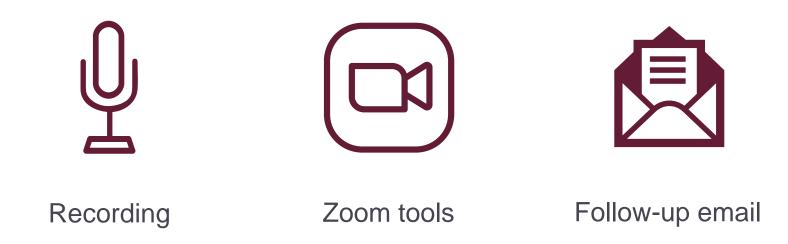


Transitioning to Libby

Tips for winding down the OverDrive app and welcoming more readers to Libby

Feb. 2, 2022

Housekeeping

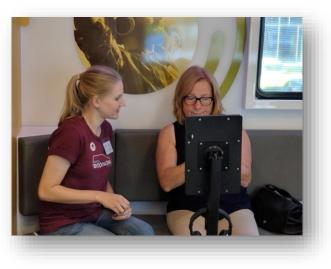






Lauren Bajda

Product Trainer

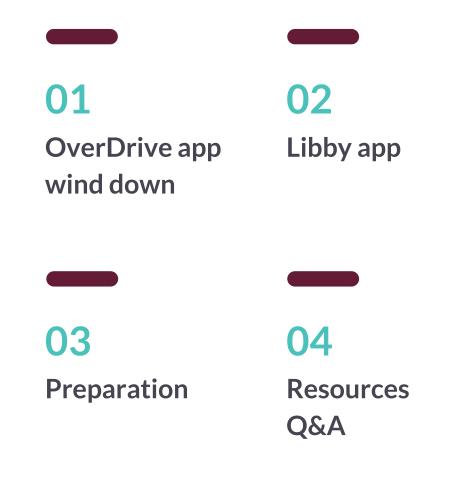


Katie Blachman

Product Liaison



Today's agenda



01

OverDrive app wind down

Understand the roadmap to wind down the OverDrive app.

What's happening?



Winding down the OverDrive app to:

- **Simplify** how you talk about your OverDrive service, train users, answer questions, and stay up to date with changes.
- **Promote** the best reading experience for everyone, Libby.

Roadmap



Remove the OverDrive app from Apple App, Google Play, and Microsoft Stores. February 23, 2022

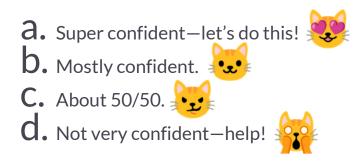
Encourage existing OverDrive app users to switch to Libby.

Stay tuned

Retire the OverDrive app for all users. Stay tuned

Poll

How confident are you feeling about this change?



OverDrive

Can users still access our library's OverDrive website?

Yes. All users can still browse, borrow, and enjoy titles from your library's OverDrive website.

Can users continue to read ebooks on a dedicated ereader, like a Kobo?

Yes. From Libby or your library's OverDrive website, users can transfer ebooks to a dedicated ereader via Adobe Digital Editions. All Kobo integrations will also continue to work as expected.



OverDrive

Can users create wish lists in Libby?

Yes! With Libby, users can create tags to categorize titles however they'd like. Wish lists from the OverDrive app also sync to Libby.

Will users be able to recommend titles in Libby?

We're developing a fresh solution for title recommendations in Libby based on partner and user feedback.

In the meantime, users who already have the OverDrive app installed can recommend titles via the app. All users can recommend titles via your library's OverDrive website.



OverDrive

Will the Libby app be available on Kindle Fire tablets?

Libby is not currently available to download from the Amazon App Store. OverDrive has requested information and a timeline for approval from Amazon but has not yet received an update. In the meantime, Kindle Fire users can stream ebooks and audiobooks in their browser from libbyapp.com or your library's OverDrive website.

Users can also deliver Kindle Books to a Fire tablet from a device that supports Libby or from libbyapp.com (US only).

For now, the OverDrive app will also continue to be available from the Amazon App Store.



OverDrive

Can users with older devices use Libby?

Users can download Libby on:

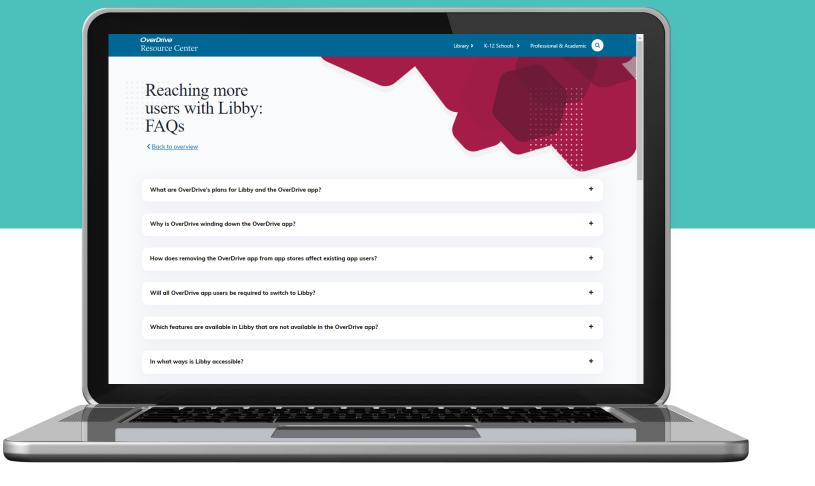
- iOS 10+
- Android 5.0+

Or visit libbyapp.com in your web browser. We suggest the latest version of Chrome, Safari, Firefox, or Edge (Chromium).

Can users continue to download audiobooks to a desktop computer and transfer to an MP3 player?

Users who already have OverDrive for Windows or OverDrive for Mac can continue using those applications. We will no longer support new downloads of those applications.





OverDrive

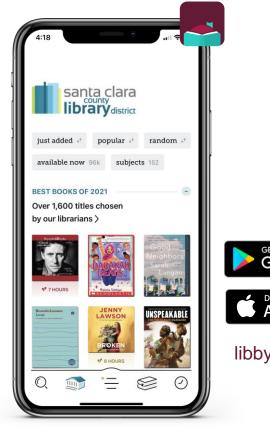
https://resources.overdrive.com/libby-faqs



Libby

Learn more about the benefits of Libby.









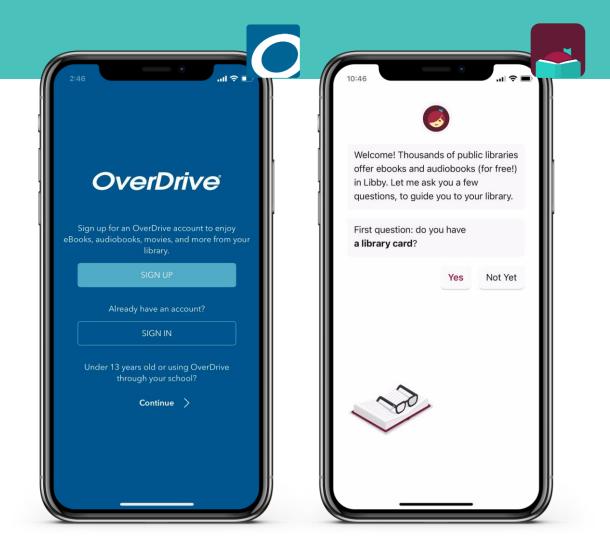


libbyapp.com

What can Libby do for you?

- **1.** Help you serve readers of all ages and abilities.
- 2. Showcase your library's branding and curated collections.
- **3.** Make it easier to explain because it's streamlined across devices.
- **4.** Provide your users with direct support from OverDrive.





Benefits

Easy onboarding



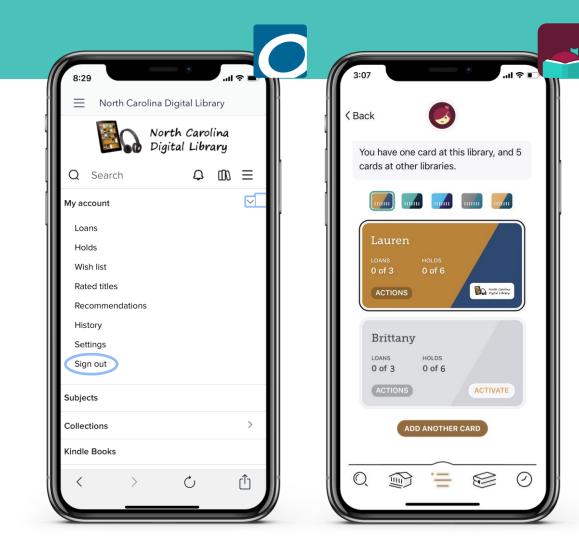


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Benefits

Unified bookshelf

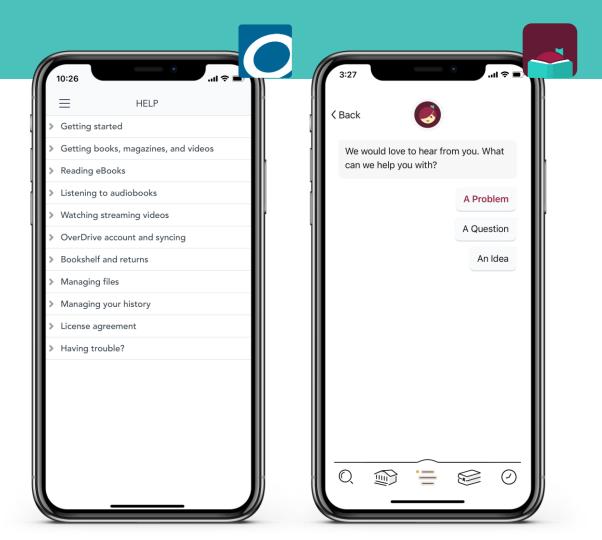




Benefits

Support for multiple library cards





Benefits

Direct user support



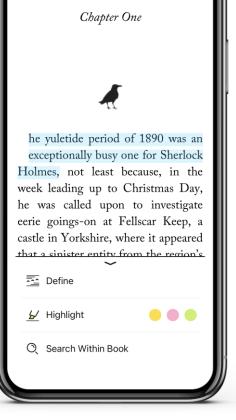
 \equiv Sherlock Holmes and the T...

Chapter One

THE WHISTLE OF A MASTER SUMMONING HIS DOG

he yuletide period of 1890 was an exceptionally busy one for Sherlock Holmes, not least because, in the week leading up to Christmas Day, he was called upon to investigate eerie goings-on at Fellscar Keep, a castle in Yorkshire, where it appeared that a sinister entity from the region's folklore was on the prowl. This adventure, which tested Holmes's wits and my courage to the limit, I have chronicled under the title *The Christmas Demon*

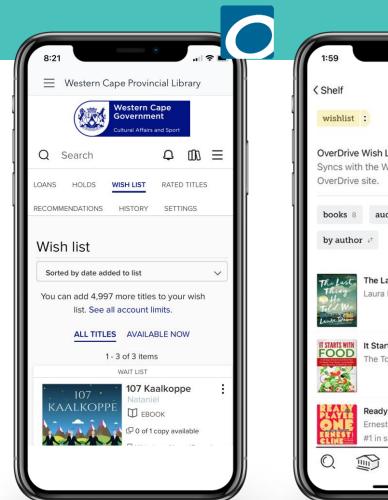




Benefits

Best in-class ebook reader and audiobook player



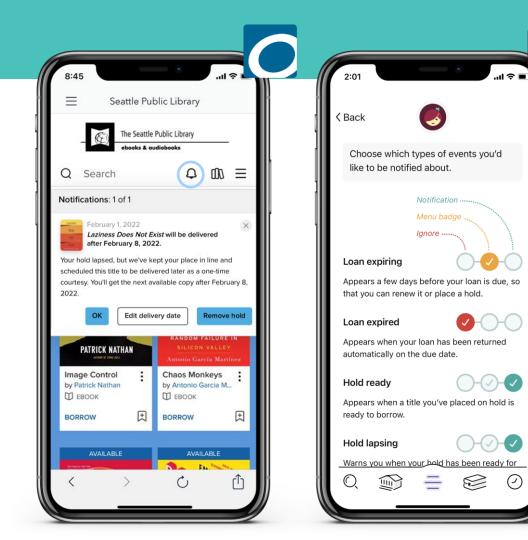


ACTIONS OverDrive Wish List • Change Syncs with the Wish List on your library's audiobooks 2 by title +* The Last Thing He Told Me 4 Laura Dave It Starts With Food 1 The Total Evolution Ready Player One + Ernest Cline, Wil Wheaton #1 in series 0

Benefits

Wish list syncing

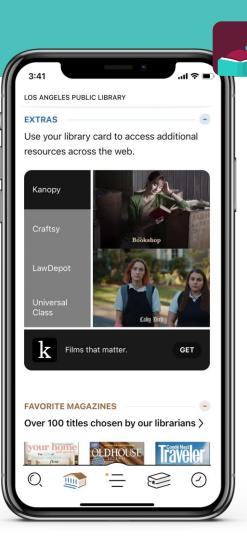




Benefits Push notifications

()





Benefits

Access to Extras



Poll

Which feature(s) will your users love?

a. Easy onboarding

b. Unified bookshelf

C. Support for multiple library cardsd. Direct user support

e. Best in-class ebook reader & audiobook player

- Wish list syncing
- **g.** Push notifications
- **1.** Access to **Extras**



Preparation

Take the next steps to prepare your community today.

Preparation checklist

Reaching more readers with Libby participation Checklist	
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OverDrive

1. Update your library's website.

2. Inform your staff.

3. Promote Libby to new users.

01. Update your website

OverDrive

Remove references to the OverDrive app and replace with Libby. Use Libby logos and suggested website copy from the <u>Resource Center</u>.

ERESOURCES

Kindle books

EBOOKS & MORE

Our Library offers access to great digital content for all of your mobile devices! All you need is your library card, a device, and internet access.

Libby, by OverDrive



Borrow ebooks, audiobooks, and magazines to read on your phone or tablet using the Libby app, by OverDrive. You can even send and read your borrowed ebooks to your Kindle ereader! It's free and easy to get started for new users and a streamlined experience for current OverDrive app users. Learn more.



FAQs

Share this update with your staff. Visit the Resource Center for <u>how-to-videos</u> and <u>training kits</u>.

02. Inform staff

OverDrive

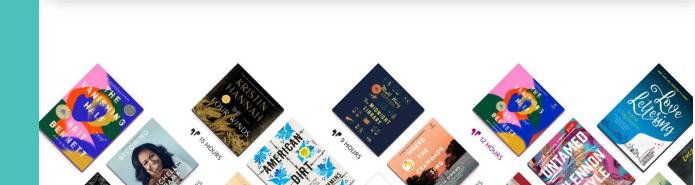


How to Train Your Community On Libby – Library Staff Kit

Everything you need to host your own Getting Started with Libby training – virtually or in person! This kit contains 1 PowerPoint presentation, 1 demonstration outline, 1 mini-quiz, 2 follow-up PDFs, 1 press release template, 1 social media template, and 1 demo recording to help you prepare.



Preview



03. Promote Libby to new users

OverDrive

Remember that we're not requiring OverDrive app users to make the switch just yet. When the time comes, we'll help you!



We're here to help

OverDrive



Marketing & training support

Everything you need for promoting Libby and helping staff and users get started.



User messaging

In future phases, we'll help with user messaging, explaining the benefits of Libby and easy-to-follow steps for making the switch.



OverDrive task force

A cross-team group at OverDrive is working together on plans and resources to ensure a smooth transition for your library.

Poll

What step(s) can you take to prepare your community today?

- **a.** Update your library's website.
- **b.** Promote Libby to new users.
- C. Inform your staff.
- **d.** All of the above

Sneak peak

OverDrive



Support for title recommendations

Increased library branding & more ways to connect



Enhanced

analytics



Other features important to your library

Summary



Winding down the OverDrive app



First phase starts Feb. 23, 2022



Answered FAQs



Benefits of Libby



Preparation checklist



OverDrive support

Questions we've covered

- 1. Why is OverDrive winding down the OverDrive app?
- 2. When is the OverDrive app going to be removed from app stores?
- 3. What's the difference between the Libby and OverDrive app?
- 4. Can users still use our library's OverDrive website?
- 5. Can users continue to read ebooks on a dedicated ereader, like a Kobo?
- 6. Can users create wish lists in Libby?
- 7. Will users be able to recommend titles in Libby?
- 8. Will the Libby app be available on Kindle Fires?
- 9. Can users with older devices use Libby?
- 10. Can users continue to download audiobooks to a desktop computer and transfer to an MP3 player?
- 11. How can we prepare for the transition to Libby?
- 12. How is OverDrive supporting libraries during the transition?
- **13.** What materials will be included in the follow-up email?





Resources

Know where to go for more information and resources.

Resources

OverDrive



OverDrive Resource Center

Libby FAQs, staff training, marketing & outreach, and more!



OverDrive Team

Your Account Manager, Product Support Specialist, and Content Specialist are here to support you.



Subscribe to our <u>emails</u>/blog

Stay in the loop about product updates.

Upcoming webinars



February 17 Introduction to OverDrive Marketplace

Register



March 3

Getting Started with Libby

Register

Q&A

Questions addressed today

- 1. Why is OverDrive winding down the OverDrive app?
- 2. When is the OverDrive app going to be removed from app stores?
- 3. What's the difference between the Libby and OverDrive app?
- 4. Can users still use our library's OverDrive website?
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- 13. What materials will be included in the follow-up email?

View all FAQs



resources.overdrive.com/libbyfaqs

To accommodate today's large audience, we're going to prioritize questions we haven't addressed yet.

OverDrive THANK YOU!

Transitioning to Libby



Resources.overdrive.com/libby