

Transitioning to Libby Webinar – Q&A

Live Q&A with team OverDrive June 22, 2022

This document summarizes questions that were asked and answered in Zoom’s Q&A feature. Questions that were marked as “answered live” during the live webinar were answered verbally and can be found in the on-demand recording, accessible on [OverDrive’s Resource Center](#).

OverDrive Service

1. What’s the difference between the names OverDrive and Libby?
 - OverDrive is the name of the company that provides your library with a digital reading platform. With the OverDrive service, your library and users have access to enjoy ebooks, audiobooks, magazines, and other streaming media. We offer the following options for enjoying your library’s digital collection:
 - **Libby mobile app:** Available on Android and iOS devices, this is the newer app from OverDrive. Users can search for your library in Libby and get started today.
 - **Libby browser experience:** Users can enjoy many of the same features of the Libby mobile app in a web browser at libbyapp.com.
 - **Your library’s OverDrive website:** Each library has their own unique website with .overdrive.com in the URL. Your library’s OverDrive website is best enjoyed on a desktop or laptop computer. It has a different look and feel than Libby.
 - **OverDrive app:** The OverDrive app is the legacy app for Android, iOS, Windows 8/10, and for Windows and Mac desktops (audiobooks only).
2. Will OverDrive still be our active customer service for libraries and billing?
 - Yes, and OverDrive Marketplace will remain the place you go for purchasing, reporting, billing, and more.
3. What will happen with Overdrive web? It will disappear too?
 - Users can still browse, borrow, and enjoy titles from your library’s OverDrive website. There are currently no plans to discontinue your library’s OverDrive website. If that changes in the future, we’ll be sure to let you know.

Kindles

4. For patrons who are not comfortable side loading the Libby app, are you planning to completely discontinue the OverDrive app for Fire users at the same time that you do for others?
 - 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 Appstore.

5. Is there an info sheet on sideloading Libby on Kindle?
 - Yes, here are the steps to sideload Libby onto Fire tablets:
<https://www.overdrive.com/apps/libby/kindlefire>
6. Any chance we can get the Kindle Fire off loading as a printable pdf on the resource website to handout to patrons?
 - We are working on creating a printable guide and would be glad to share it when it's finished - please send your Account Manager an email request.
7. Customers from Canada can sideload Libby on Kindle too?
 - Yes, you can do it in Canada too :)

History

8. What format does history from OverDrive export in? Excel sheet? Text?
 - It will be an email with a CSV attachment which can be opened in Excel.
9. Is the export data option for bookmarks, history, etc. available now, or is there an estimate on when it will be available?
 - Your reading history from the OverDrive app won't transfer to Libby. We recommend exporting your history from your library collection (coming soon) or your list of downloads in the OverDrive app for your own records.
 - Here's some information on how to export your history of downloaded titles from the OverDrive app: <https://help.overdrive.com/en-us/1137.htm>

Libby functionality

10. Can Libby be used on airplane? It is nice to be able to download ebooks and eaudios with the OverDrive app, but I don't see this function available with the Libby app.
 - You can use Libby on an airplane - you can download your borrowed ebooks and audiobooks in the app and read or listen on your flight. Learn more here!
<https://help.libbyapp.com/en-us/6022.htm?Highlight=download>
11. Several people in my library who listen to audiobooks still use the old Overdrive app because they prefer to be able to navigate using where they are in a smaller part rather than where they are in the whole audiobook. Are there any plans to make that an option in Libby?
 - Hi! Instead of downloading audiobooks in parts, you can adjust your download settings in Libby to manage which loans are downloaded to your device automatically. 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>.
 - Also, if you'd like, I can put in a development request to let our developers know that there is interest in audiobooks in parts for navigation reasons. If you're interested in that, please let me know what library you work with.

12. Where do notifications about tags appear? Are they in-app?
- Here you go! <https://help.libbyapp.com/en-us/6225.htm#aanchor69>
13. Where do I change the amount of time you can borrow an audiobook? We allow it for 21 days but the default seems to be 14 days.
- Here you go! <https://help.libbyapp.com/en-us/6008.htm#aanchor99>
14. Will Libby be developed to include OpenDyslexic Font and high contrast modes for catalog browsing before the switch, like is currently offered in the OverDrive app? These accessibility features make a big difference for our users
- Our goal is to achieve and maintain compliance with the applicable WCAG 2.1 Level AA Success Criteria. We constantly refine Libby's usability with assistive technologies through experience testing and user feedback.
 - Libby is designed to support screen readers, keyboard navigation, voice control, and other assistive technologies. Every interactive element is expressively labeled, described, logically arranged, and has an appropriate tap (or click) target area. The app is built on web technologies, and we leverage the accessibility features of HTML, CSS, and WAI-ARIA. These web standards continue to evolve, and Libby will evolve as they do.
 - Visit our accessibility statement for more information:
<https://company.cdn.overdrive.com/policies/accessibility.htm>"
15. And please answer specifically, is it in the works to add OpenDyslexic font for the catalog? Not all people with dyslexia want to use screen readers, so this feature is of particular importance.
- See here for turning on open dyslexic font <https://help.libbyapp.com/en-us/6148.htm?Highlight=dyslexic>
 - Adjusting Additional Accessibility Features: https://help.libbyapp.com/en-us/6243.htm?tocpath=Home%7CAccessibility%7C_____3
16. How do you merge your Overdrive wishlist to Libby if you have already been using Libby and haven't merged so far?
- You should be able to follow the same steps - your OverDrive titles would be added to your existing Libby wishlist: <https://help.libbyapp.com/en-us/6024.htm>

OverDrive Video

17. What are our options for our videos on OverDrive? Especially videos that we produced ourselves, not ones we purchased from OverDrive?
- As previously communicated, we are working to sunset the OverDrive video format and welcome more users to Kanopy, a leading streaming video platform. Please contact your Account Manager if you have any questions about what this means for your library -- they will be able to give you more information about any specific videos you may have uploaded to Local Content over the years.

18. Our library has uploaded a lot of videos to our OD collection. I understand all videos will be removed on Sept 1, 2022. Since our OD collection will still be accessible, does our video content need to be removed?

- This sounds like a question that your Account Manager would be best equipped to help answer -- please reach out to them for more information on this.

Training, Marketing, Help Resources

19. Where do we find out the schedule (date and time) of the webinars that patrons can attend themselves?

- From the new patron facing website:
<https://www.overdrive.com/apps/libby/switchtolibby>
- Here is the direct Zoom registration page:
https://overdrive.zoom.us/webinar/register/WN_-Pmb12r7QCqGooan3h9bUA?_gl=1*as0hzj*_ga*NDA1MjlyMDA2LjE2NTE2MDU2Mzg.*_ga_81HPB4CQ6L*MTY1NTkyODAyOS4yMi4xLjE2NTU5Mjk3ODIuNjA

20. Would love printable (even better if we could edit them to add our logos and info) on how to use Libby. How to side load Libby to Kindle fire. etc.

- We have a Transition to Libby Marketing Kit you can download for free on our Resource Center. <https://resources.overdrive.com/libby/>
- We have additional marketing materials, including customizable materials, on our Marketing & Outreach page. <https://resources.overdrive.com/library/marketing-outreach-trending/>