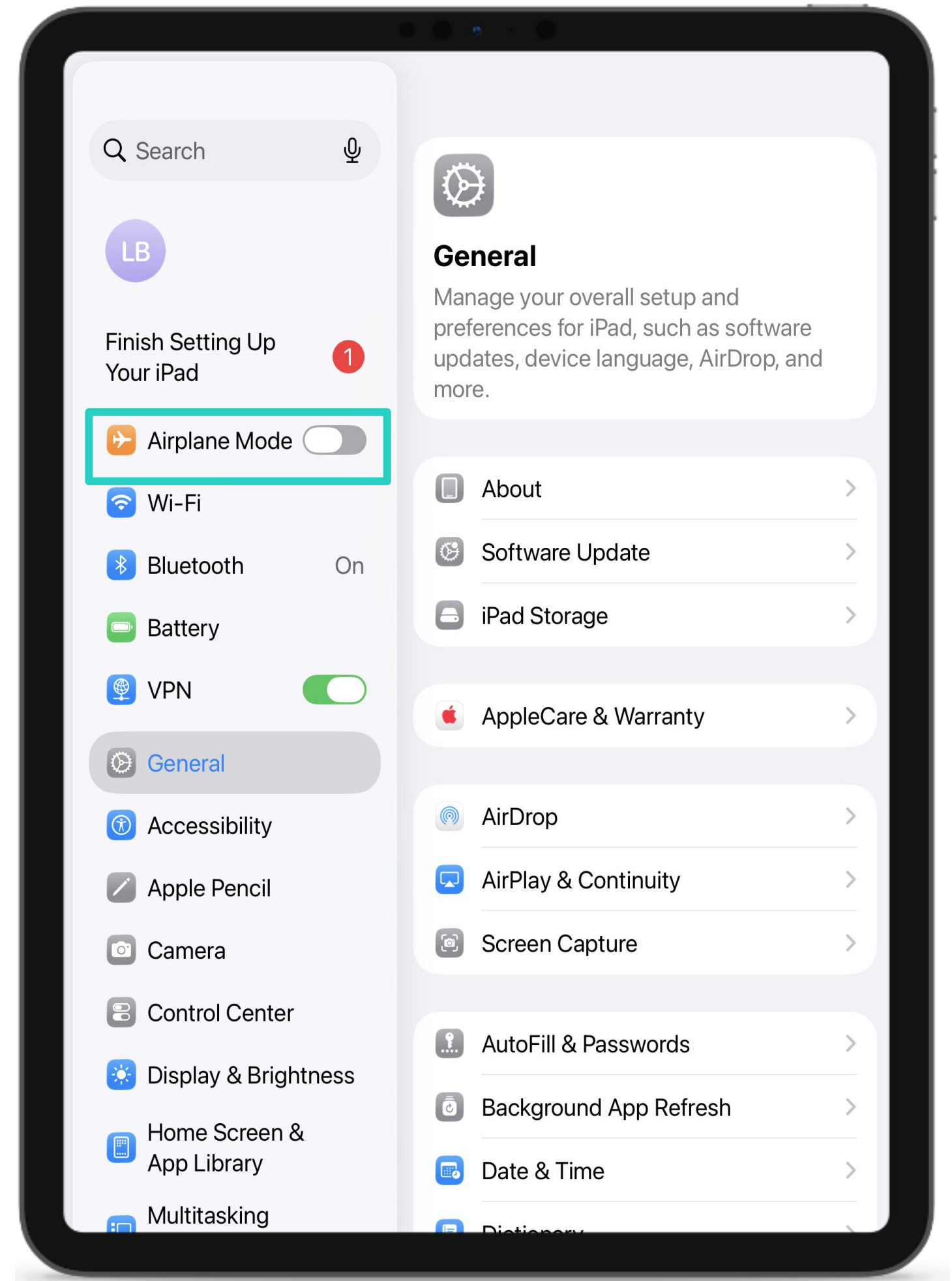
Libby.



Troubleshooting titles:

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- Switching the loan from streaming to download, or vice-versa
- Verifying your library card
- Putting your device on airplane mode



Learn more on Libby Help

Scan to visit (and optionally print!) this Libby Help article:



My loan won't open

Libby Help

English

Search help articles

HOME > TROUBLESHOOTING >

My loan won't open

If your book or audiobook loan won't open in Libby:

1. Close the Libby app completely, then reopen it. Then, try opening the loan again. If it doesn't open, move on to step 2.
2. (If applicable) Delete the downloaded file for the loan, then download it again.
 - a. Tap **Shelf**.
 - b. Tap **Loans** at the top of the screen.
 - c. Tap , then **Remove Download**.
 - d. Wait for two minutes, then completely close the app:
 - On Android devices: Open [your recently used apps list](#), find the Libby app, and swipe to close it.
 - On iOS devices: Close the Libby app by swiping up from the app switcher on your [iPhone](#) or [iPad](#).
 - e. Reopen the app.
 - f. Go to your **Shelf**, then tap  next to the title. This will download a fresh copy.
3. Switch the problematic loan from "streaming" to "downloaded" (or vice versa).
 - a. Tap **Shelf**.
 - b. Tap **Loans** at the top of the screen.
 - c. Tap  or  for the problematic title. Then, if removing the download, follow the prompts to finish.

My loan won't open

Libby Help

My loan won't open

If your book or audiobook loan won't open in Libby:

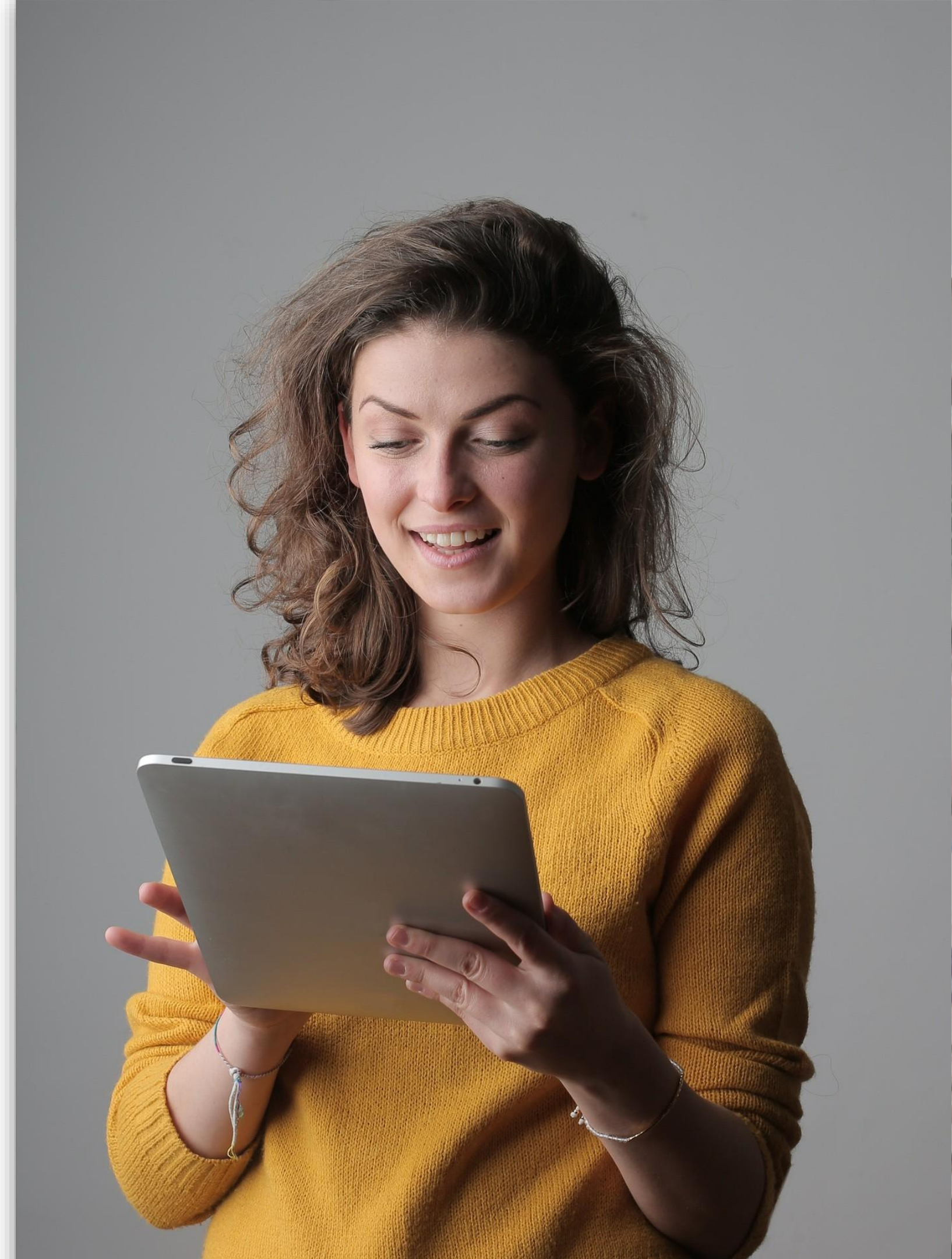
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 - e. Reopen the app.
 - f. Go to your **Shelf**, then tap  next to the title. This will download a fresh copy.
- When the loan is finished downloading (you'll see a  again), try opening it again. If it doesn't open, move on to step 3.
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 - c. Tap  or  for the problematic title. Then, if removing the download, follow the prompts to finish.

1 of 3

Poll!

If your loan won't open, what can you try?

1. Close and reopen the app
2. Delete and redownload the file in question
3. Try opening the title in airplane mode
4. Nothing, it's a lost cause





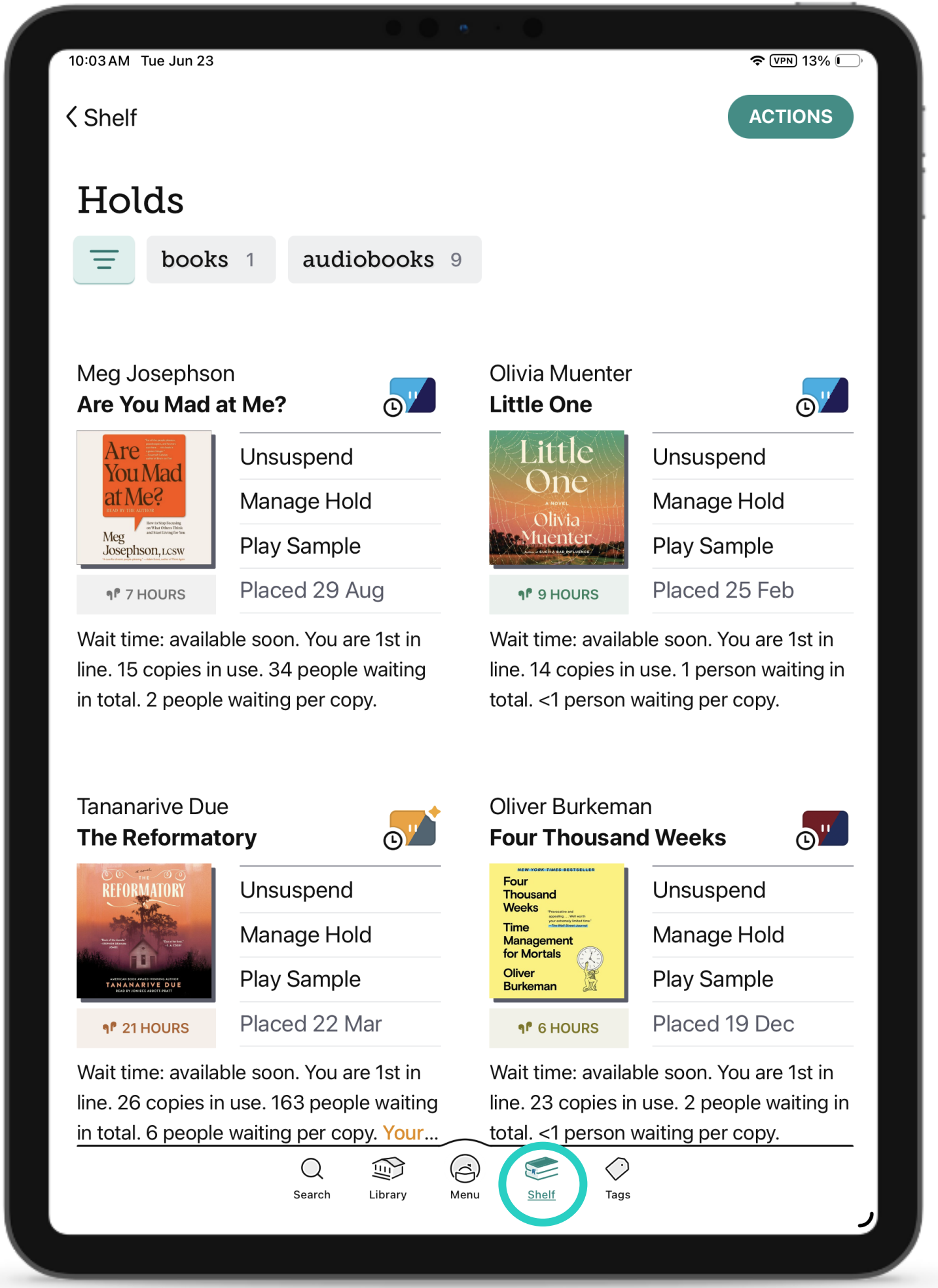
Handling holds

*It seems like I'm having
to wait a long time for
my hold.*

What should I check?

Handling holds

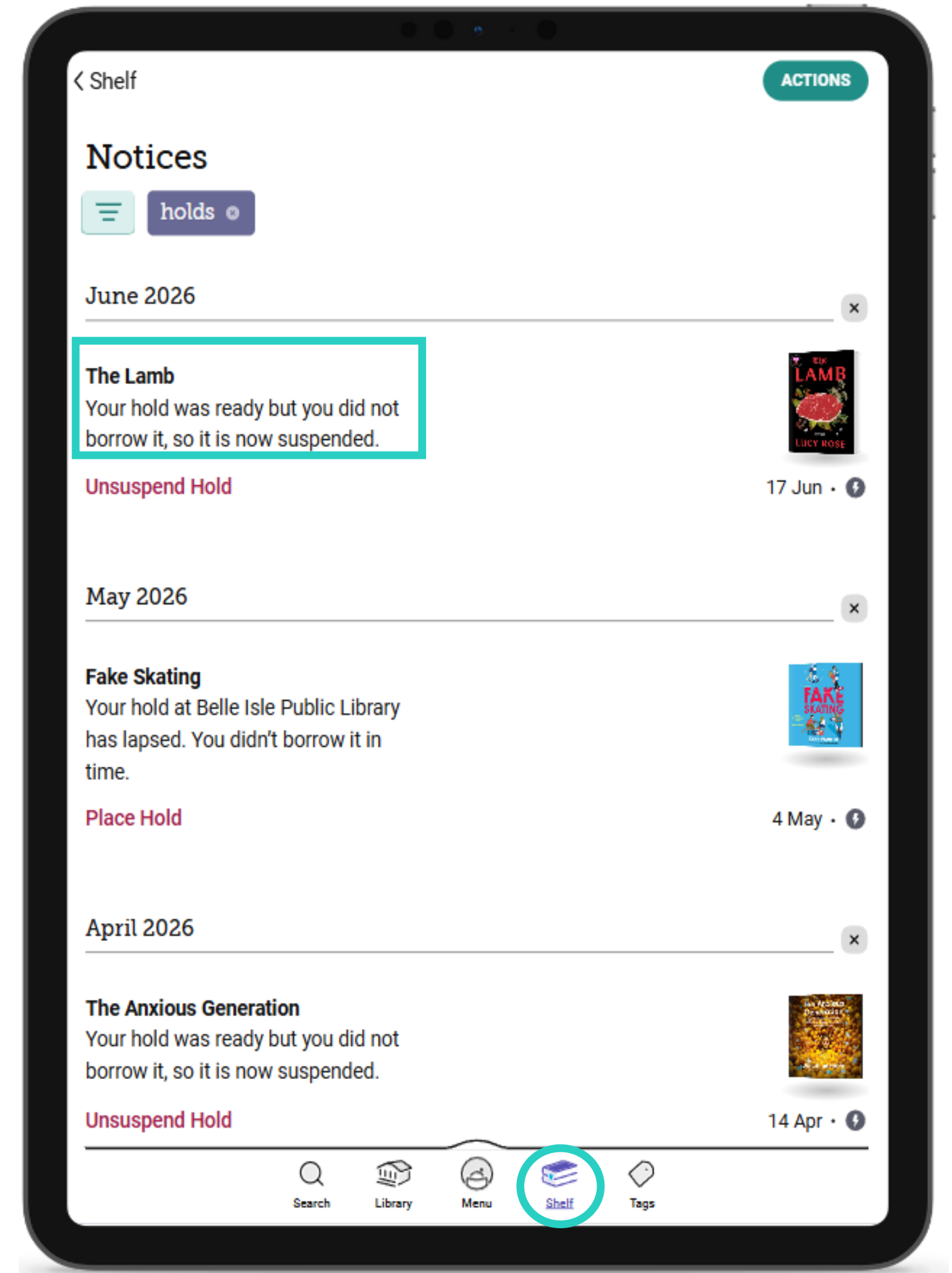
If you're wondering about your hold status, different scenarios can affect it:



Handling holds

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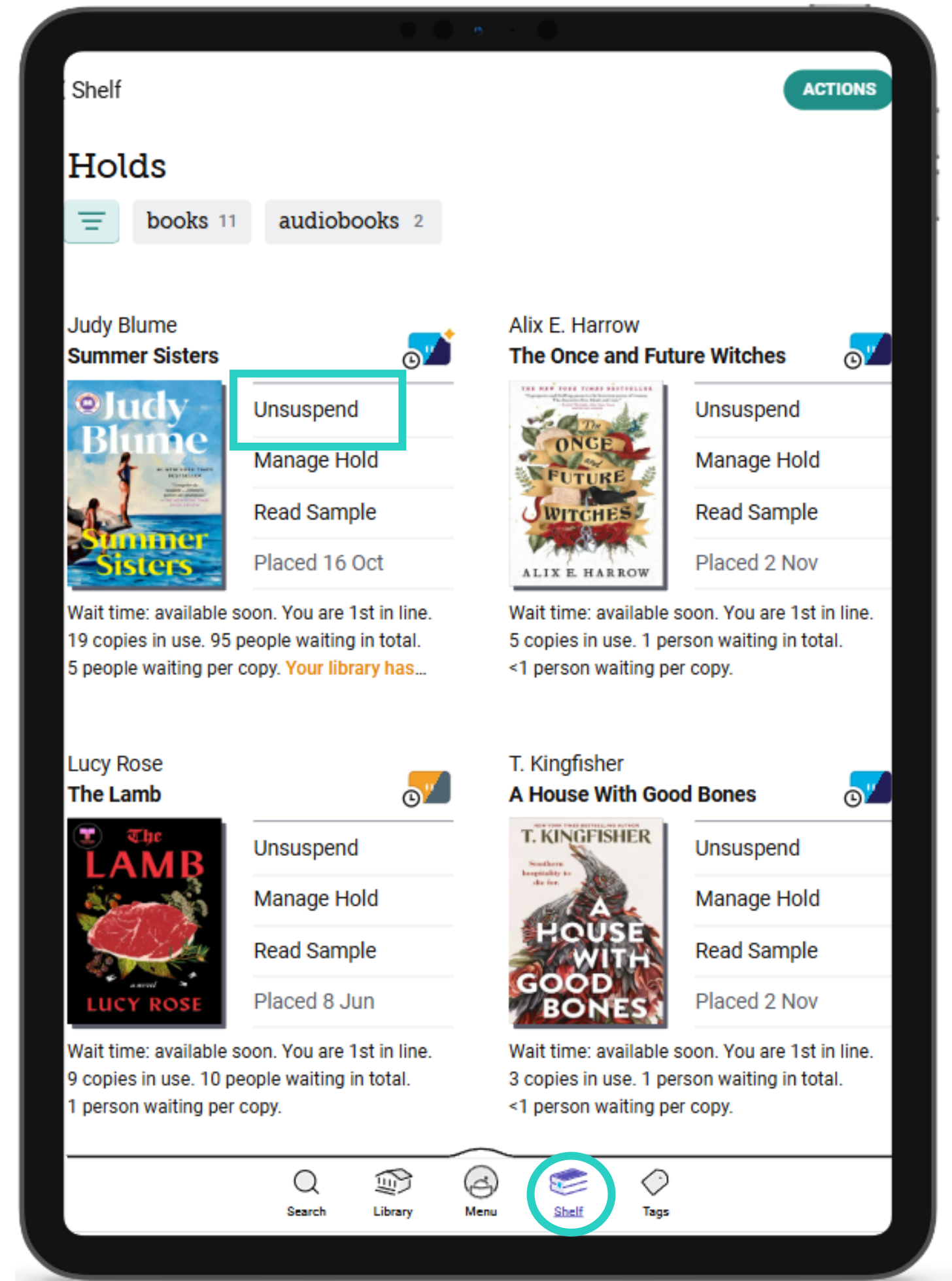
- You missed your hold's pickup window



Handling holds

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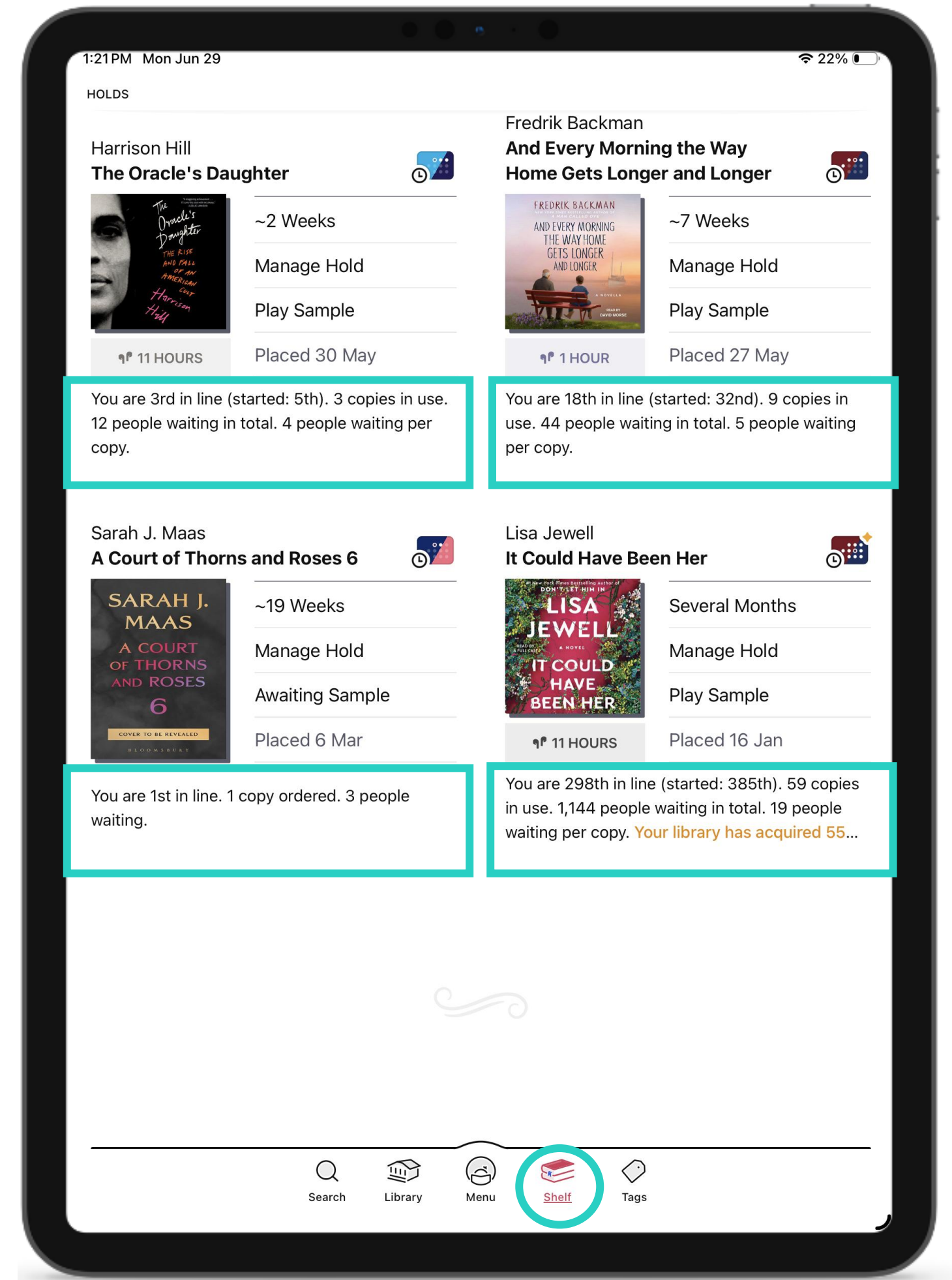
- You missed your hold's pickup window
- You suspended your hold and did not unsuspend it



Handling holds

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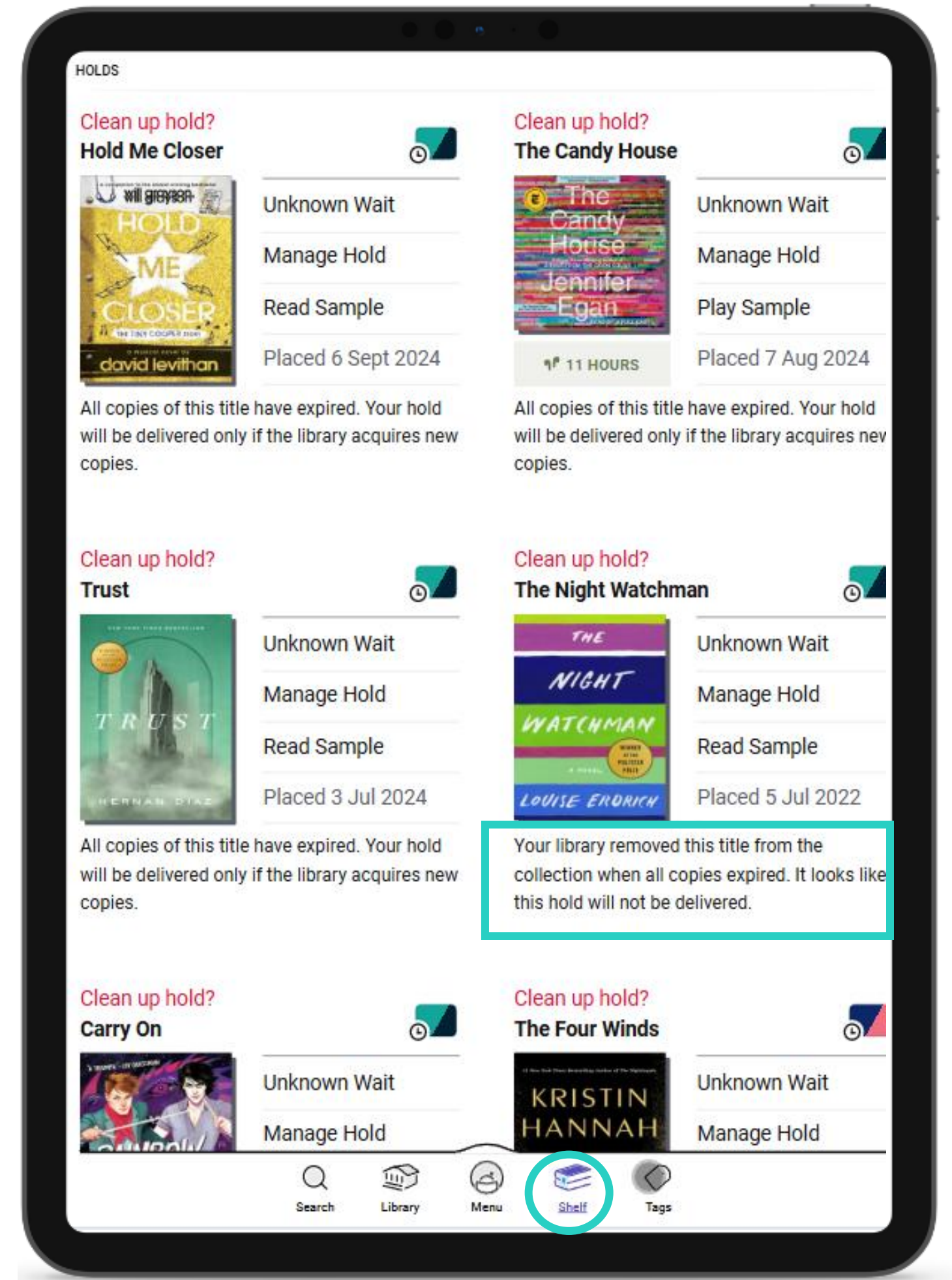
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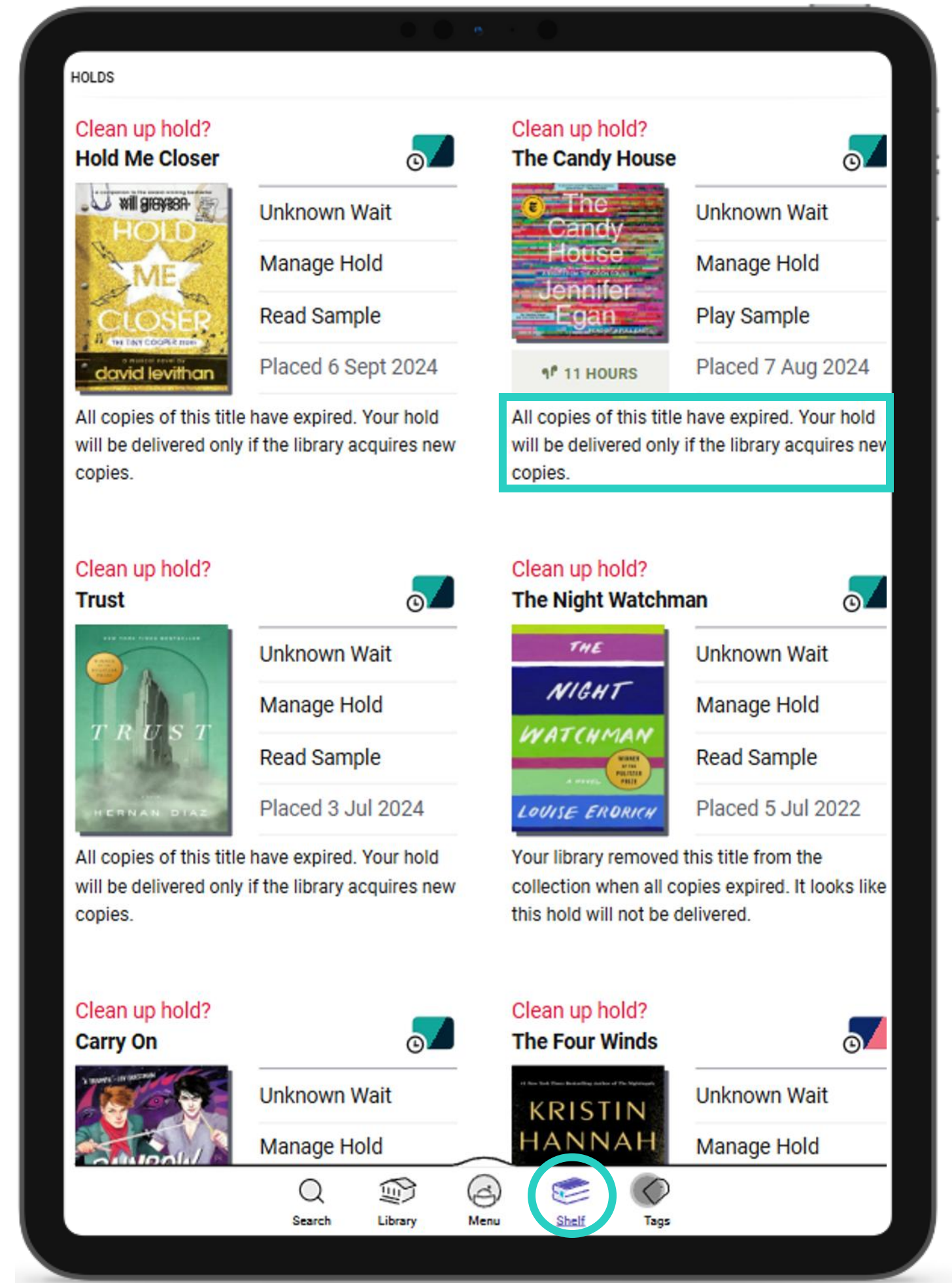
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- Your library may have removed the title



Handling holds

If you're wondering about your hold status, different scenarios can affect it:

- You missed your hold's pickup window
- You suspended your hold and did not unsuspend it
- Other users' suspended holds can affect your wait time
- Your library may have removed the title
- The title may have expired

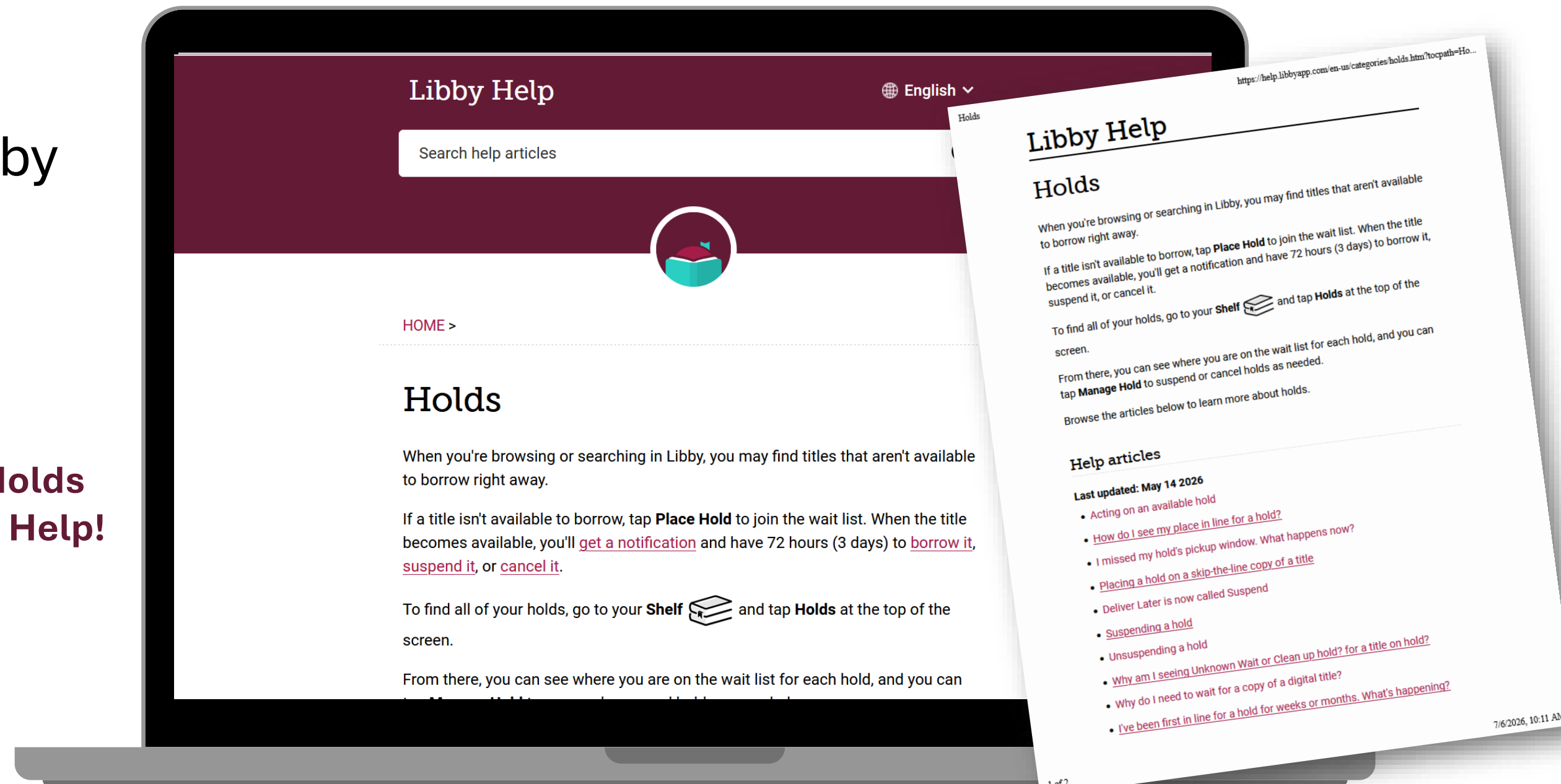


Learn more on Libby Help

Visit the [Holds category](#) on Libby Help to view (and optionally print!) these Libby Help articles:



Scan to visit the Holds category on Libby Help!



Poll!

Based on what you learned, what are some scenarios that can affect your holds?

1. I missed the pickup window
2. Other users' suspended holds
3. The title is expired and/or removed
4. All of the above





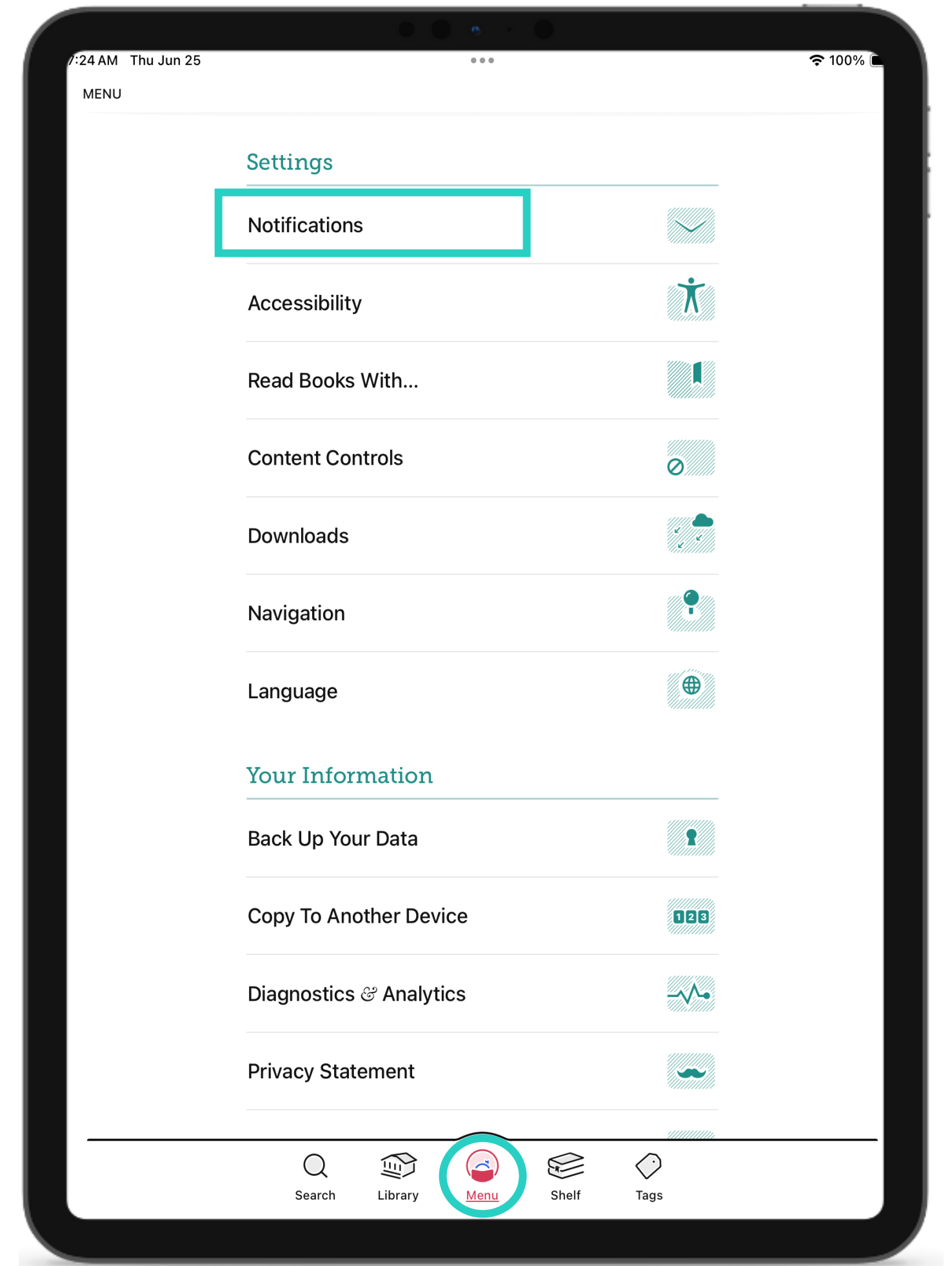
Managing Notifications

I'm missing notifications I want, or I'm receiving too many. How can I adjust my settings?

Managing notifications

To check and adjust notifications generally:

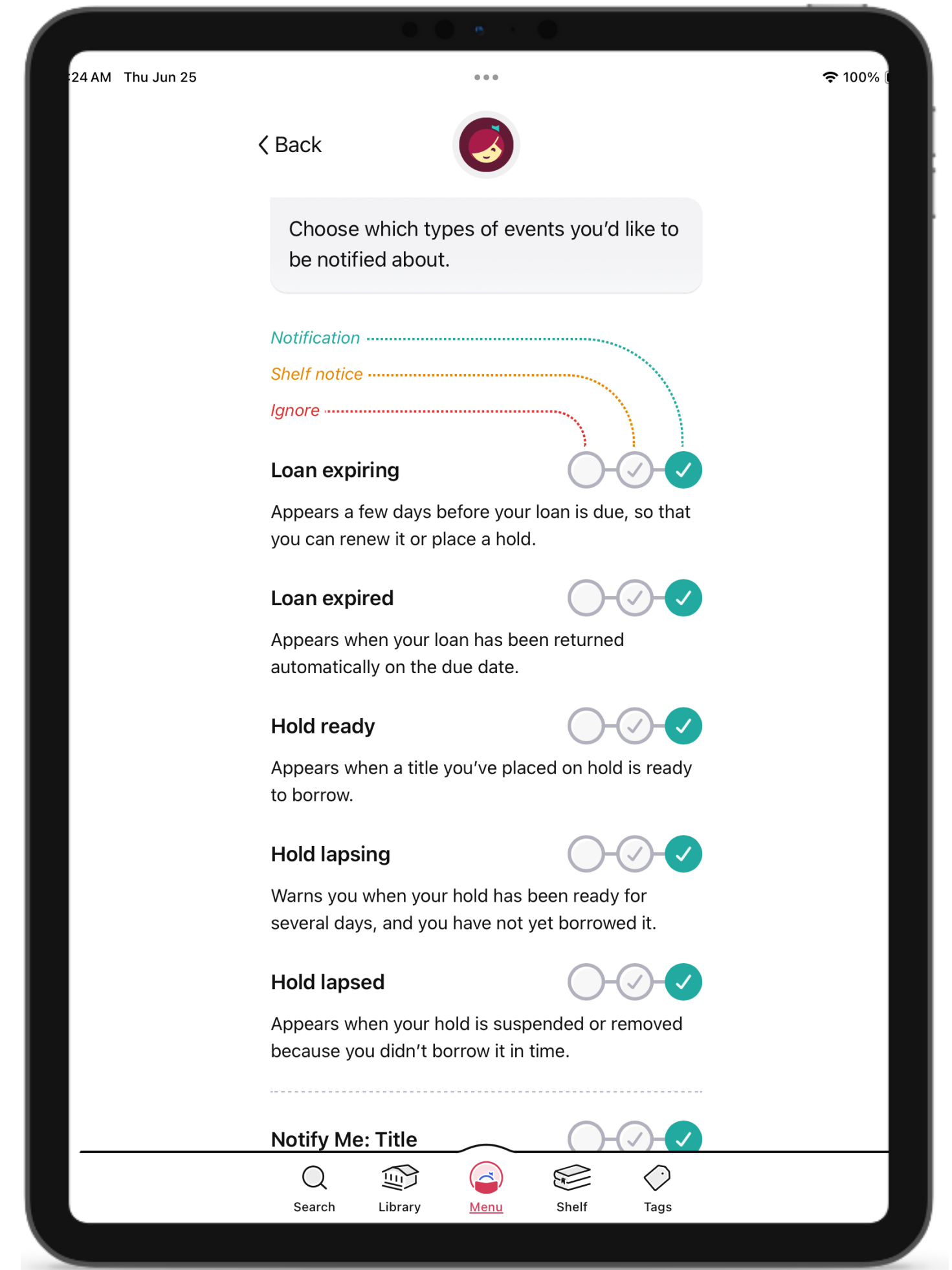
- Tap *Menu* > *Notifications*



Managing notifications

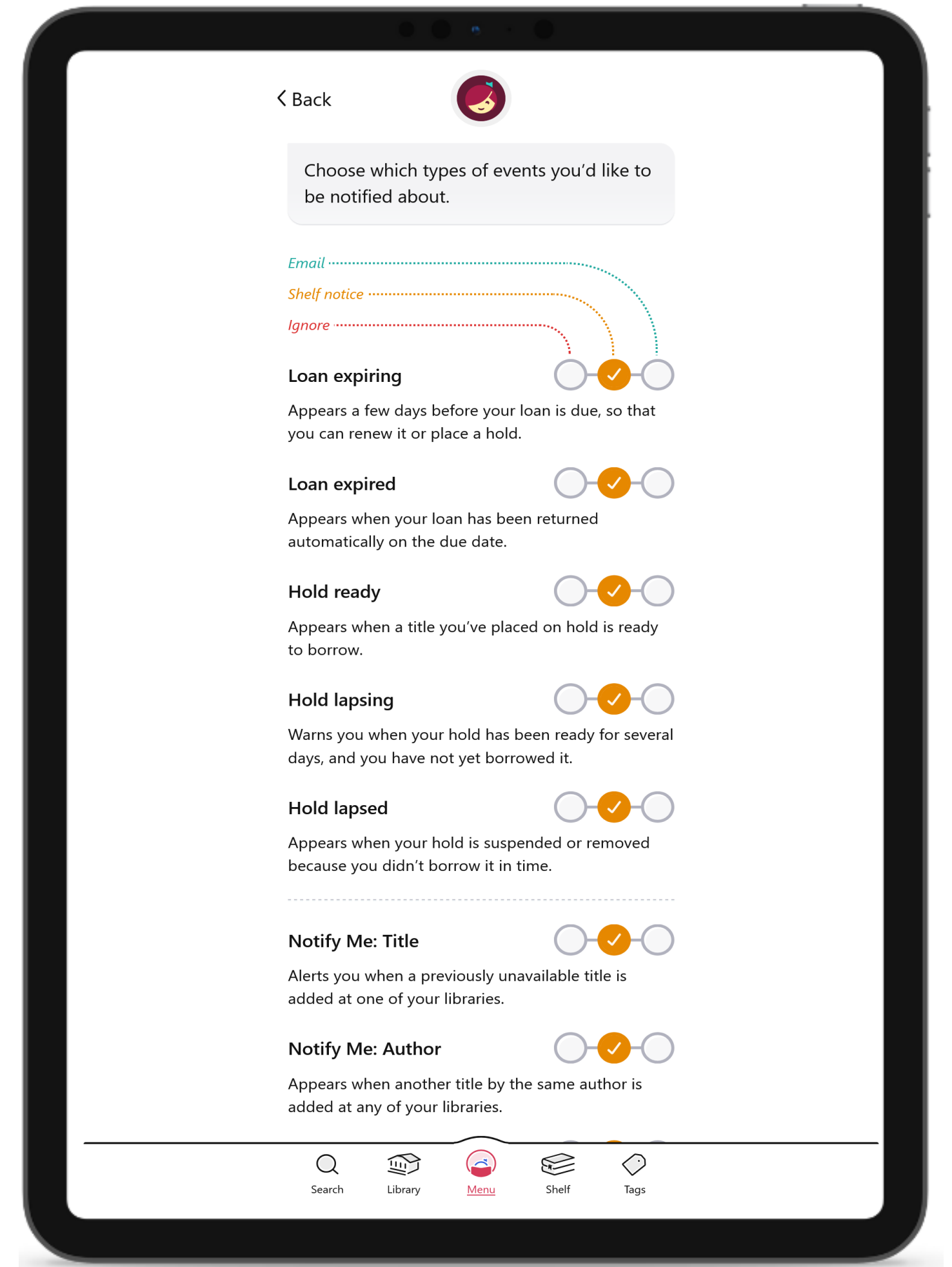
To check and adjust notifications generally:

- Tap *Menu* > *Notifications*
- Choose which types of events you'd like to be notified about.
- Choose from push notifications, shelf notice (in-app), email (in a browser) or none.



Managing notifications

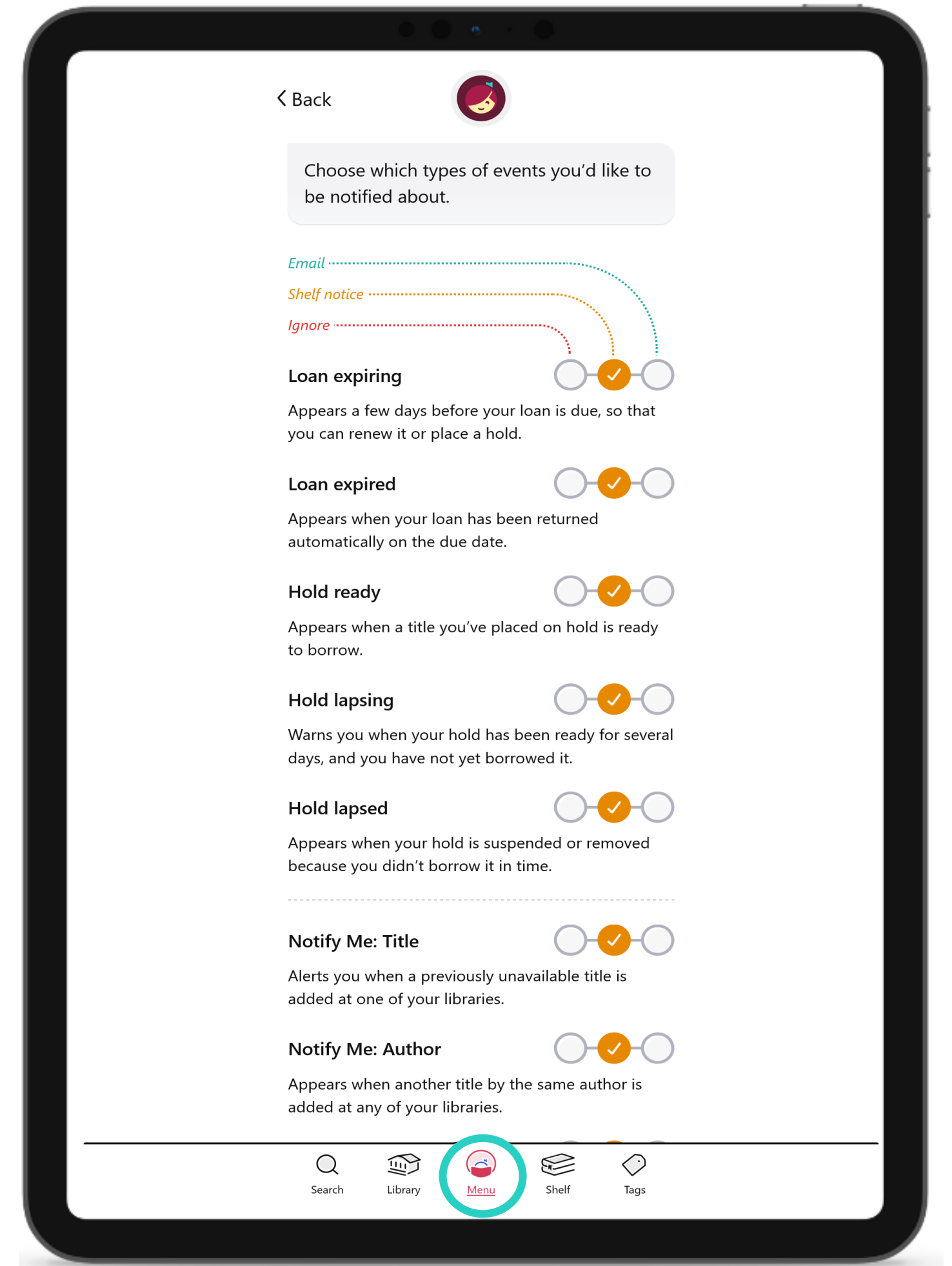
If you want to set up email notifications in a web browser,



Managing notifications

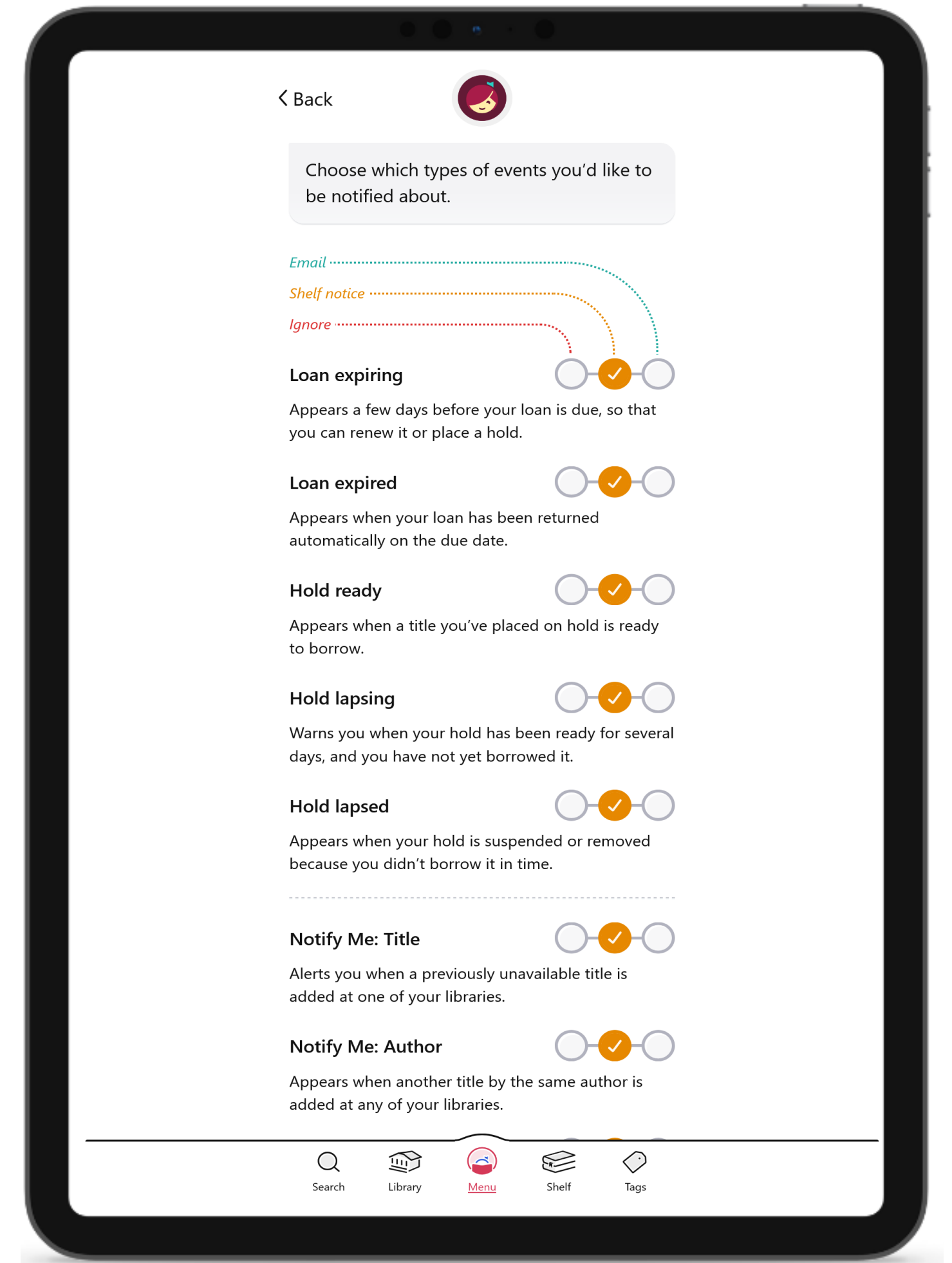
If you want to setup email notifications in a web browser,

- Visit [Libbyapp.com](https://libbyapp.com) in a web browser
- Tap *Menu > Notifications*



Managing notifications

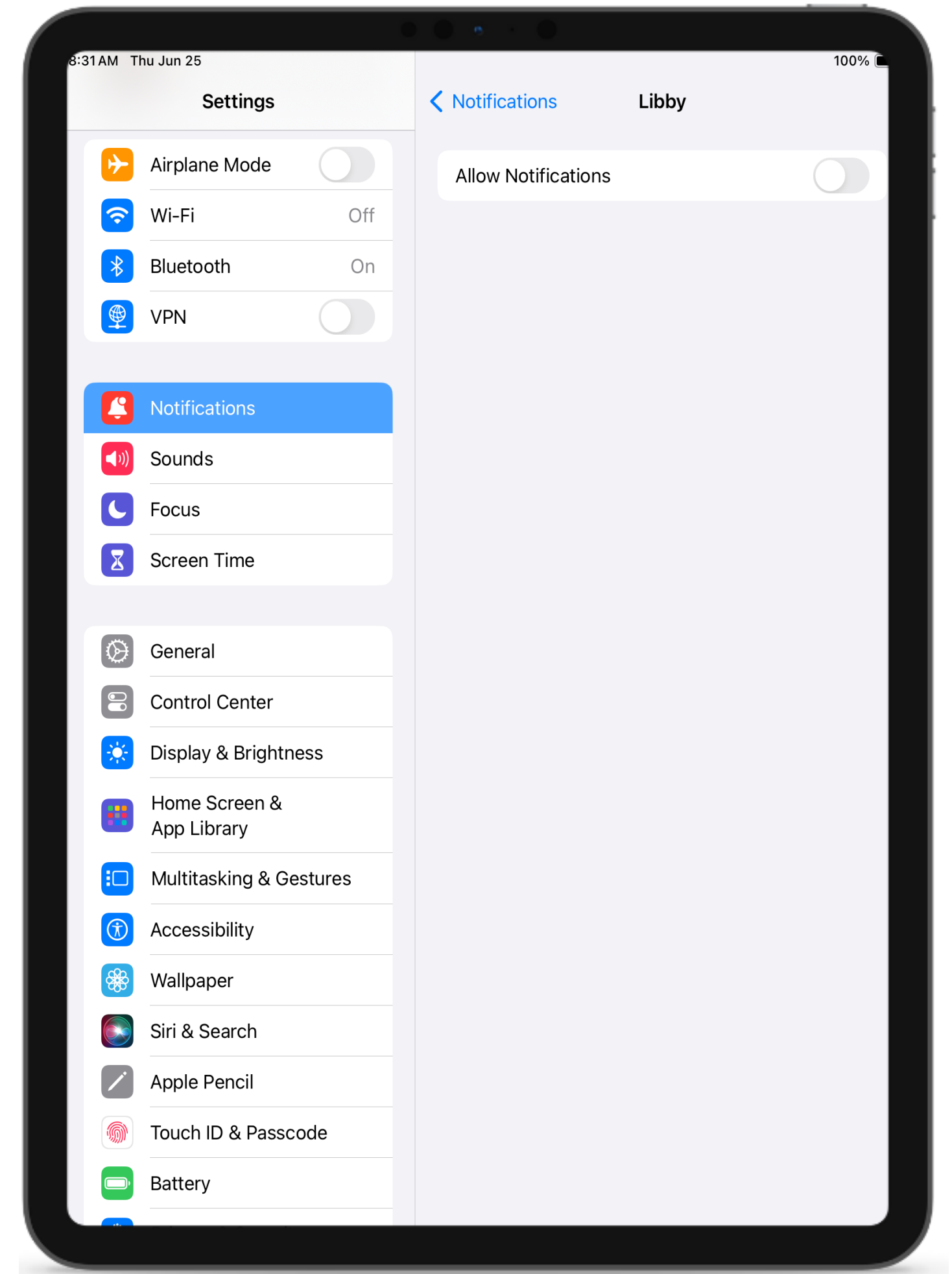
If you want to set up email notifications on a mobile device,



Managing notifications

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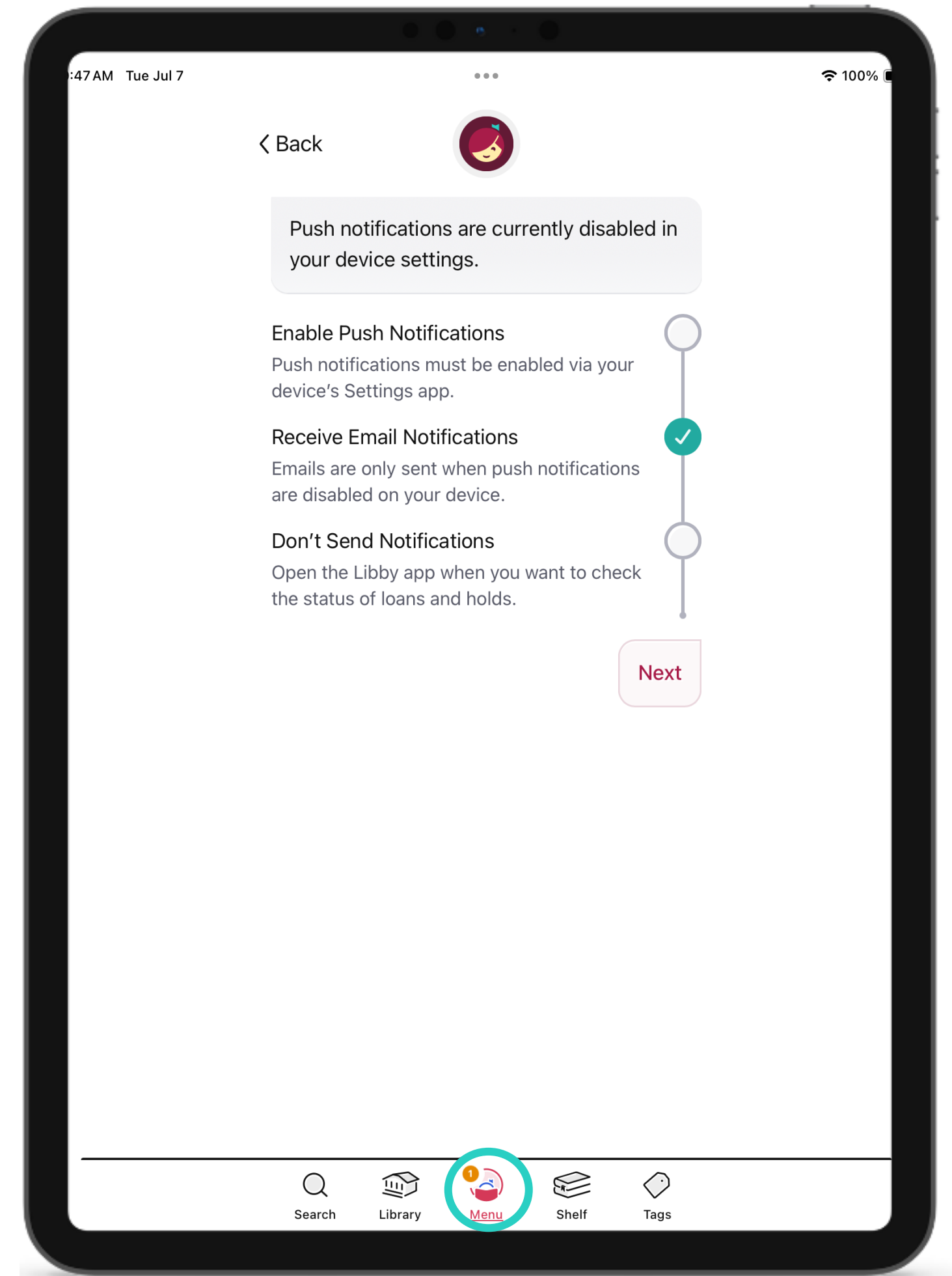
- Disable or disallow push notifications for Libby in your device settings. Then, open Libby.



Managing notifications

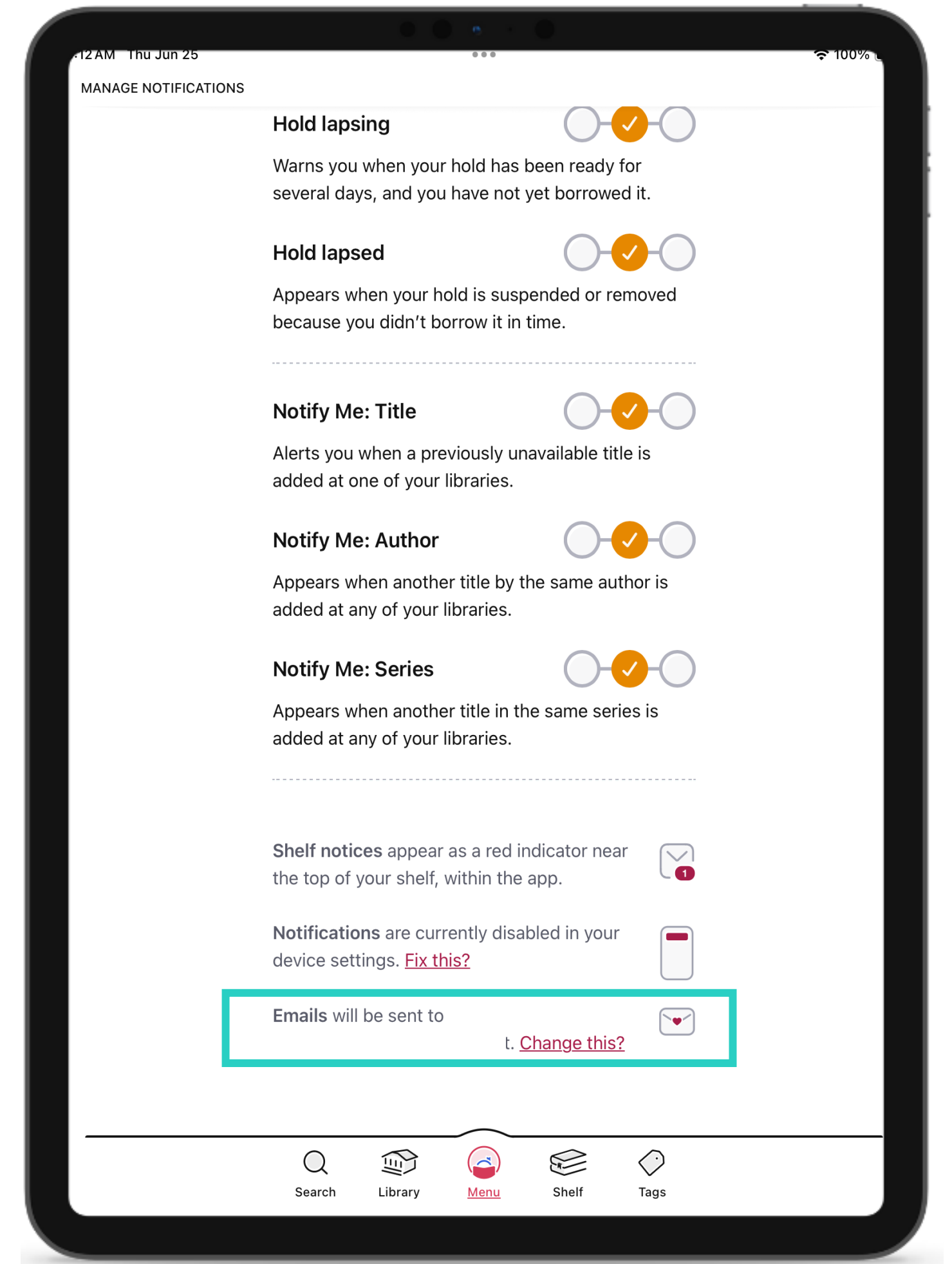
If you want to set up email notifications on a mobile device,

- Disable or disallow push notifications for Libby in your device settings. Then, open Libby.
- Return to Libby.
- Tap **Receive Email Notifications**, then **Next**.
- Enter your email and tap **Next**.



Managing notifications

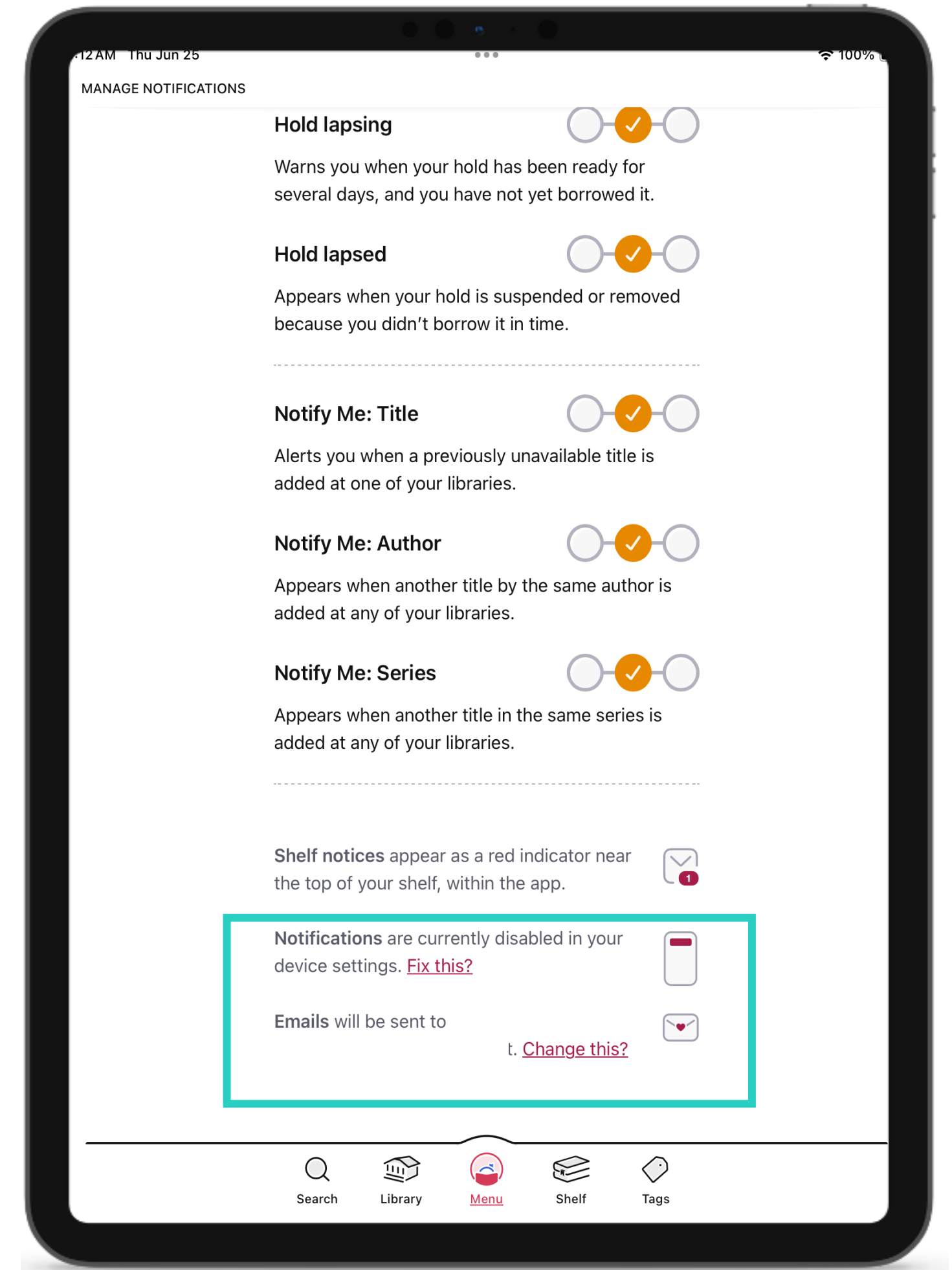
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Managing notifications

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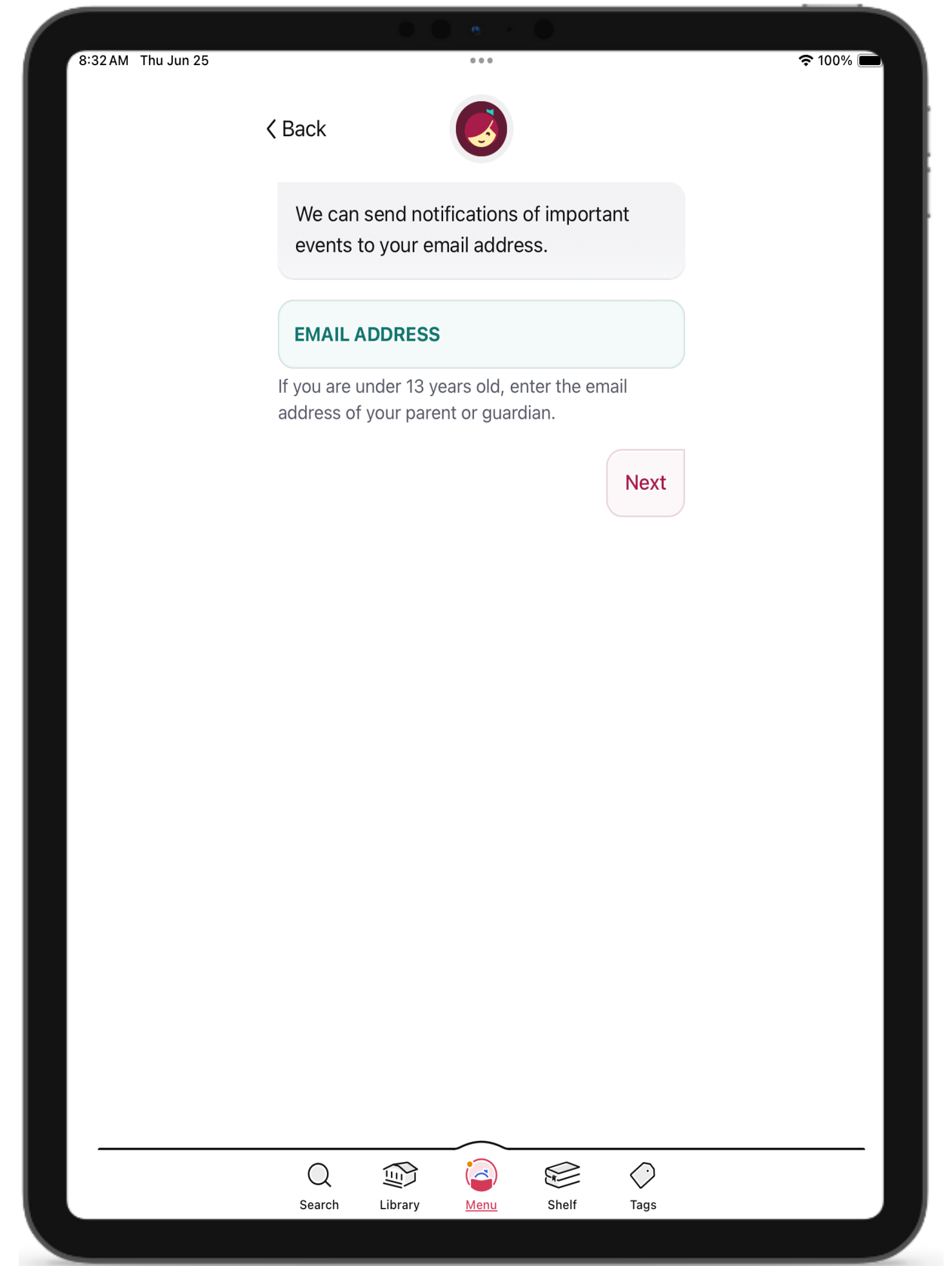
- Visit Libbyapp.com in a web browser
- Tap *Menu > Notifications*
- Select **Change this?**
- Enter your email and select Next.



Managing notifications

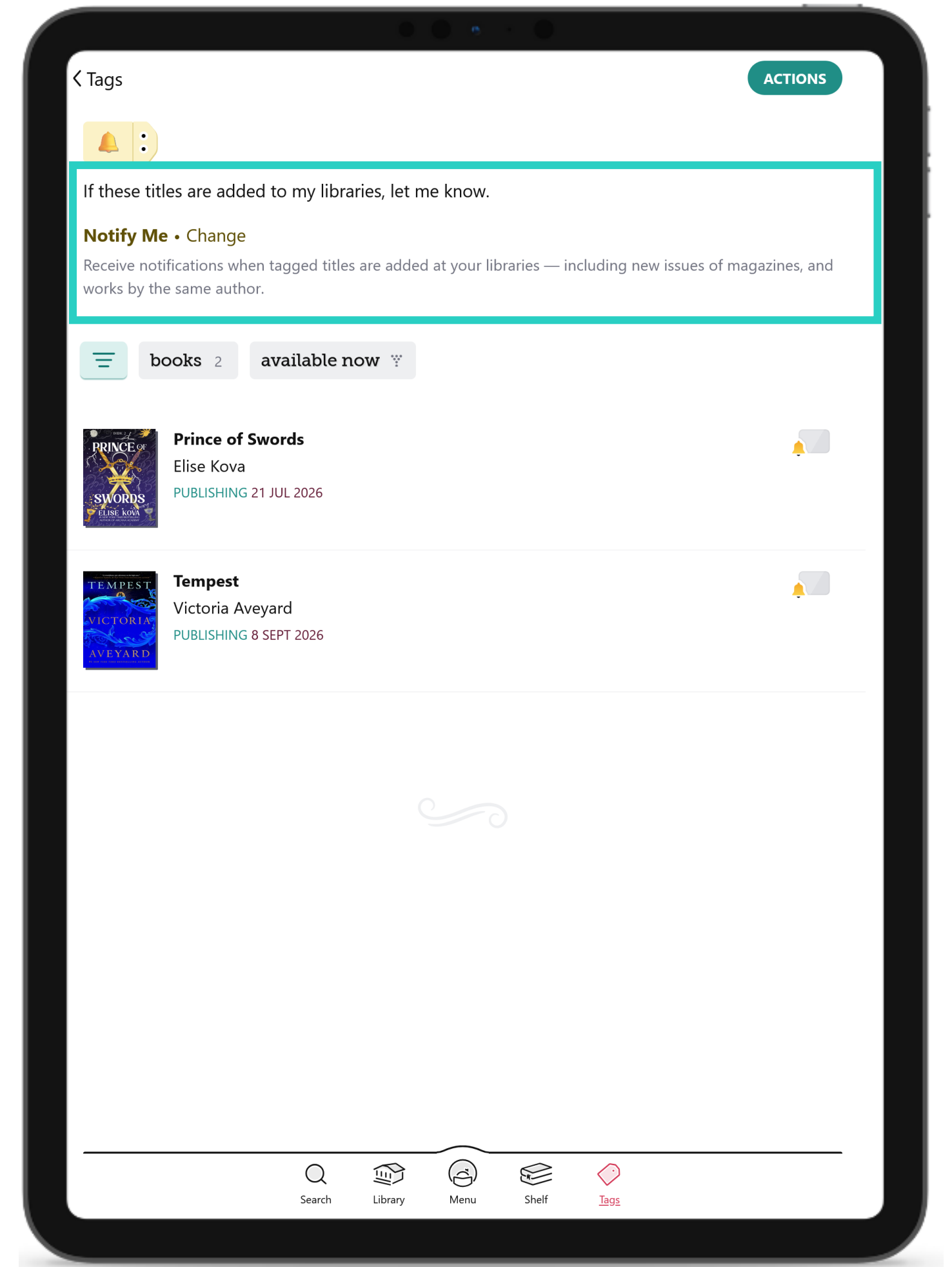
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Managing notifications

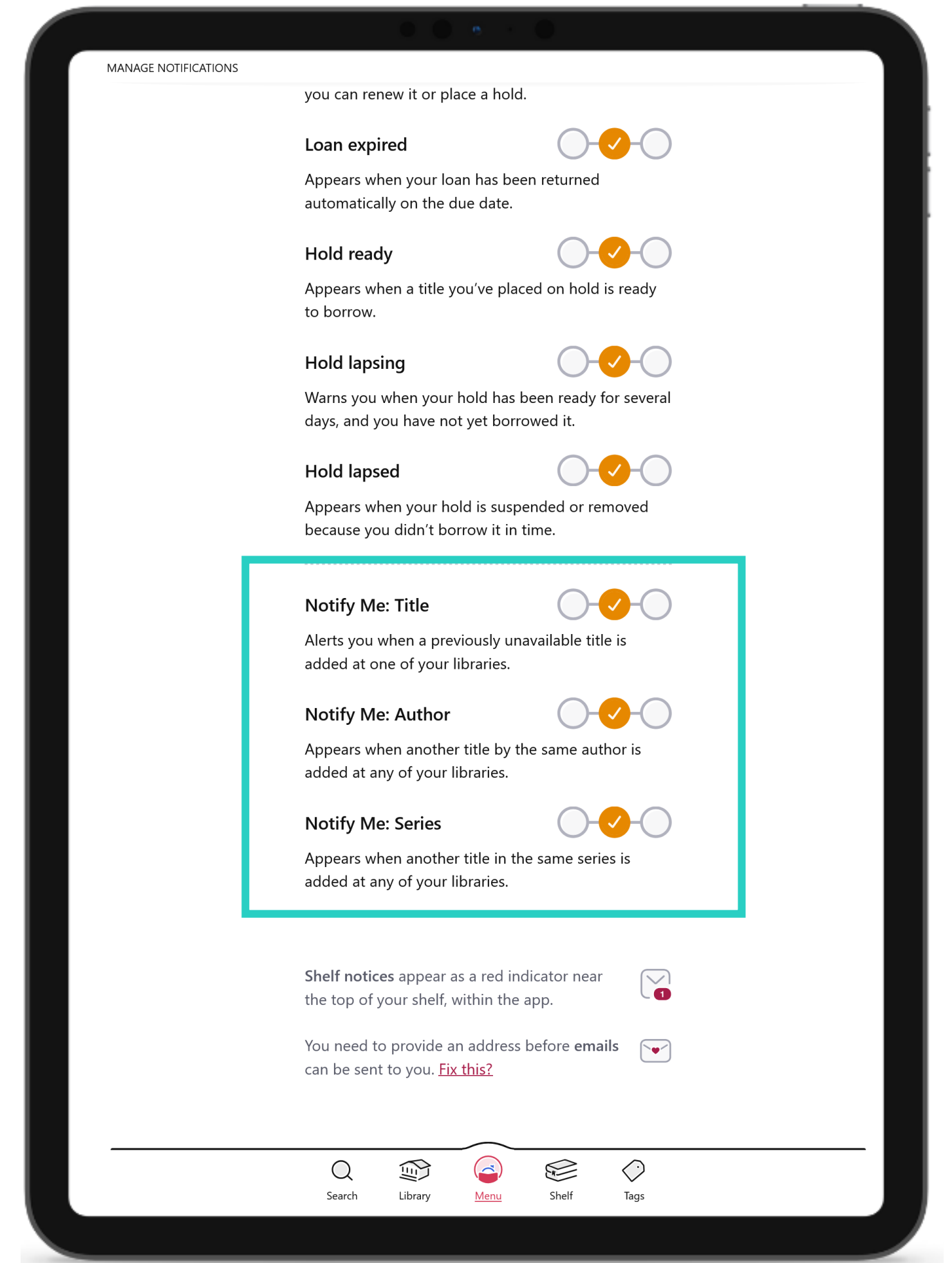
What about Notify Me author and series notifications?



Managing notifications

What about Notify Me author and series notifications?

- *Menu > Notifications*
- Select preferences for Notify Me Title, Notify Me Author, and Notify Me Series

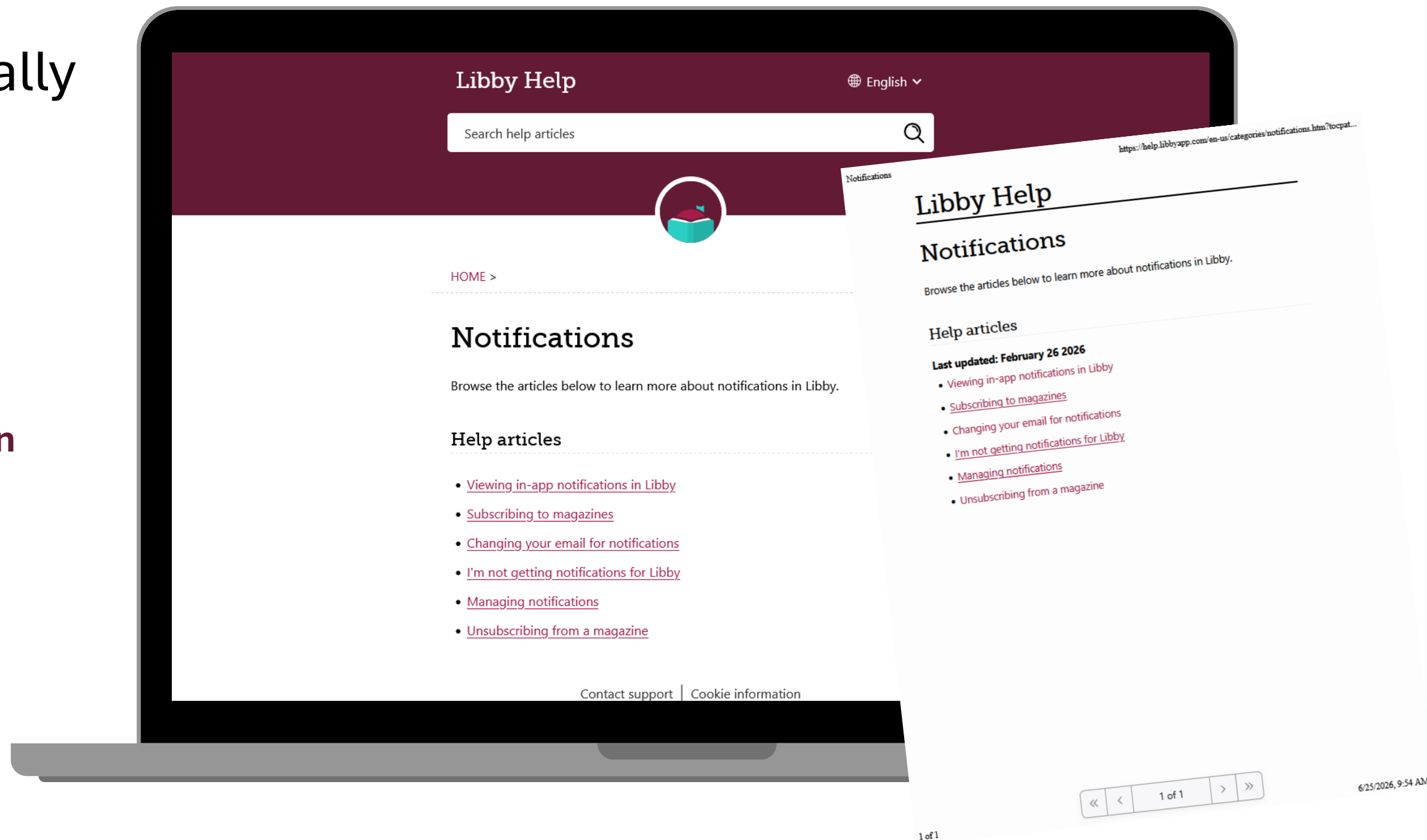


Notifications on Libby Help

Visit the [Notifications category](#) on Libby Help to view and (optionally print) these steps!



Scan to visit the
Notifications category on
Libby Help!



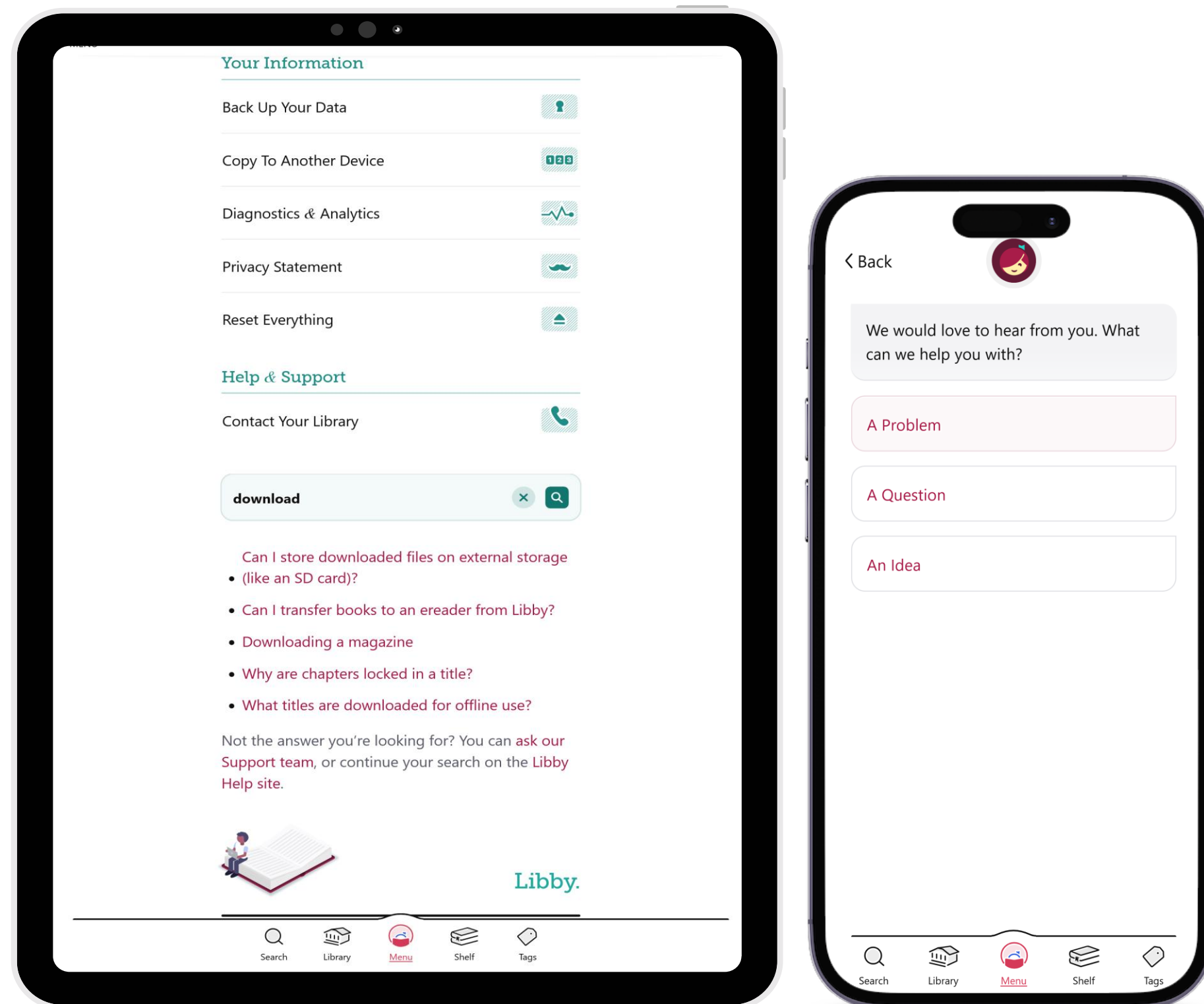
Poll!

What notification options are you most likely to set up in Libby?

1. Push notifications
2. In-app notices
3. Email notifications
4. None



Support directly in Libby



- Find quick answers to common questions directly in Libby
- Contact our Libby Support team

The Libby Support Team

A dedicated team of Cleveland, Ohio based Libby experts offering best-in-class support.

“Jim was helpful and I appreciated that he looked into the issue in detail. I really liked the overall support system from Libby/Overdrive.”

“Please tell Bird's boss she is the best in the biz. I was so distraught over the loss of all my loans I was actively reading and holds I had been in line for for months and she was able to resuscitate everything and transfer it to a new card. I cried.”

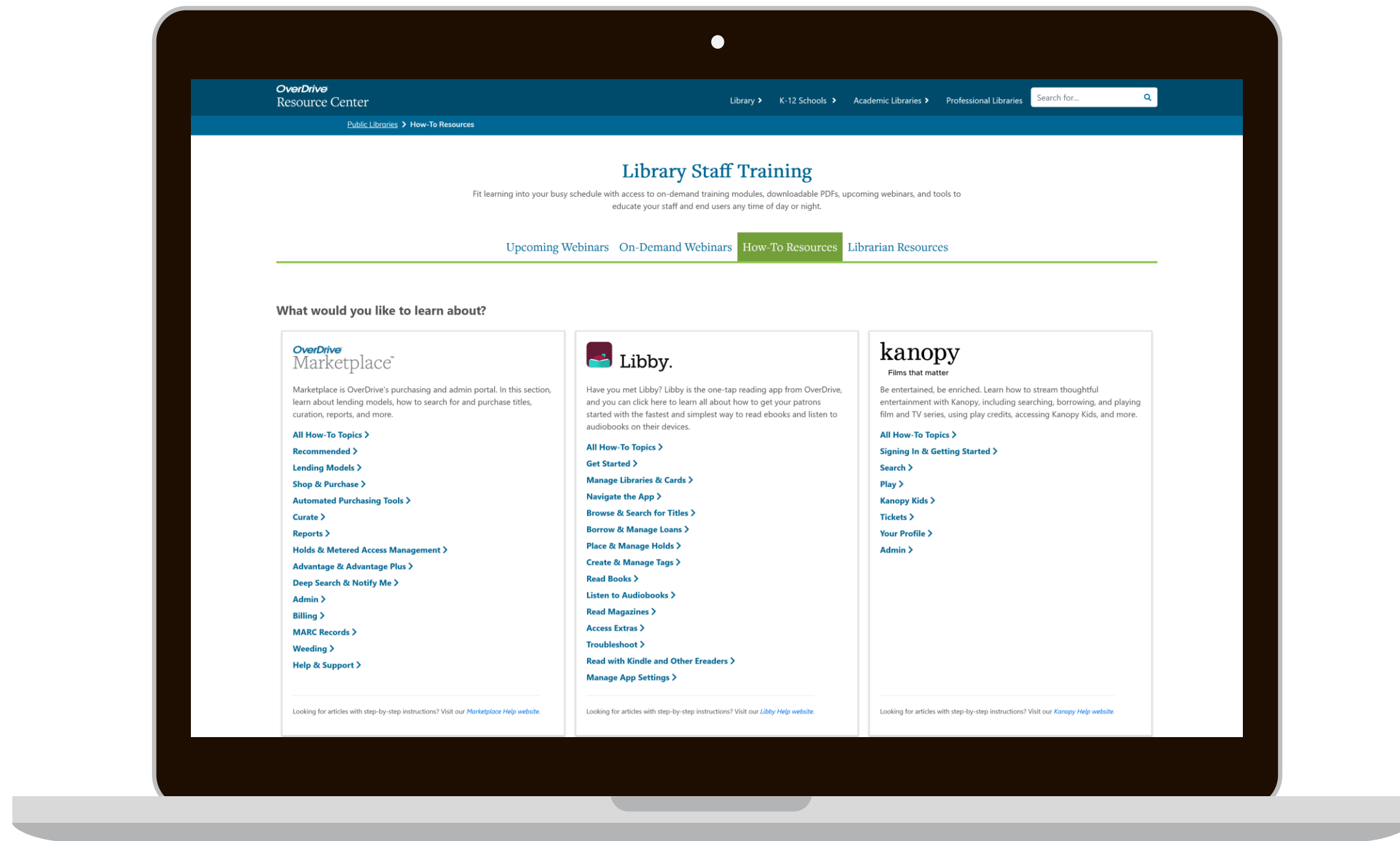
“Scott was great. He sent me detailed instructions. Then he followed up twice. His instructions were spot on and very helpful. He was professional and courteous, I felt like my issue was considered important even though I know it was minor.”

“Cheal is always so helpful (everyone really is) - but she's always willing to answer my follow-up questions. Turnaround time is always exceptional.”

“Thank you so much Maeve!!! You fixed a frustrating problem so quickly, and with very clear communication too! Truly flawless support. (PS: Maeve is the name of one of my very favorite characters! You rock!)”

“Martin stuck with me on my Overdrive issue, coming up with different potential solutions. He was unfailingly encouraging and helpful. This level of support service is very rare today, and very appreciated.”

Training



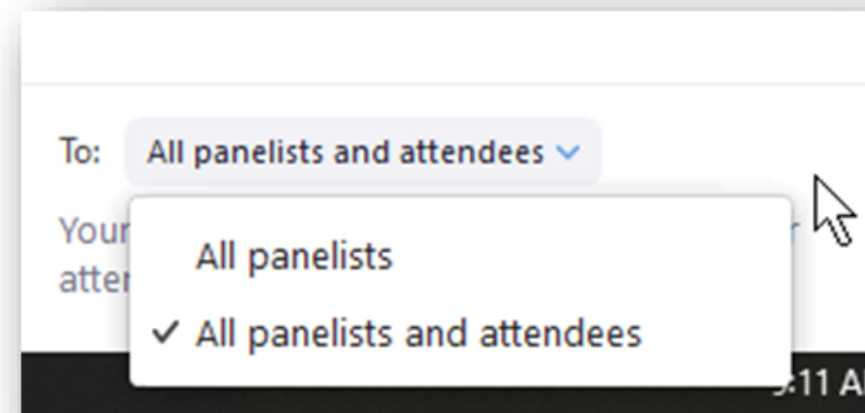
- Custom account trainings
- Live & on-demand webinars
- How-to videos
- Self-paced learning

Libby.

We want to hear from you!

What is **one takeaway** from today's session?

Share in chat!





Thank you!

**Stay up-to-date with everything
Libby by following us on social media:**



Questions? Contact your OverDrive team.

Libby.

