

# SUPPORT FOR OVERDRIVE PERIODICALS

PREPARED SEPTEMBER 9, 2015; REVISED MARCH 7, 2016

In October 2015, the WPLC began adding OverDrive Periodicals - newspapers and magazines - to the existing ebook and audiobook collection. This document serves as a supplement to the [existing OverDrive support documentation](#) and will be integrated into that documentation when and if the WPLC decides to move forward with the Periodicals collection following this first year pilot project.

If you have any questions about OverDrive Periodicals support that are not answered here, on [OverDrive's Help site](#), or by the [WPLC OverDrive Support Google Community](#), please contact Andi Coffin at [acoffin@wils.org](mailto:acoffin@wils.org). If you have questions about the OverDrive Periodicals Pilot Project, contact [your system WPLC Board representative](#).

## WHAT ARE OVERDRIVE PERIODICALS?

OverDrive has partnered with NOOK by Barnes & Noble to make popular digital magazines and newspapers available for lending. Library patrons can browse and borrow digital magazines and newspapers all on the same OverDrive website as ebooks, audiobooks, and streaming video.

More information about [OverDrive Periodicals](#).

## WHAT DOES A PATRON NEED TO BORROW OVERDRIVE PERIODICALS?

All a patron needs to borrow periodicals is a valid library card, a NOOK account (no credit card information is required), the [free NOOK app](#) (available for all major devices, including iPhone, iPad, Android and Windows 8) or a NOOK tablet. Unfortunately, the NOOK app isn't available for Windows 7 or Kindle tablets.

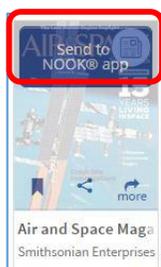
More about [what devices work with NOOK Periodicals](#).

## WHAT PERIODICALS ARE CURRENTLY AVAILABLE TO PATRONS?

All currently available periodicals are listed on the Wisconsin's Digital Library site. To perform an advanced search for all periodicals, select "NOOK Periodicals" in the format field.

## HOW DOES A PATRON CHECK OUT A PERIODICAL?

In order to read OverDrive Periodicals, patrons must have a NOOK Tablet or have the [free NOOK app](#) installed on their iOS, Android, or Windows 8 device. Periodicals can be found by performing an [advanced search on Wisconsin's Digital Library](#), and searching for format "NOOK Periodicals." Periodicals will also be integrated into keyword and subject searches as well. Once a title has been selected, the patron can click the "Send to NOOK App" button to check it out.



FROM SEARCH RESULTS



FULL TITLE INFORMATION

The first time the patron checks out a periodical, a message will display with information about what happens when a periodical is sent to the NOOK app. (Users can click a checkbox to keep that message from displaying every time they checkout a periodical.) The first time users check out a periodical, they will be asked to sign into their NOOK account. If patrons do not have an account, they will be able to create one at this time. Patrons will then select “Grant Access” and they will not be asked to either sign in or grant access again on future check outs. After the periodical is sent, patrons will be taken to the Periodicals History page, which displays a complete list of periodicals successfully sent to NOOK. To read the periodical, switch to the NOOK tablet or app and it will be available.

More information about [getting started with OverDrive Periodicals](#).

## WHAT DEVICES WORK WITH PERIODICALS?

NOOK Periodicals can be read on Android, iOS (iPhone/iPad/iPod touch), and Windows 8 (or higher) operating systems. The NOOK app cannot be installed on computers using Windows 7 (or previous) or on Kindle tablets.

## HOW LONG IS THE LENDING PERIOD?

Periodicals sent will stay on that NOOK account forever (unless they are manually removed). They do not need to be returned to the library, and there is no charge.

## HOW DOES TITLE AVAILABILITY WORK?

For all periodicals, only the current issue is available, and each issue is allotted a certain number of checkouts. The number of available checkouts is displayed on the item record under ‘Copies’ on the right side.

The screenshot shows the OverDrive interface for 'Air and Space Magazine'. The magazine cover is on the left. The title 'Air and Space Magazine' is displayed, along with 'by Smithsonian Enterprises' and 'Read with NOOK® by Barnes & Noble'. A blue button labeled 'Send to NOOK App' is visible. On the right, there are social media icons for Facebook, Twitter, Pinterest, and Email. Below these are sections for 'Available formats' (NOOK® Periodicals, Supported Devices), 'Subjects' (Science & Nature), and 'Copies'. The 'Copies' section is highlighted with a red box and contains a table:

Copies	
Available:	198
Library copies:	200

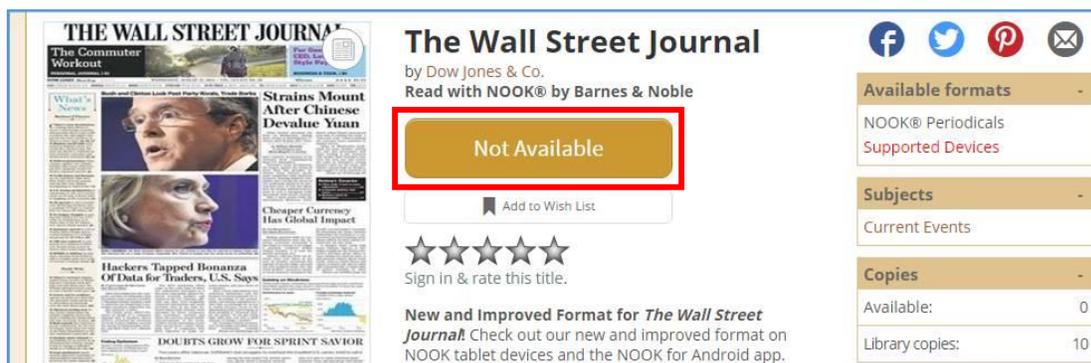
When the number of checkouts has been reached, the issue will no longer be available to patrons, and the record on the OverDrive site will display “Not Available” instead of “Send to NOOK App.”

## ARE PAST ISSUES AVAILABLE?

No. Only the current issue of each periodical is available for checkout.

## WHAT HAPPENS WHEN THERE ARE NO CHECKOUTS LEFT FOR AN ISSUE?

When the maximum number of checkouts for a periodical issue has been reached, a “Not Available” button will appear where the “Send to NOOK App” button would be.



## DO PATRONS PLACE HOLDS ON PERIODICALS ISSUES?

No. All the available copies are available simultaneously. Once the checkouts for the current issue are gone, the issue is no longer available.

## CAN PATRONS RECOMMEND PERIODICALS TITLES?

Yes, patrons will be able to recommend titles through the Recommend to Library feature of OverDrive, just as they would recommend ebook or audiobook titles.

More information about [Recommend to Library](#).

## WHAT SHOULD I DO IF A PATRON IS GETTING AN ERROR MESSAGE SENDING THE PERIODICAL TO THE NOOK?

If the periodical wasn't successfully sent to your patron's NOOK account, they'll find it waiting on their Checkouts (located in their Account on the Wisconsin's Digital Library site). From here, they can select “Re-send to NOOK app” to try again, or “Clear from Checkouts” to remove it from their library account.

## DO PERIODICALS COUNT AGAINST A PATRON'S CHECKOUT LIMIT?

A patron must have at least one check out remaining to check out a periodical, but as soon as that periodical is sent to the NOOK app, it is removed from their checkouts. Periodicals sent to the NOOK app never expire or disappear, unless the patron manually removes them.

## HOW DO PERIODICALS WORK IN MARKETPLACE?

Periodicals are listed as a separate format in Marketplace reports. However, there is little that can be done with users' periodicals checkouts in End User Support. Once a user sends a periodical to their NOOK, it is considered returned. Users cannot place holds on periodicals, and periodicals' downloads will never need to be reset.

## WHEN ARE NEW ISSUES OF THE PERIODICALS AVAILABLE?

New periodical issues in the digital library are released on the morning of the same day of their print release. This varies by publication.

## **WHAT DOES IT MEAN WHEN I GET THIS ERROR MESSAGE: “YOU'VE REACHED YOUR CHECKOUT LIMIT FOR PERIODICALS”?**

This error message occurs when you try to checkout a periodical but there are already three on your Checkouts. Periodicals are sent to your Checkouts in OverDrive if you've already sent that issue to your NOOK app. To check out more periodicals, visit your Checkouts and click the “Clear from Checkouts” button under the title that you want to remove.

## **WHAT DOES IT MEAN WHEN I GET ERROR CODE 118: FAILED CALL TO FULFILL THE TITLE. ERROR SENDING TO NOOK?**

This error message occurs when you have already sent a periodical issue to your NOOK app. The periodical is then sent to your Checkouts (located in your Account on the Wisconsin's Digital Library site). From here, you can select “Re-send to NOOK app” to try again, or “Clear from Checkouts” to remove it from your library account.

If this happens three times, you'll need to clear the items from your Checkouts in order to checkout another periodical. You can do this by visiting your Checkouts and clicking the “Clear from Checkouts” button under the title.