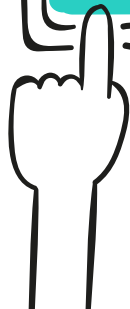
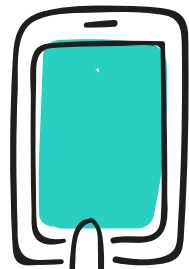


# Support Your Users with Answers to Libby's Most Frequently Asked Questions




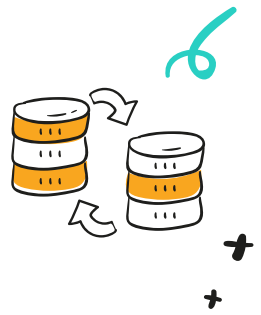
**OverDrive<sup>®</sup>**





# WEBINAR LEVEL

<b>Beginner</b>	<b>Intermediate</b> 	<b>Advanced</b>
Slower pace	Faster pace	Faster pace
No familiarity	Some familiarity	Expert familiarity
Focus on what service is	Focus on how to best use service	Focus on how to best use service





# HOUSEKEEPING



## Engage

Participate in polls and chat. Check out our quick-reference sheet.



## Zoom tools

Submit questions and adjust closed captions.



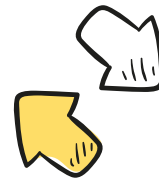
## Email

Receive email tomorrow with recording, PDF, and more.





# OUR SPEAKERS



**Lauren Bajda**

Product  
Trainer



**Alix Morris**

Product Support  
Specialist



**Anya Kogan**

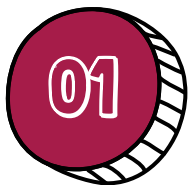
Technical Support  
Specialist



# AGENDA



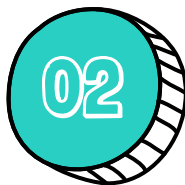
## Libby



Overview, FAQs,  
troubleshooting



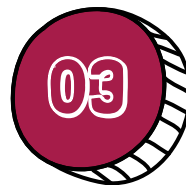
## Marketplace



Overview, tools  
and support



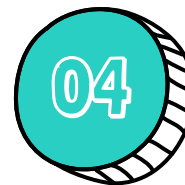
## Resources



Links to bookmark  
and save



## Next Steps



Apply what you  
learned





# CHECK-IN POLL

Overall, how confident do you feel when  
you're supporting users with Libby?

1. Not confident at all
2. Slightly confident
3. Somewhat confident
4. Fairly confident
5. Completely confident

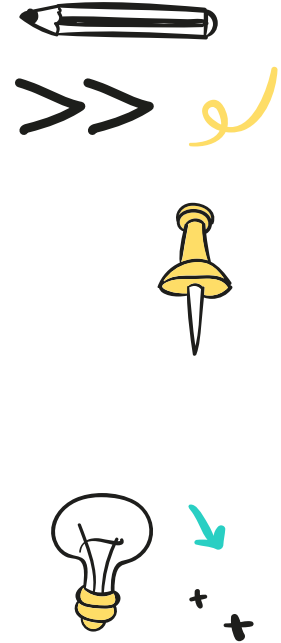
\*Answer in Zoom





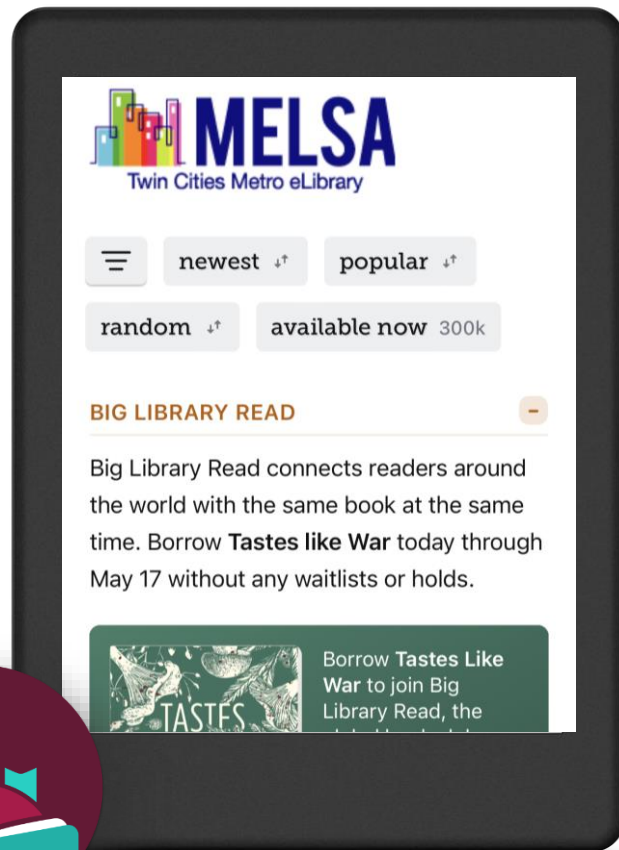
# LIBBY

Help new users and  
answer the most  
frequently asked  
questions.



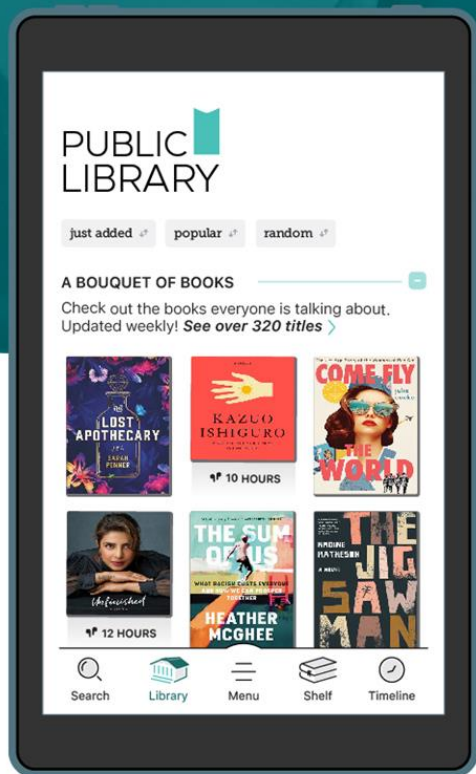


Or visit in your browser at  
[libbyapp.com](https://libbyapp.com).





# Libby is now available for the Kindle Fire!



kindle fire

# Libby.



Read with a Kindle device (U.S. only) how-to video



Libby for Kindle Fire Tablets installation guide

# IN CASE YOU MISSED IT

The OverDrive app has been discontinued.



Upgrade to Libby to continue using your library's digital collection.

In Libby, you'll find the same great titles from your library, in a beautiful, modern, easy-to-use app. Your loans, holds, and wish list items will be waiting for you in Libby. [Learn more about this change.](#)



Or, go to [libbyapp.com](https://libbyapp.com) in your browser

## ● OverDrive App

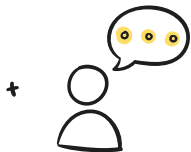
Discontinued on May 1, 2023

## ● Simplify

How to train users, answer questions

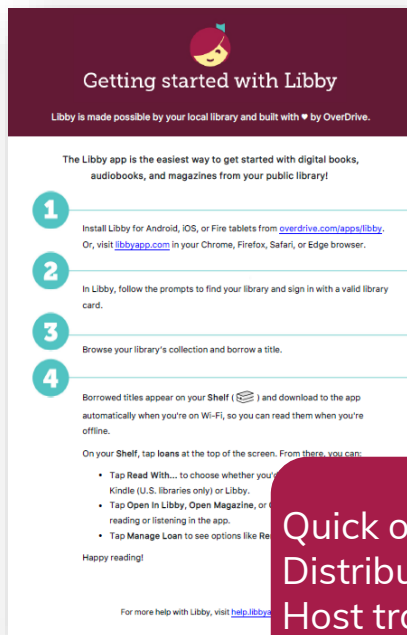
## ● Promote

One app: Libby



# HOW TO GET USERS STARTED

## In person

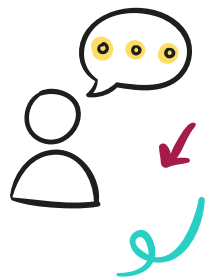


Quick overview  
Distribute print materials  
Host trainings

## Virtual



Post graphics  
Share videos  
Host trainings



# Top 10 frequently asked questions

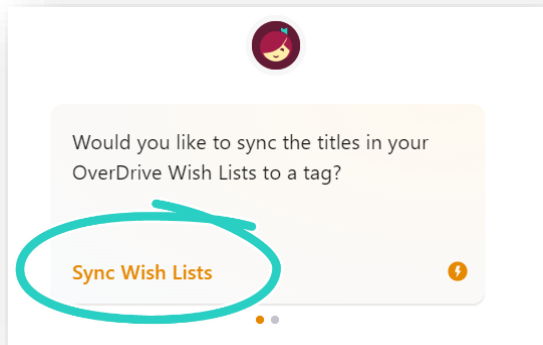


# FAQ #1

Can I access my OverDrive activity in Libby?

## Wish List

Yep! ✓



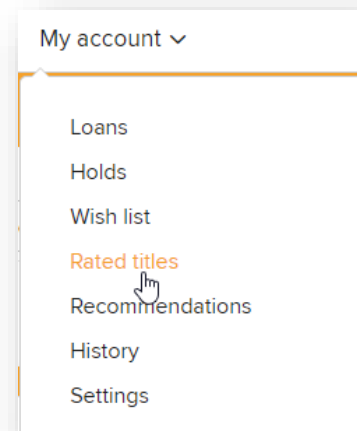
## Reading History



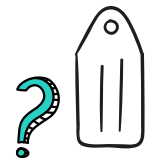
Export from the  
OverDrive website

## Recommendations

and rated titles from  
OverDrive website



# FAQ #2

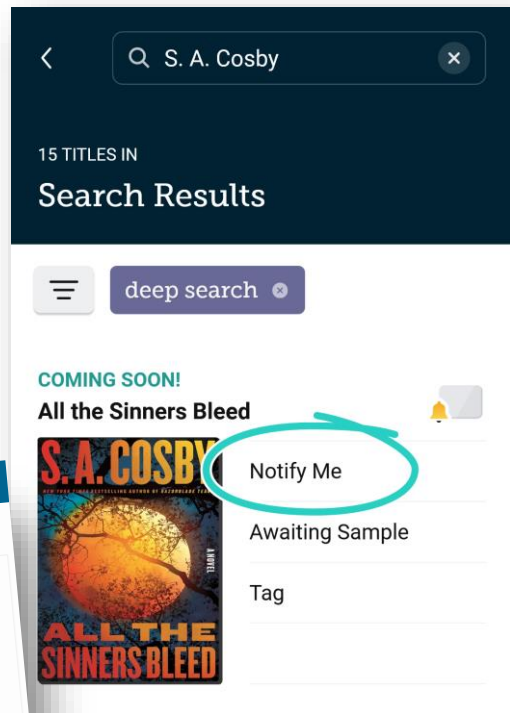


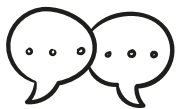
Can I see titles my library doesn't own?

- Deep search & Notify Me smart tags!
- [Register](#) for our May 18th webinar, *Expand Content Discovery & Leverage Paton Interests with Libby!*

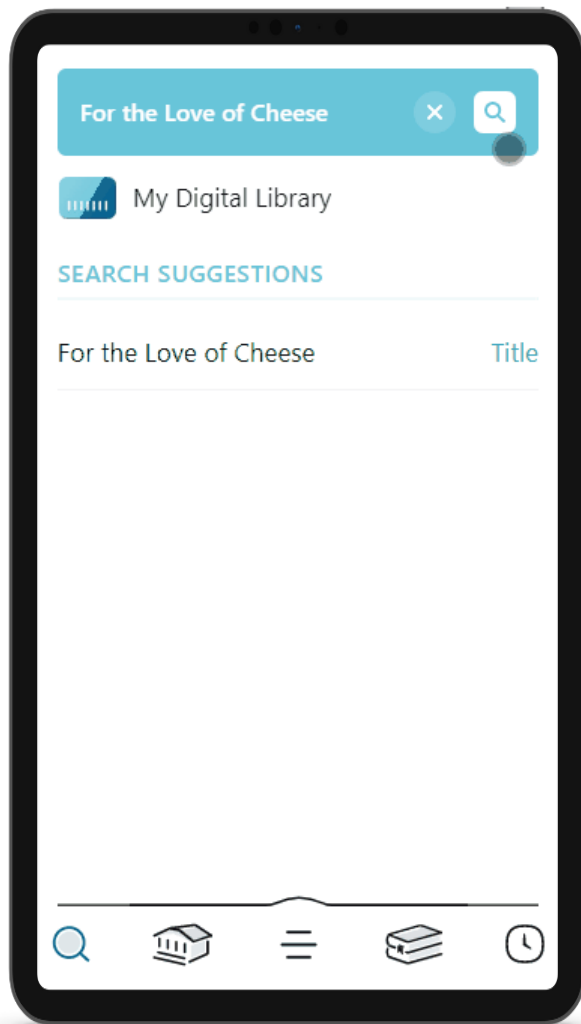


View the [help article](#).







Deep searching is available in  
the filters of this list.



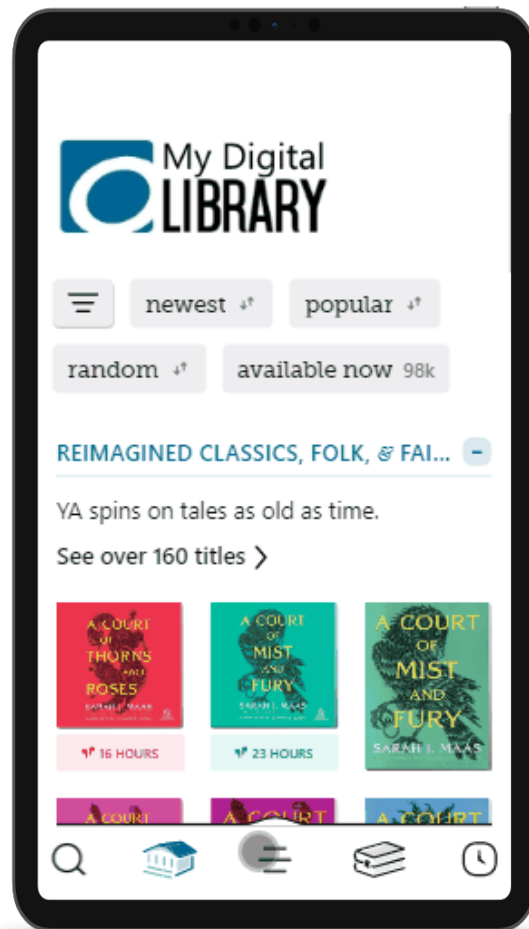
# FAQ #3

How do I add another library to Libby?

-   Add Library
- Does your library have a Reciprocal Lending Agreement (RLA)? [Learn how to add an RLA library.](#)



View the [help article](#).





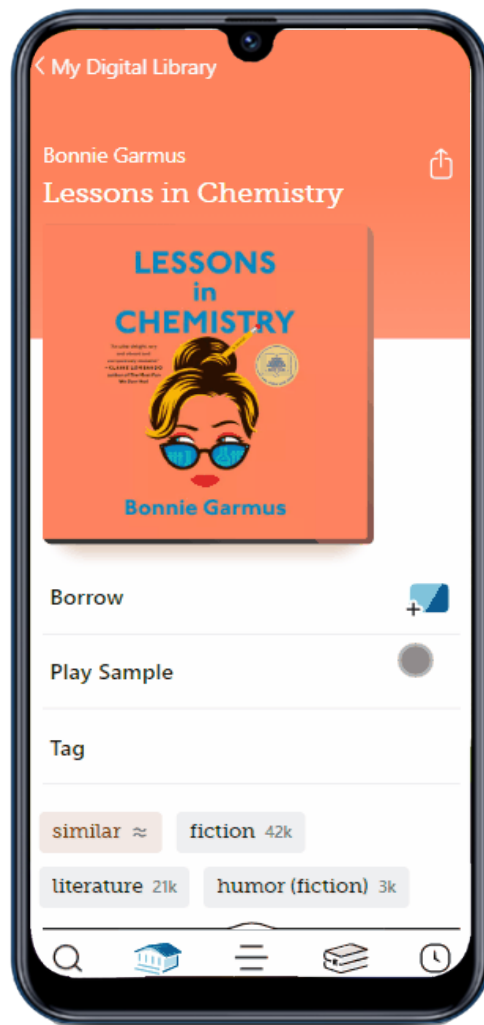
# FAQ #4

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

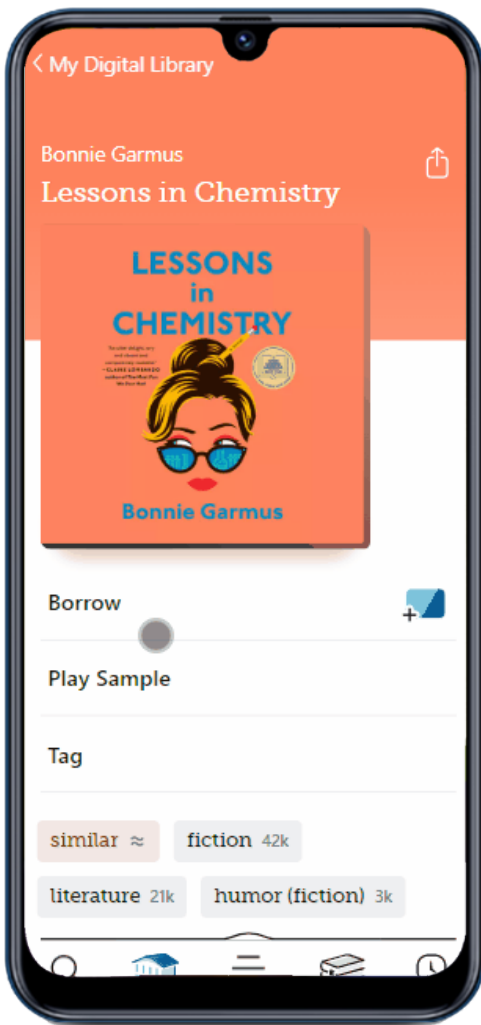
- Tap the  or  icon



View the [help article](#).



But wait...



there's more!

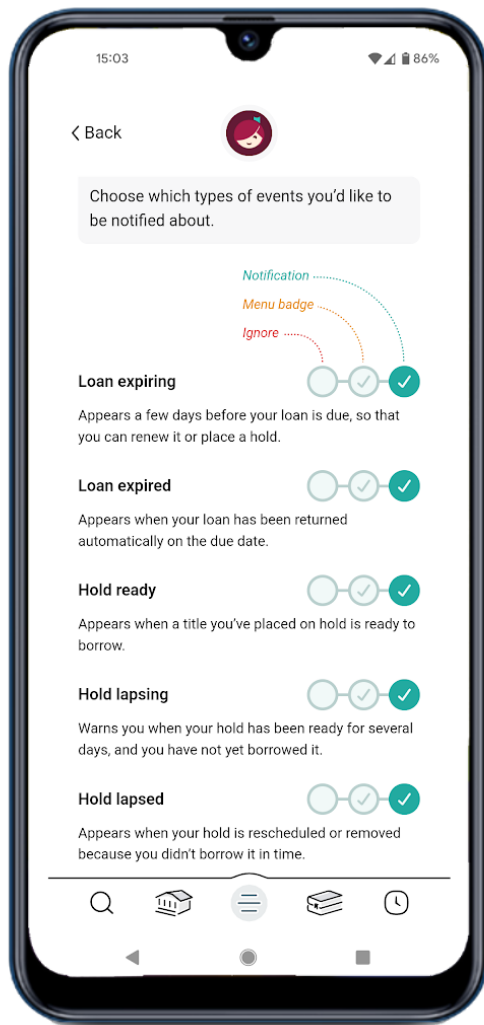
# FAQ #5

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

- Libby app (iOS/Android): Push notifications!
- Libbyapp.com: Email notifications!



View the [help article](#).



# FAQ #6

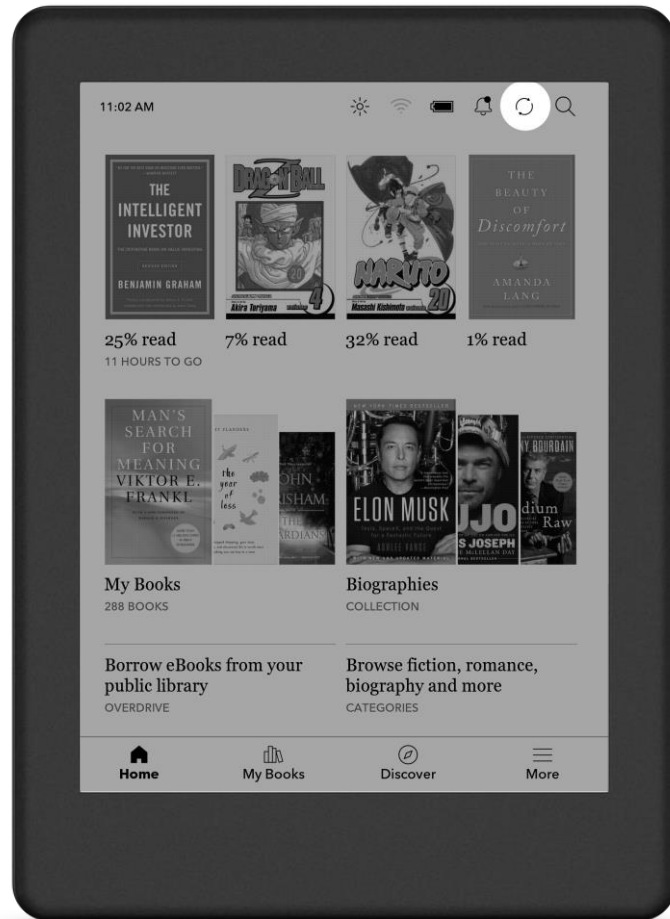
Can I read Libby ebooks on my Kobo?

Yes! Users can:

- Borrow in Libby, then sync the Kobo.
- Borrow on the Kobo.



View the [help article](#).



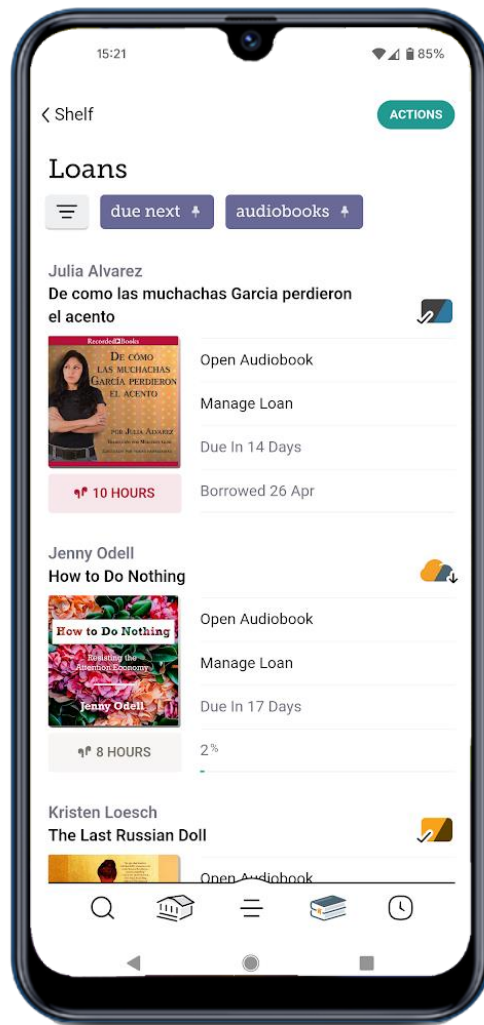
# FAQ #7

## Can I use Libby to transfer MP3 files?

- Audiobooks in Libby can't be transferred to MP3 players or iPods.
- Download Libby to access audiobooks instead.

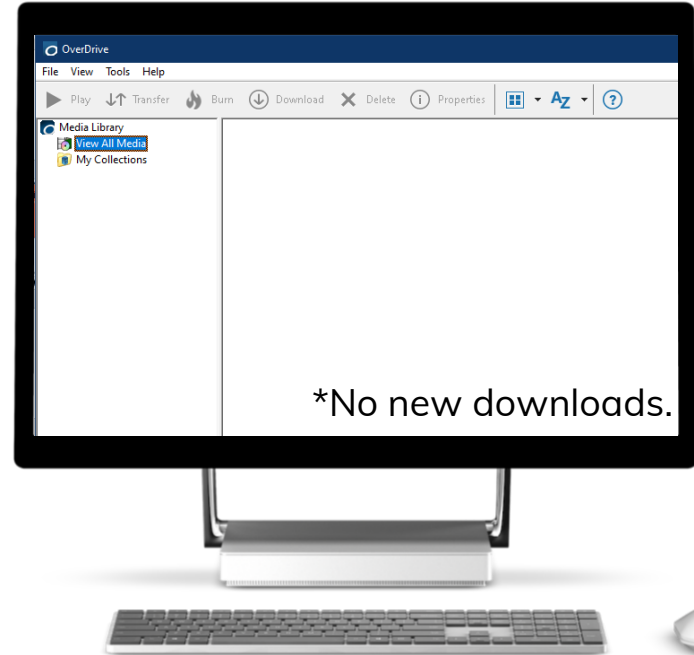


View the [help article](#).



# FAQ #7

Can I use Libby to transfer MP3 files?



# FAQ #8



Can I access Libby on a computer?

- Yes! Visit [libbyapp.com](https://libbyapp.com).
- Chrome, Edge, Firefox, or Safari
- Frequently used for [EPUB to ereader transfer](#).



View [the help article](#).

# FAQ #9

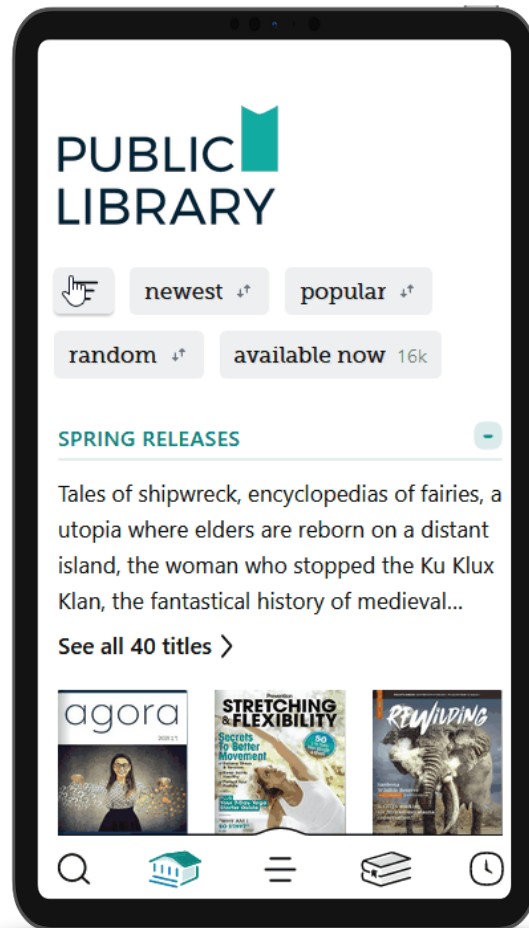
How can I filter my library's collection?



- Pin filters and sorts to only see what you're interested in.



View the [help article](#).





# FAQ #10

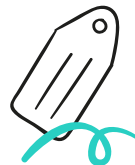
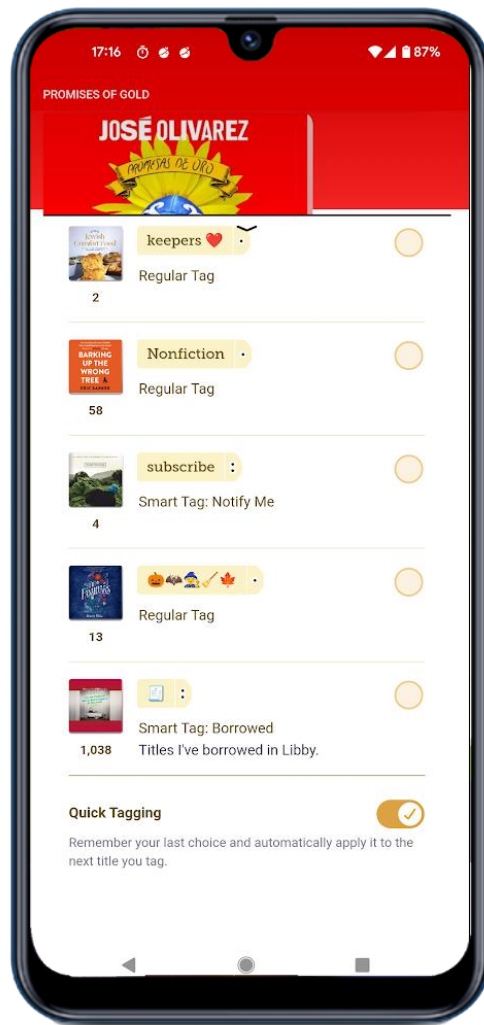
## What's this newfangled "tag" feature?

It's what you want it to be! You can:

- Have as many tags as you'd like.
- Call them whatever you'd like.
- Make them work for you in smart ways.



View the [help article](#).

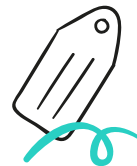
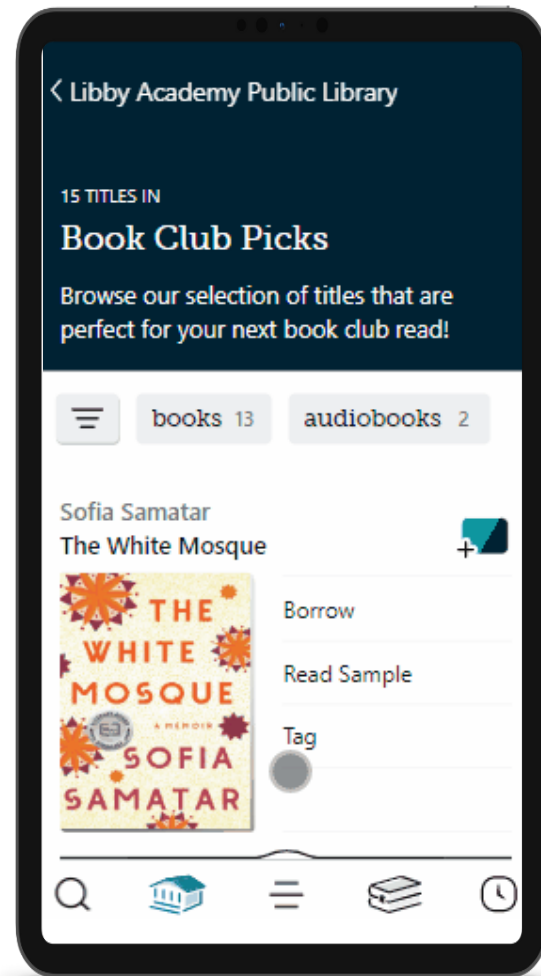


# FAQ #10

What's this newfangled "tag" feature?



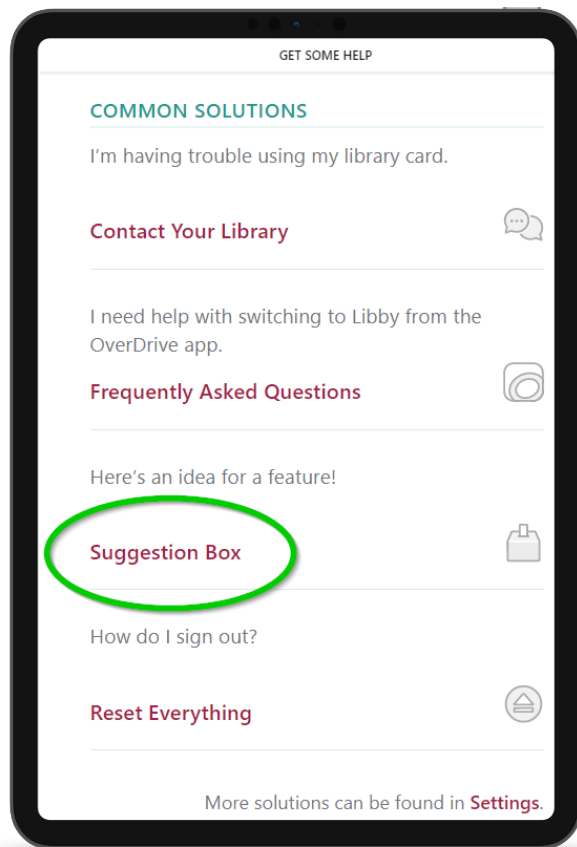
View the [help article](#).

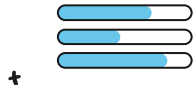




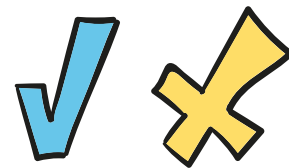
# How can users share feedback or an idea for a new feature in Libby?

≡ → Get Some Help → Suggestion Box





# POLL

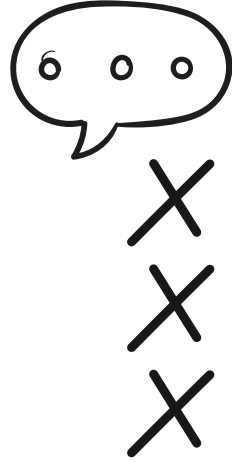
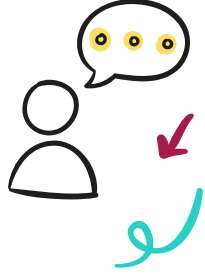


Which of the FAQs have you been asked?

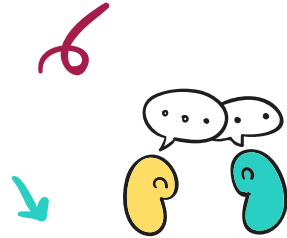
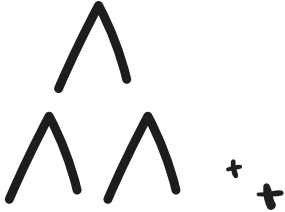
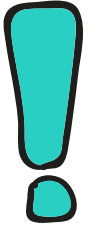
1. Can I access my OverDrive activity in Libby?
2. Can I see titles my library doesn't own?
3. How do I add another library to Libby?
4. How do I switch which library I'm borrowing or placing a hold from?
5. How will I know when my holds are available to borrow?
6. Can I read Libby ebooks on my Kobo?
7. Can I use Libby to transfer MP3 files?
8. Can I access Libby on a computer?
9. How can I filter my library's collection?
10. What's this newfangled "tag" feature?

\*Answer in Zoom





# Troubleshooting

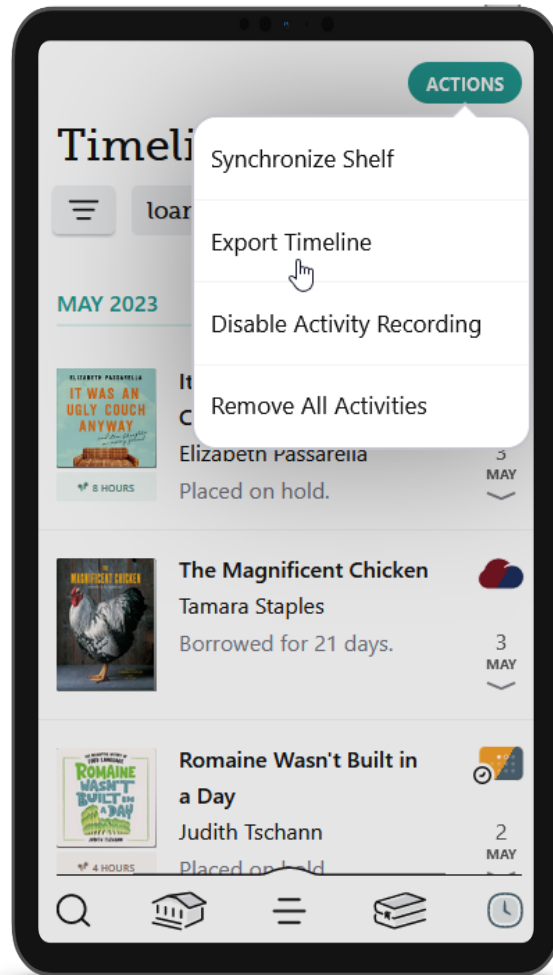


# TROUBLESHOOTING TIPS

- Do no harm. (“I, [your name], do solemnly vow to prevent user data loss whenever possible.”)
- Back up user data:
  - Use a setup code in a browser or another device.
- Export locally stored data:
  - Tags
  - Activity Timeline



Watch [how-to videos](#).

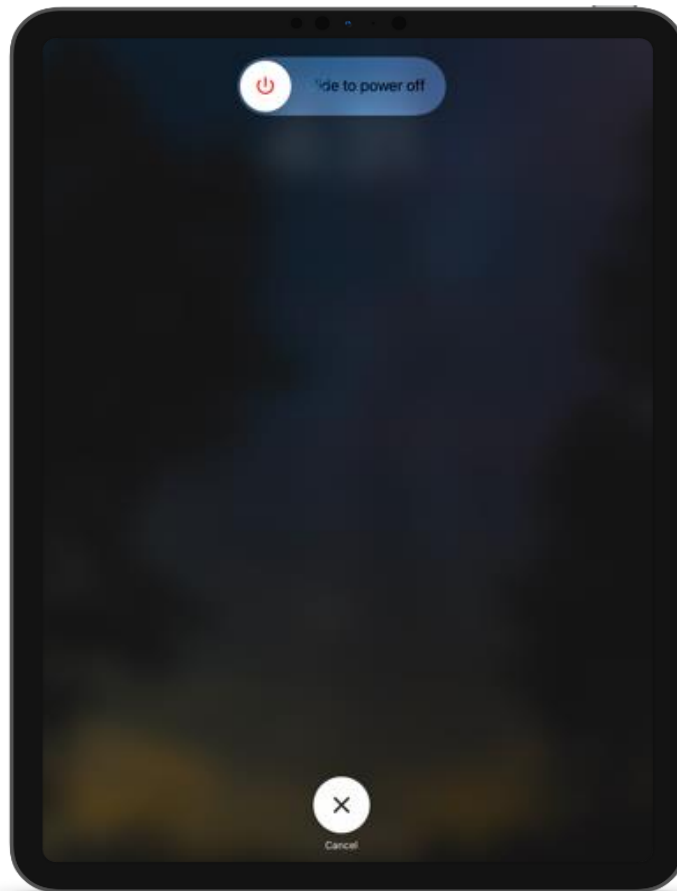


# TROUBLESHOOTING TIPS

- Start with the least obtrusive steps:
  - Relaunch the app.
  - Power cycle the device.
  - Remove, re-add library cards.



Watch [how-to videos](#).



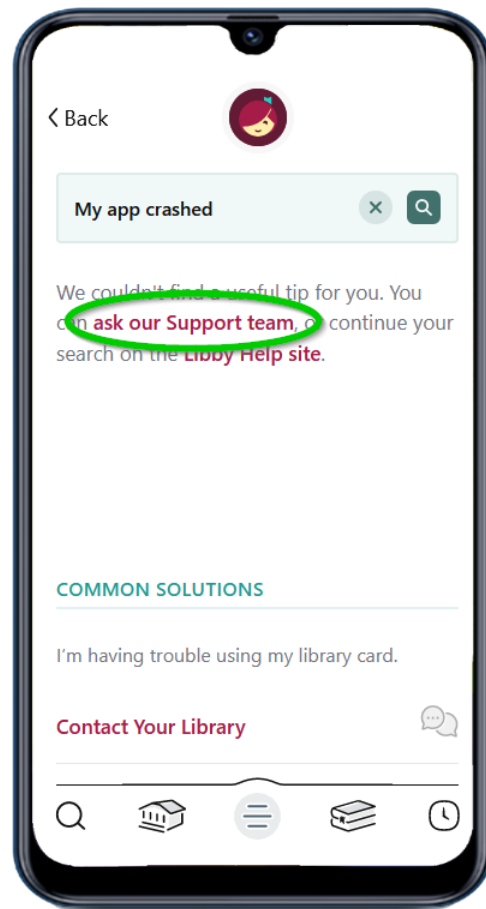
# TROUBLESHOOTING TIPS

- Contact Technical Support:

-   Get Some Help



View the [help article](#).







# TITLE LOADING ISSUES

- Check [download status](#):



Downloaded



Streaming

- Refresh the download:



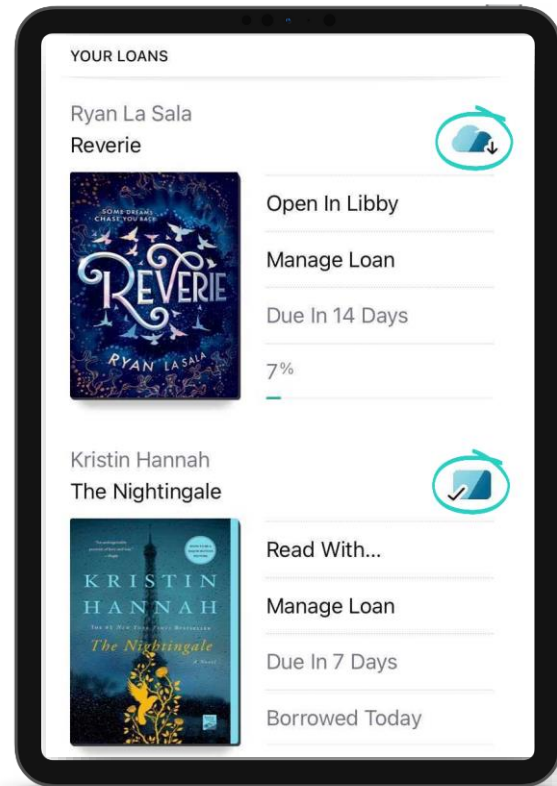
> Remove download >



- [Verify the card](#).



View the [help article](#).



# When Downloads Fail (☹)

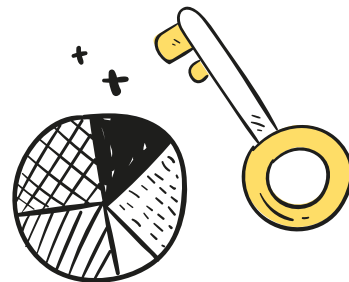
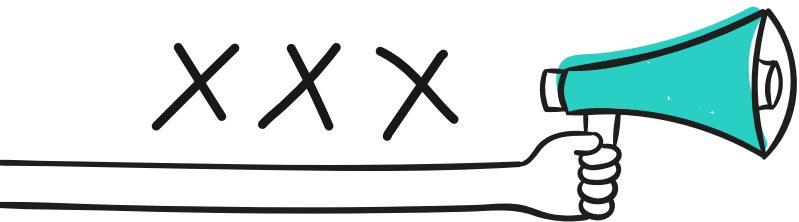
1. Android devices and SD cards.



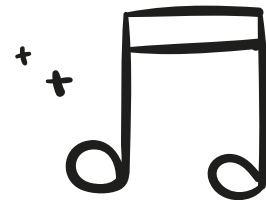
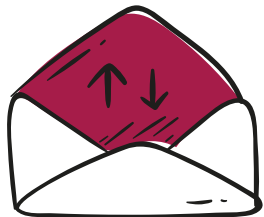
2. Otherwise, a checklist:

- ✓ Storage space ([iOS](#) or [Android](#))
- ✓ [Download settings](#)
- ✓ Network connection
- ✓ VPNs, antivirus, security, parental control apps
- ✓ ISP: Safelist wildcard URLs :
  - \* [.contentreserve.com](#)
  - \* [.cdn.overdrive.com](#)
  - \* [.od-cdn.com](#)
  - \* [.cachefly.net](#)
  - \* [.libbyapp.com](#)
  - \* [.libbyshelf.com](#)





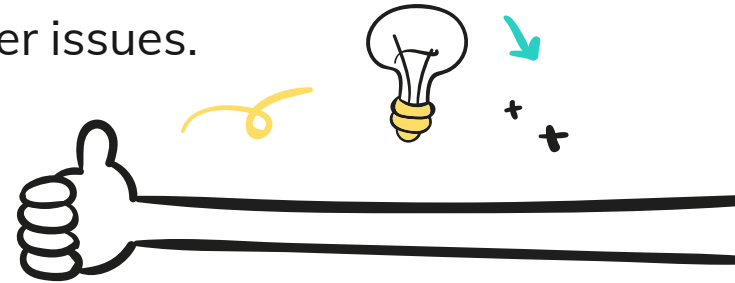
# LIVE Q&A





# MARKETPLACE

Marketplace tools  
for staff who assist  
with user issues.





# POLL

Do you have a  
Marketplace  
username?



- Yes
- No
- Unsure



\*Answer in Zoom

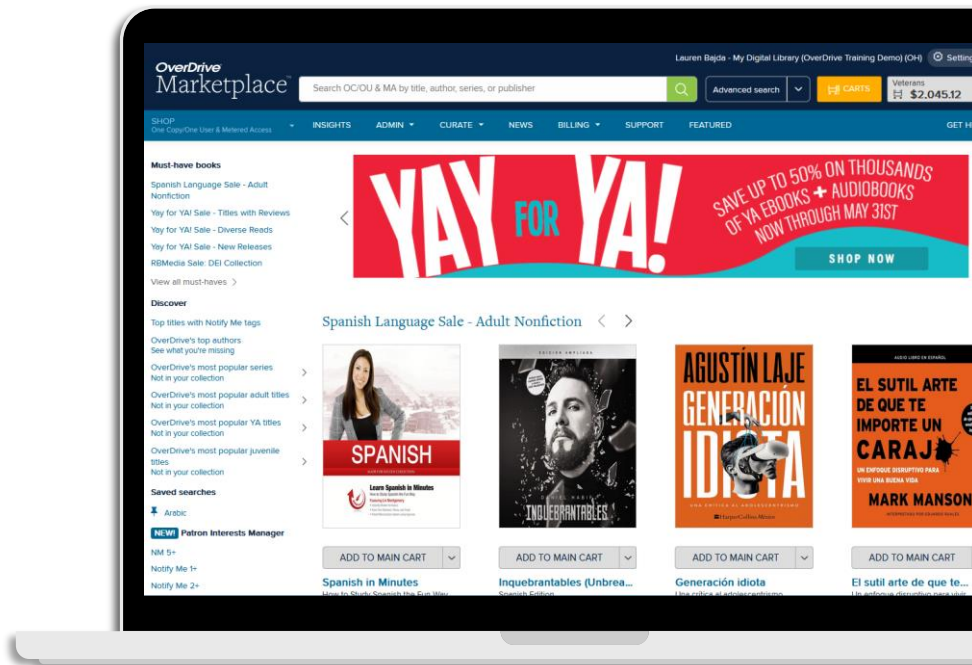
# OVERDRIVE MARKETPLACE

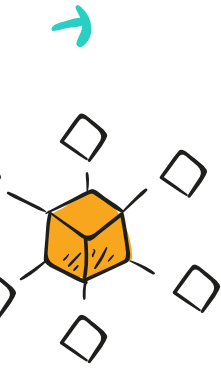
The back-end shopping and administrative portal.



[Marketplace.overdrive.com](https://Marketplace.overdrive.com)

- Browse & purchase from the industry's most comprehensive catalog.
- Get news & updates.
- View insights.
- Get support.

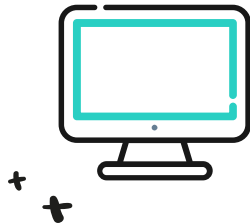
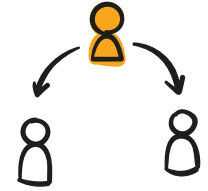


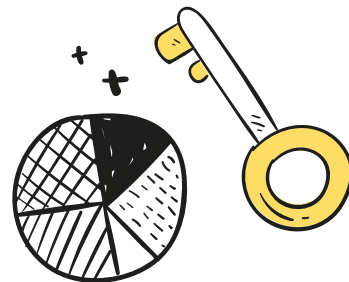
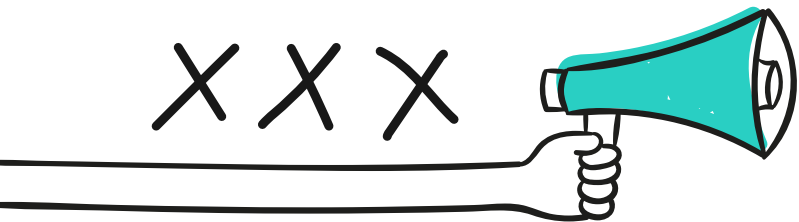


# MARKETPLACE DEMO

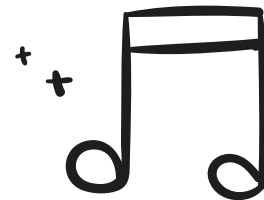
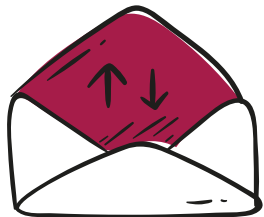


- Log in
- End-user support tools
- Help and resources
- Contact us





# LIVE Q&A

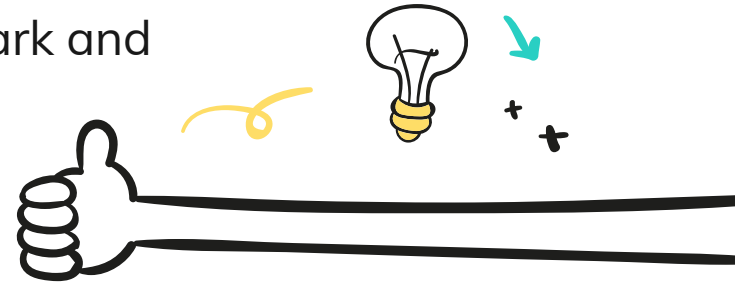






# RESOURCES

OverDrive help  
resources to  
bookmark and  
save.



# RESOURCES

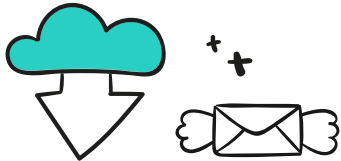


[Libby Help](#)

[Marketplace Help](#)

[Resource Center](#)

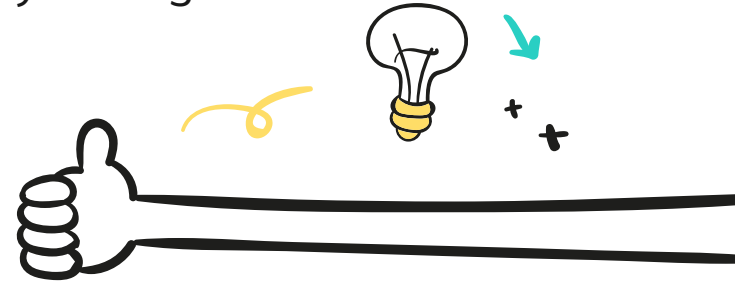
[OverDrive Status](#)



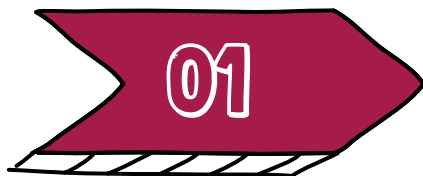


# NEXT STEPS

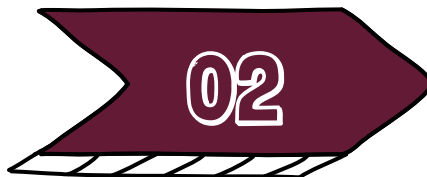
Next steps to better support your digital users.



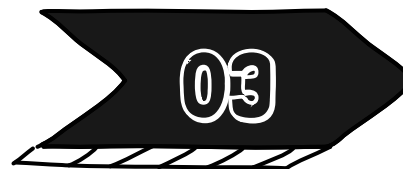
# NEXT STEPS



Use Libby, the library reading app, if you aren't already.



Sign into Marketplace and explore the **Support** tab.



Bookmark our help **sites** for easy reference.





# UPCOMING WEBINARS

Expand Content  
Discovery and  
Leverage Patron  
Interests with Libby

May 18<sup>th</sup> at 2:00 PM ET

[Register](#)

5 Essential Ways to  
Promote Ebooks,  
Audiobooks, &  
More in Libby

June 6<sup>th</sup> at 11:00 AM ET

[Register](#)





Keynote Speaker:  
**Eriq LaSalle**



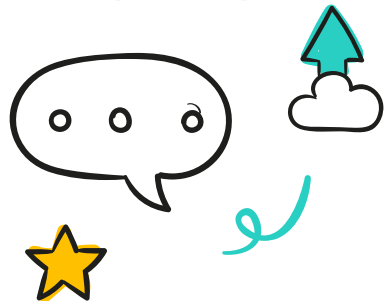
**Register now!**  
**August 9-11, 2023**  
Cleveland, OH

Visit [digipalooza.com](https://digipalooza.com)  
for updates



Hear Eriq share his stories as an  
actor, director, filmmaker, and  
author at Digipalooza.

OverDrive



# THANKS!

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

We'll be in Q&A for any final questions.

