

Transitioning to Libby Webinar – Q&A

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

1. Will you retain the corporate name of OverDrive — which is here with resources.overdrive.com or will that migrate also to Libby?
 - a. Hello! We are and will continue to be OverDrive. Libby is just the name of the app.
2. Are user histories from Overdrive transferred to Libby?
 - a. Hello, user histories are not transferred from the OverDrive app to Libby. However, users can export their history from the OverDrive app, so it's not lost or deleted. You can learn how at <https://help.overdrive.com/en-us/1137.htm>.
3. Can you talk about the difference between libbyapp.com and my library's Overdrive site?
 - a. Hi! Libby is a browser-based app, so the Libby website is an extension of the Libby interface. It's not necessary to use the Libby website right now since your current OverDrive site is available, but it's helpful for users if they're more comfortable with the Libby experience.
4. Can you provide information regarding downloading highlighted text from Libby?
 - a. Hi, happy to help! Here is an article to guide you: <https://help.libbyapp.com/en-us/6151.htm?tocpath=Home%7CReading%20ebooks%20and%20magazines%7C> 6.
5. Will patrons still be able to transfer materials using Adobe Digital Editions?
 - a. Hi - Yes, the ability to transfer will still be in place.
6. Are there any type of books (formats) that will no longer be available on Libby that were available on classic?
 - a. Hi! At the moment, PDF is the only format not supported, but we are working to provide support for these titles in the future. You may see some appearing within the next few weeks already.
7. In the OverDrive bookshelf one can see if there is supplementary material attached to an audiobook. I am not aware of how Libby makes this available. Right now, I'm looking at the same book in both apps' bookshelves and I don't see the supplementary attached material signaled on Libby.
 - a. Hi! Many supplementary materials are in PDF which we are currently working to transfer to OverDrive Read so that it will be available in Libby. If you have titles in high demand, please reach out to your Account Manager so we can see about having the titles transferred sooner.
8. Will checkouts and holds also sync from Libby to Overdrive?
 - a. Hi! As long as the user's card is the same, it will sync between the two applications.
9. Will we still use Overdrive Marketplace to merge old and new library barcodes?
 - a. Hi! Yes, OverDrive Marketplace is where this will still occur. Here's a help article if you'd like more information. <https://help.marketplace.overdrive.com/7118.html>

10. Will digital cards also be available with Libby?
- a. Yes! If you offer [Instant digital card](#) at your library, that works for Libby, too.
11. What is the max number of cards you can have on app?
- a. Hi! There isn't really a limit, though I've personally found that once I had ~40 cards, the app did slow down a bit. I was merely testing, and that shouldn't be a very frequent use case.
12. What languages will Libby be available in?
- a. Hello! Libby automatically uses the language your device or web browser is set to, as long as the language is supported in the app. Libby currently supports:
 - i. Chinese (Simplified)
 - ii. Chinese (Traditional)
 - iii. English
 - iv. French (Canada)
 - v. German
 - vi. Italian
 - vii. Japanese
 - viii. Russian
 - ix. Spanish (Latin America)
 - x. Swedish
 - b. Learn more at <https://help.libbyapp.com/en-us/6116.htm?Highlight=language>.
13. Will Libby allow audiobooks to be downloaded in parts like Overdrive? We have patrons with old devices that don't have much space on them and they depend on this feature.
- a. Hello! You can adjust your download settings for all titles. There's an option to download everything, titles under a certain file size, or nothing. Here's a help article for more information, <https://help.libbyapp.com/en-us/6005.htm?Highlight=audiobook>.
14. Is there a way for us to know if users are still using overdrive? I'm not the admin for our account, just here to learn. But curious if there's a function to know
- a. Hi! There's a report your Account Manager can provide that shows usage between Libby and the OverDrive app.
15. Will Libby be able to show all preorder titles like the Overdrive app and website?
- a. Hi, great question. We are working on improvements to title processing to ensure all preorder titles are available across our apps and websites.
16. Will Libby have any effect on Sora?
- a. Hi, thanks for joining us today! Libby has no effect on Sora. Sora is the student app, designed for our K-12 readers and those working with students. Users can access their public library through Sora. This is separate from Libby.
17. When will MARC records be updated to link to Libby instead of OverDrive?
- a. Hi! MARC records will continue to the OverDrive site at this time, but we have designed the links to be able to smoothly transition to Libby once the time comes. Your OverDrive Team will be in contact as we get closer to this change in the future.