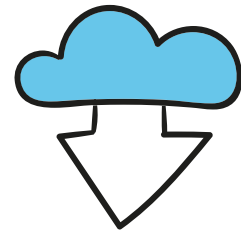
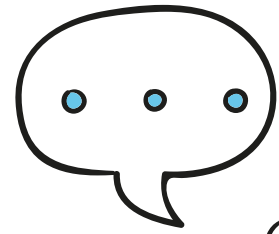
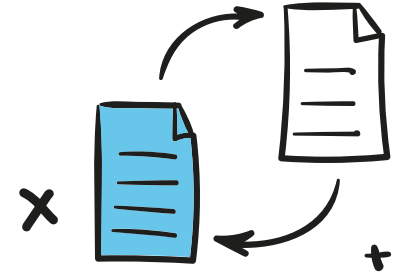
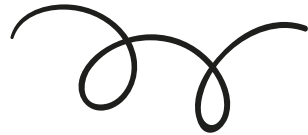
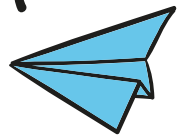
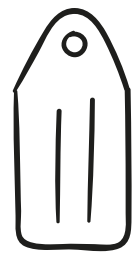


Supporting Your Digital Users

OverDrive®



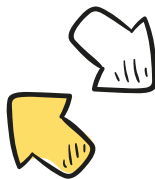


OUR SPEAKERS



**Whit
Arnold**

Product Support
Specialist



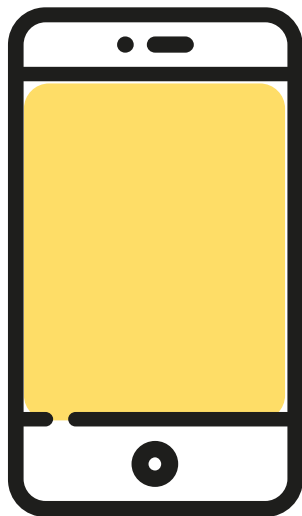
**Tonya
Ely**

Technical Support
Specialist





WHY?



Purpose

Provide you with insight and resources that you need to answer FAQ about your OverDrive digital collection.

Create a world enlightened by reading.



HOUSEKEEPING



Recording

Will be available in follow-up email.



Q&A

Submit questions throughout.



Certificate

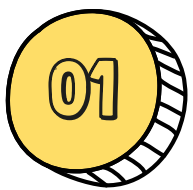
Shared at end and in follow-up email.



AGENDA



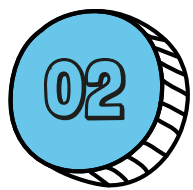
Libby



Most common end user questions about Libby.



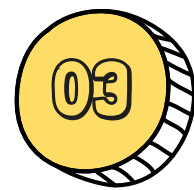
Marketplace



Marketplace tools for staff who assist with user issues.



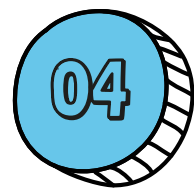
Resources



OverDrive help resources to bookmark and save.



Next Steps



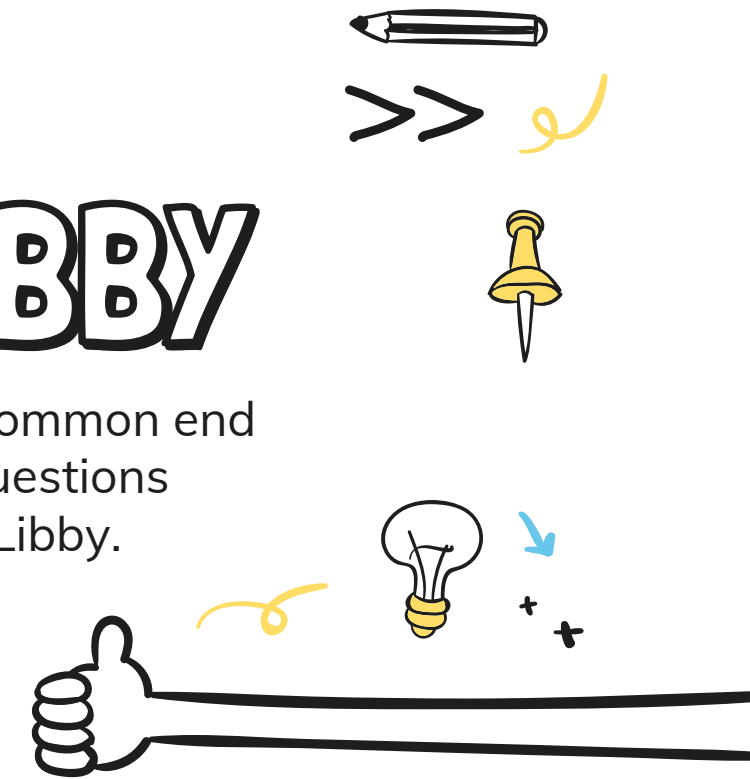
Next steps to better support your digital users.

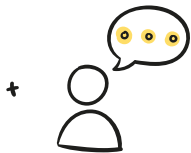




LIBBY

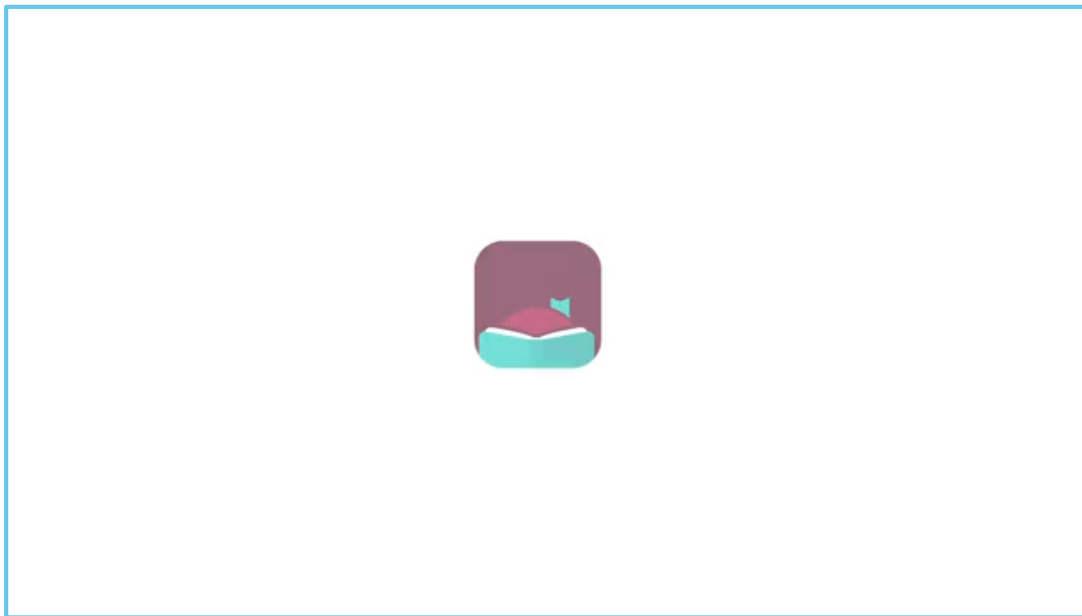
Most common end user questions about Libby.





HOW TO GET STARTED

Libby Academy &
Getting Started video.



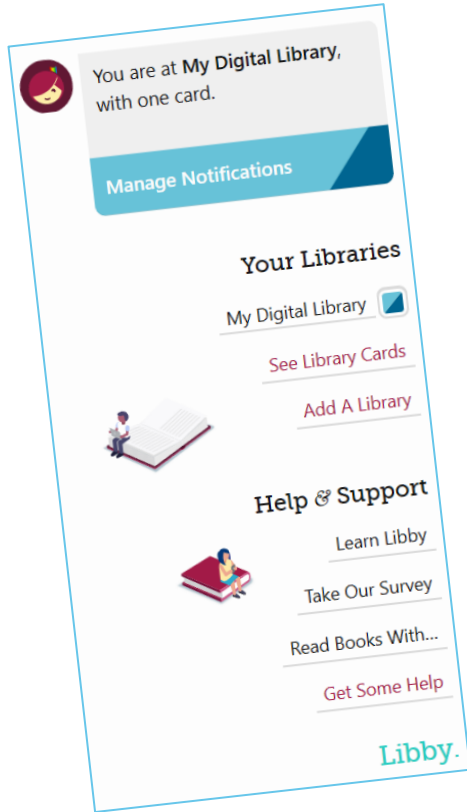
[Watch video here](#)





+

HOW DO I MANAGE MY LIBRARY CARD & LIBRARIES?



How do I add more libraries?

How do I add all of my library cards?

How do I switch between libraries and library cards?

How do I remove my old library card?





+

POLL

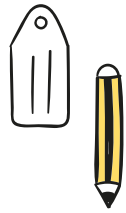
What's the top question(s) you get from users about Libby?



- Sign in issues
- How do I find and add my library card?
- How do I download titles?
- New feature requests
- Other

*Answer in Zoom





THE MOST COMMON SUPPORT QUESTION...

Why can't I sign in?

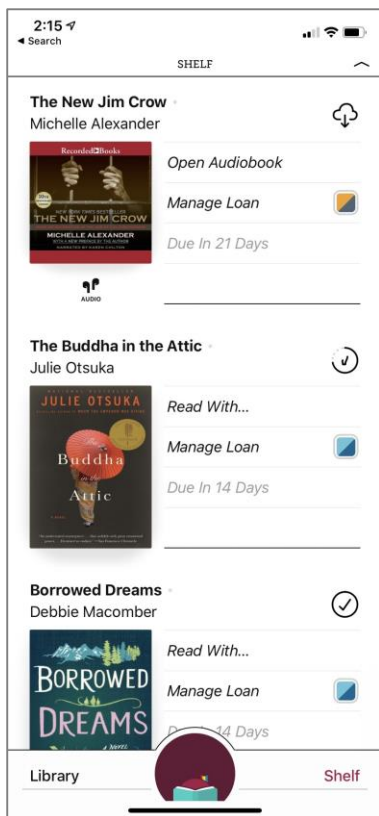
Reasons someone may have trouble accessing the collection:

- Incorrect library card number or PIN/password
- Their library card is expired
- There is a block on their account due to overdue materials or late fees





DOWNLOADING TITLES



This cloud icon means a title is going to stream, and will need an active internet connection.



The dotted circle means a title is actively downloading.



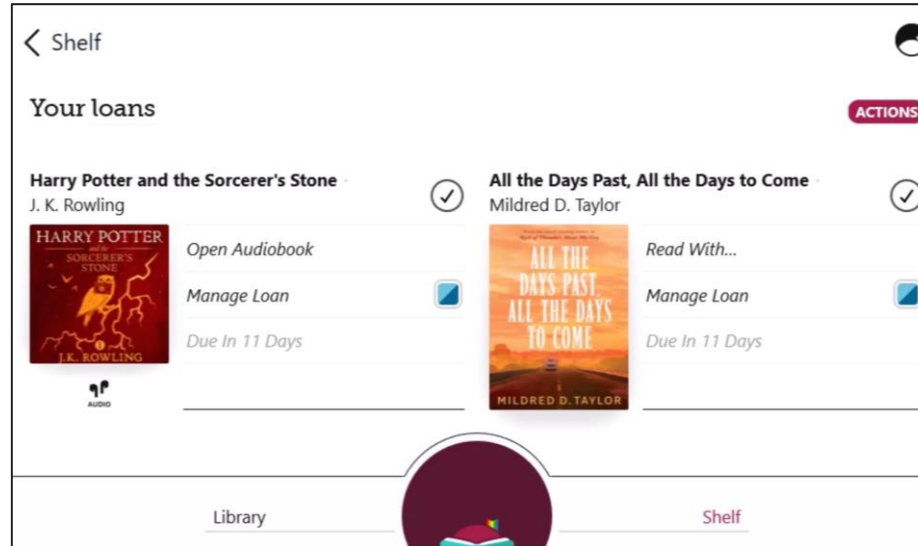
While this checkmark means the title has successfully downloaded.





HOW TO DOWNLOAD A TITLE AGAIN

Tap  > Tap **Remove Download** > Tap  > **Download**





HOW TO DOWNLOAD A TITLE AGAIN

Tap  > Tap **Remove Download** > Tap  > **Download**

Your loan has downloaded. You can delete it to conserve space on your device (but then you will need to be online to open it).

Remove Download

9.6
MEGABYTES

Change Download Rules



To open this title in Libby while offline, download it. Downloads are automatically deleted when your loan is returned.

Download

469
MEGABYTES

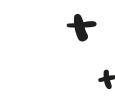

Change Download Rules



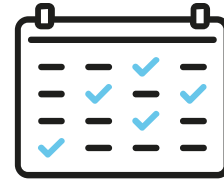
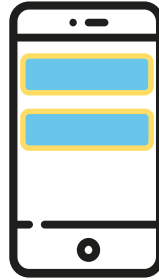
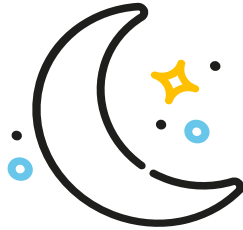


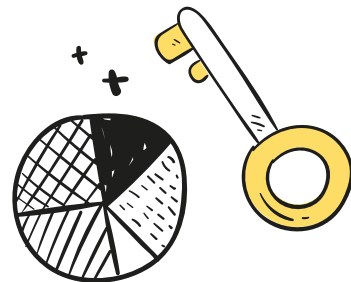
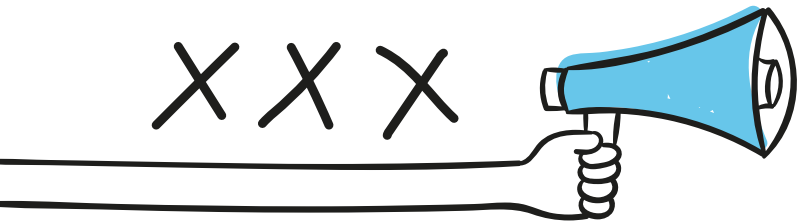
STANDARD TROUBLESHOOTING TIPS



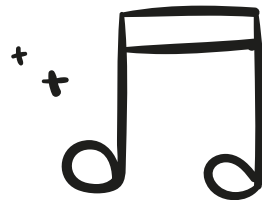
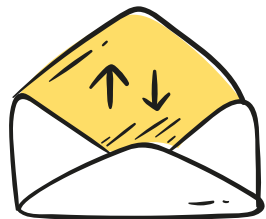
1. Check for app updates
 2. Force close the app
 3. Restart your device
 4. Remove the download and stream/download again
 5. Remove and re-add library card(s)
 6. Visit the Libby Help site at help.libbyapp.com
- 
- 

FEATURE REQUESTS





LIVE Q&A





MARKETPLACE

Marketplace tools
for staff who assist
with user issues.



POLL

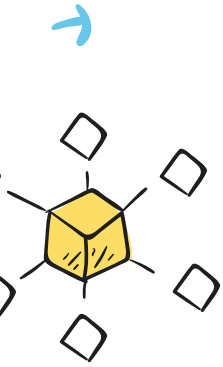
Do you have a Marketplace account?



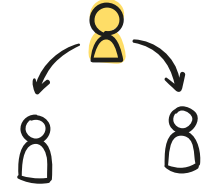
- Yes
- No
- Unsure

*Answer in Zoom



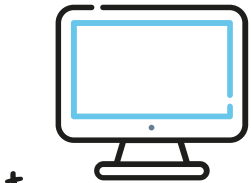


MARKETPLACE DEMO



Review Support tab

- End-user support
- Help & resources
- Contact us





END-USER SUPPORT

End-user support



MANAGE HOLDS

Move or cancel a user's hold on a title.

RETURN TITLES

Return a title from a user's account before the end of the lending period.

MERGE USER IDS

Merge a user's original and new IDs.

SEARCH CHECKOUTS

Search checkouts and reset a user's download link.

VIEW USER SUPPORT REQUESTS

View requests your users have made with OverDrive Support.





HELP AND RESOURCES

Help and resources



MARKETPLACE HELP

Questions about Marketplace? Search our help system.

OVERDRIVE HELP

Find answers to end-user questions about your OverDrive website, the OverDrive app, device compatibility, digital formats, and more.

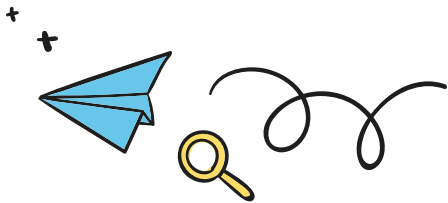
OVERDRIVE RESOURCE CENTER

Access marketing materials, staff training, collection development help, FAQs about OverDrive products and services, and more.

LIVE WEBINARS

Register for live webinars about Marketplace and a variety of other OverDrive topics.





CONTACT US

Contact us



TECHNICAL SUPPORT

Get help with just about any issue, including end-user questions about OverDrive, problems with Marketplace, and more.

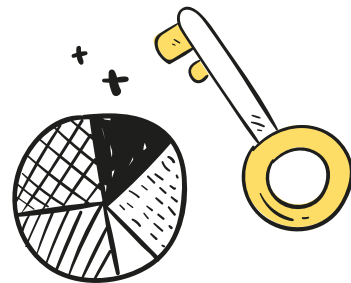
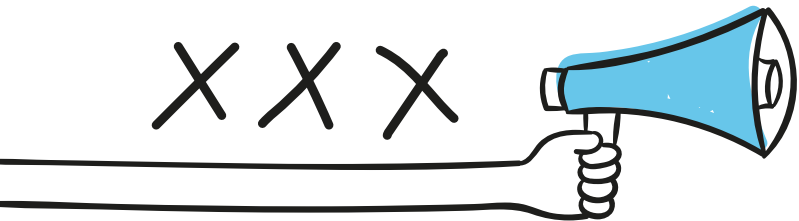
INVOICING SUPPORT

Get help with payments, content credit, and other invoicing issues.

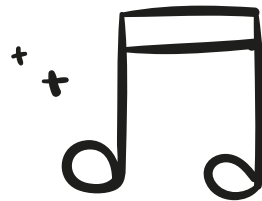
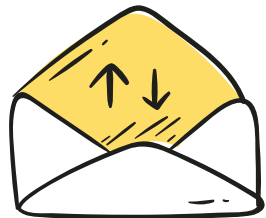
AUTHENTICATION SUPPORT

Get help with authenticating your end users, including solving problems signing into your OverDrive collection and setting up new sign-in methods.





LIVE Q&A

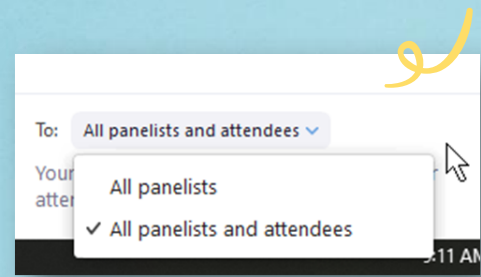


!

CHAT

What's a memorable thank you you've received from a digital user?

>>





RESOURCES

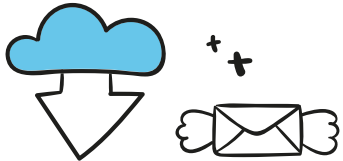
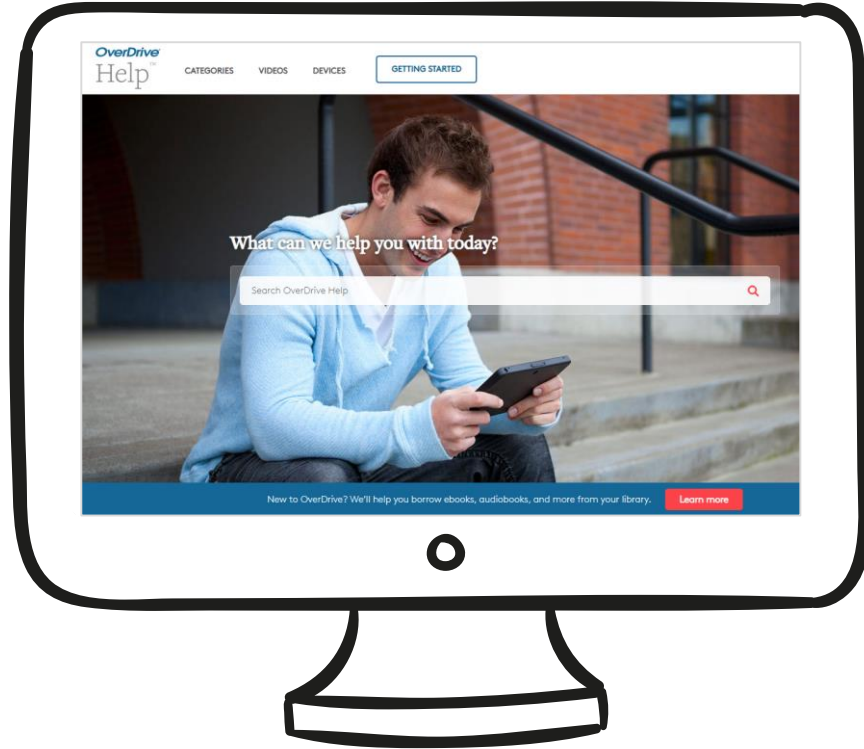
OverDrive help
resources to
bookmark and
save.



RESOURCES



- [OverDrive Help](#)
- [Marketplace Help](#)
- [Resource Center](#)
- [OverDrive Status](#)



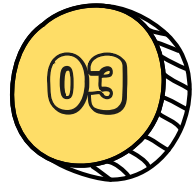
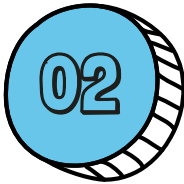
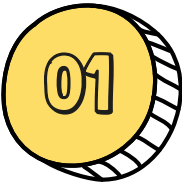
SUMMARY



Libby

Marketplace

Resources



Signing in,
managing
libraries/cards,
feature requests

End-user support
tools, submit a
case to OverDrive

OverDrive Help,
Marketplace Help,
OverDrive Status,
Resource Center



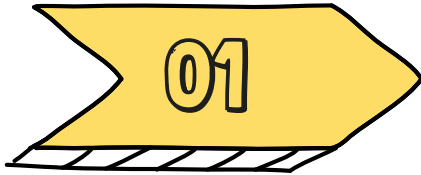


NEXT STEPS

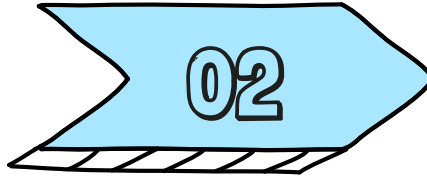
Next steps to better support your digital users.



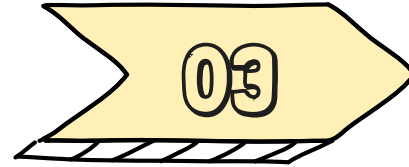
NEXT STEPS



Try Libby, the one-tap reading app.

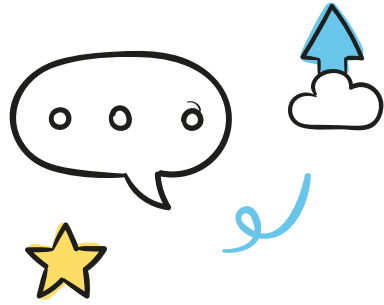


Sign in to Marketplace and explore the Support tab.



Browse OverDrive's Resource Center for how-to guides, staff training, & more!





THANKS!



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

