



QUICK REFERENCE SHEET

Support Your Users with Answers to Libby's Most Frequently Asked Questions

LIBBY APP

Download Libby from the Apple App Store or Google Play Store. Kindle Fire users can learn how to get the app at www.overdrive.com/apps/libby/kindlefire.

Open Libby in your web browser at libbyapp.com on Windows, Mac, and Chromebook.

Compatible with Kindle ereaders (U.S. only), Apple CarPlay, Android Auto, Sonos speakers, and more.

FREQUENTLY ASKED QUESTIONS

1. Can I access my OverDrive activity in Libby?

- OverDrive wish list: Yes, you will be prompted to import your wish list across all libraries in Libby.
- OverDrive title recommendations and rated titles: No, these can be accessed from the library's OverDrive website.
- Reading history: The Libby team is exploring ways to import OverDrive reading history into Libby. In the meantime, you can see or export it from the library's OverDrive website.



2. Can I see titles my library doesn't own?

- Yes. When you search for a title in Libby, if the library doesn't offer it in their collection, you can add a "Notify Me" tag. This tag expresses interest to all of your saved libraries and you will be notified if it becomes available. Note: Not all libraries offer the deep search filter at this time.

3. How do I add multiple libraries to Libby?

- Go to *Menu > Add Library*.

4. How do I switch which library I'm borrowing or placing a hold from?

- Tap the  or  icon on the title details screen or next to a title in a list.

5. How will I know when my holds are available to borrow?

- Go to *Menu > Settings > Manage Notifications* to set up push notifications (iOS/Android) or email notifications (libbyapp.com) for holds. Note: Fire tablets can't get push notifications.

6. Can I read Libby ebooks on my Kobo?

- Yes. You can continue to browse for, borrow, and read library ebooks directly on your Kobo ereader.


7. Can I use Libby with my MP3 player?

- No. However, if you already have the legacy OverDrive for Windows or Mac desktop programs installed, you can continue to use it by downloading audiobooks from your library's OverDrive website. Please note that new downloads of this legacy software are no longer available.

8. Can I access Libby on a computer?

- Yes. Visit libbyapp.com in the latest version of Chrome, Edge, Firefox, or Safari.

9. How can I filter my library's collection?

- In a list or search results, tap  to apply filters.

10. What are tags?

- A flexible way to organize books in Libby. You can have as many tags as you'd like, call them whatever you'd like, and make them work for you in smart ways. E.g., Favorite books.

TROUBLESHOOTING TIPS

- 1. Do no harm.** Back up user data, export locally stored data.
- 2. Start from the least obtrusive steps.** Relaunch the app, power cycle device, remove & re-add cards.
- 3. Contact OverDrive's Technical Support.** *Menu > Get Some Help.*

OVERDRIVE MARKETPLACE

Visit marketplace.overdrive.com to sign into the back-end shopping and administrative portal.

Contact your OverDrive Marketplace administrator if you don't have a username and need an account.

1. Manage holds

- Cancel a user's hold or change their place on the holds list (e.g., a user had an issue with their hold and you want to place them back at the top of the line).

2. Return titles

- Return a title from a user's account (e.g., user had an issue returning a title).

3. Merge user IDs

- Merge user's new and old IDs (e.g., library card) so they can keep their checkouts and holds (e.g., user had an Instant Digital Card (IDC) and got a new library card. They don't see their loans).

4. Search checkouts

- View checkout details and reset download links for individual title (e.g., user had an issue checking out and downloading a title from your catalog's API).

HELP & SUPPORT

Libby Help - help.libbyapp.com

Marketplace Help - help.marketplace.overdrive.com

Resource Center - resources.overdrive.com

OverDrive Status - status.overdrive.com