OverDrive Support Less Common Questions and Answers

The information below should help answer common support questions from patrons using Wisconsin's Digital Library on OverDrive. Most questions are followed by a bit of information, some "facts to know" to diagnose the problem, and a link to OverDrive Help to send to patrons as appropriate. For policy related questions, a sample reply is also provided.

If any problem persists despite your efforts to resolve it, contact OverDrive support directly by logging into Marketplace, selecting Support, and clicking the Technical Support button.

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Downloading challenges

Can I download the same title multiple times to multiple devices? Can I sync my location in each?

Using the Libby app your ebooks will sync across devices when you sign in with the same library card.

OverDrive Read eBooks and OverDrive Listen audiobooks are synced through the library account, but only the progress in the browser will sync. If you read or listen in your browser, then download the title to the Libby app, your progress will not sync with those other programs.

Facts to know: What device(s) they are using?

Holds

Why is there a limit on the number of books I can have on hold?

The hold (and checkout) limits are in place to minimize holds, in number and duration. If everyone could checkout 20 books or have 20 holds, that would essentially double the wait time for titles, which is an issue the WPLC has battled given the library's popularity in the state.

Sample reply

Thank you for contacting us, and I'm very sorry for the inconvenience. The limit to the number of holds and checkouts for patrons of the digital library are there to reduce the amount of holds and help everyone get the books they want more quickly. It is a policy decision by the WPLC, the group that manages the digital library, as reducing the holds and wait time to get books is a high priority to them. The library is very popular (yay!) and we have a limited budget (boo!), so these policy decisions help to get everyone what they need in a timely manner.

Circulation: Renewing, Returning, Checkout History, etc.

Why is there a limit on the number of books I can have checked out?

The checkout (and hold) limits are in place to minimize holds, in number and duration. If everyone could checkout 20 books or have 20 holds, that would essentially double the wait time for titles, which is an issue the WPLC has battled given the library's popularity in the state.

Sample reply

Thank you for contacting us, and I'm very sorry for the inconvenience. The limit to the number of holds and checkouts for patrons of the digital library are there to reduce the amount of holds in the library in general and help everyone get the books they want more quickly. It is a policy decision by the WPLC, the group that manages the digital library, as reducing the holds and wait time to get books is a high priority to them. The library is very popular (yay!) and we have a limited budget (boo!), so we have these policy decisions to try and get everyone what they need in a timely manner.

Content

Why are there so many books in [insert genre here]?

The collection of Wisconsin's Digital Library is meant to be popular, that is, full of high-circulating materials. The development of the collection is determined by what titles and genres are popular with its users – specifically in bestselling fiction and nonfiction, mystery, and romance, to name a few.

If the patron is upset by the amount of erotica in the collection, one suggestion to offer is to have patrons exclude Mature Adult (e.g. erotica) from their view in their account Settings.

Getting started

I just got a new iPad/Android/Kindle/Nook! What do I do now?

Overdrive Help (https://help.overdrive.com/en-us/home.htm) and Libby Help (https://help.libbyapp.com/en-us/index.htm) both have very extensive and comprehensive guides to get patrons up and running on their new device. Rather than re-inventing the wheel and writing up instructions for the patron, simply refer them to the appropriate document. Of course, be sure to offer further help if the patron should find that they need it…and this is a great time to encourage the patron to come in for some one-on-one or group training, if your library offers it!!

Facts to know: What device/software is the patron using?

Kindle issues

I downloaded a Kindle book, but it isn't showing up on my Kindle.

Most likely, some server hiccup prevented the title from being sent via Wi-Fi to the Kindle, or the patron does not have wireless enabled on their Kindle. To correct it ask the patron to log into their Amazon account, and visit the "Manage Your Content and Devices" section. There they will see a full list of titles in their account. Find the title, and click the dropdown button labeled "Actions" to the left of it. Select "Deliver to...." to have it sent again. Be sure the patron has wireless access turned on for their Kindle as well.

I get a 404 / error message on Amazon when I try to get my Kindle book.

404 errors with Amazon are often content-related. You will need to submit a support request to OverDrive Support to seek their assistance. OverDrive's response is typically "We are sorry for the trouble you've experienced with your Kindle Book. We have reported this issue to Amazon and will let you know as soon as they have corrected the problem. Please be patient while we work with Amazon to correct the issue."

The issues are typically resolved quickly, though sometimes, it may take significant time before the title will be available. If the issue isn't resolved before a patron's lending period expires, you can offer to move them up on the holds queue once the title is available. (You do this by using the "Manage holds" function in Marketplace.)

I downloaded a title to my husband's kindle, but I want it on mine.

You can do this if both Kindles are authorized to the same Amazon account. If that is not the case, the patron will have to check out the title again and deliver it to the correct Kindle using the correct Amazon

account. If the patron tries to download the title again to a different Amazon account, there will be an error message that the title has already been claimed.

Facts to know: Are both Kindles registered to the same Amazon account?

Can I get the Libby App on my Kindle Fire?

Yes, you can install Libby from the Amazon Appstore on compatible Fire tablets. Libby is compatible with Fire tablets from 2020 or later, plus some earlier models. When you borrow a book on your Fire tablet, you'll have the option to read it in Libby itself, or you can send it to the Kindle reading app on your Fire tablet.

Facts to know: What model is the patron's fire tablet? Instructions on finding the model type on can be found here on Amazon.

All About Libby

More help with specific features can be found by visiting https://help.libbyapp.com/.

How do I send a book to my Kindle e-reader?

From your Shelf, tap the book you'd like to send to your Kindle, then select "Read With" and select Kindle apps & Devices. You can also send titles to your Kindle by default by selecting the menu, then Settings, then "Read Books With..." and selecting Kindle Apps & Devices for your reading preference.

Can Libby be used on my desktop?

Yes, visit https://libbyapp.com/ to use Libby in the browser. However, the WPLC OverDrive-powered website is still the recommended desktop experience – Libby is intended to be a mobile device experience.

How do I sign out of Libby?

Removing your card effectively signs you out. From the Menu icon, select Manage Cards, then tap the three dots in the lower right corner of the library card, select Remove Card.

How do I see my place in line for a hold?

After you place a hold, your estimated wait time is shown next to the book cover. You'll find more information, including your place in line and the number of copies in use, below the hold or by tapping on the wait time.

Can I see books in series order?

Yes. A title's place in a series is listed on its details screen. The title you're viewing is starred in the series list. You can also see the other books in the series and the order to read them in.

https://help.libbyapp.com/en-us/6018.htm?Highlight=series%20order
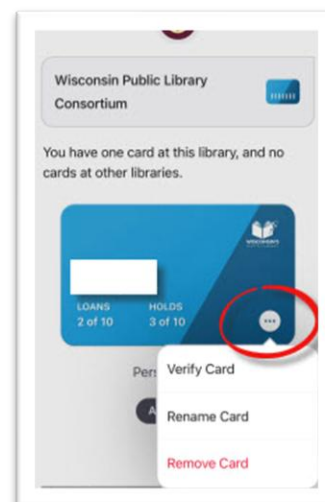
Why can't I return my loan before it's due?

This is almost always because the loan has been format-locked — you have sent it to your Kindle, or you have downloaded it as an Adobe EPUB. If you plan to use Libby exclusively, you shouldn't run into any format-locking or early-return problems.

Can I download parts of an audiobook?

Libby does not offer per-file audiobook download management. In Libby, you can stream the book if you're storage-conscious, and you can download the book if you're data-conscious (or often offline). These two simple options are typically more useful to the majority of users, for whom file management is confusing and intimidating and error-prone.

Can I transfer my downloaded titles to another device?

Libby does not transfer titles between devices.

How do I remove a downloaded title from my device without returning it?

In Libby, tap Shelf. Next to a borrowed book in your Shelf, tap the check mark and select Remove Download. This process can be done for either audiobooks or ebooks.

How do I do Search?

1. Tap the magnifying glass from the bottom-left of the app.
2. Tap the search bar at the top of the screen and enter your search term.
3. To refine search results, tap ☰ and select filters.
4. Fill out your desired criteria, then tap **Show Titles.**

How do I sync my Shelf?

Libby automatically syncs between devices, as long as you have an internet connection and used a recovery passkey or setup code when setting Libby up on other devices. To manually sync your Shelf, go to Shelf, tap on Actions, and select Synchronize Shelf.

How do I disable or delete my Activity/Timeline history?

You can delete the events in the timeline by swiping from right to left on the title and tapping Remove.

To clear all activity:

1. Tap Shelf
2. Tap Timeline at the top of the screen
3. Tap Actions, then Remove All Activities
4. Tap Proceed

Additionally, you can turn off your activity timeline:

1. Tap Shelf
2. Tap Timeline at the top of the screen
3. Tap Actions, then Disable Activity Recording
4. Read the contents of the text box, then tap Proceed

Note: In addition, you can resume activity recording on the device by tapping Enable Activity Recording below the activity graph. More information can be found here: https://help.libbyapp.com/en-us/6051.htm?tocpath=Home%7CReading%20history%7C_____4

Does Libby let you speed up audio play?
Yes. Tap the speedometer icon in the audiobook, then either choose a preset or drag the "Fine-tune" slider to set a custom speed.

Does Libby work with screen readers?
Yes, Libby works with screen readers and has many other accessibility features. You can see more in this Libby Help article: https://help.libbyapp.com/en-us/categories/accessibility.htm?tocpath=Home%7CAccessibility%7C_____0

What does waiting "in two lanes" mean?
Libraries and library systems may buy extra copies of a title for their patrons. The library or library system that bought the extra copies of a title prioritizes their patrons' holds on those copies. The two lanes refer to the copies purchased by the WPLC and the copies purchased by the library or system. Your hold will still be filled but your wait time depends on which lane you're in. More information can be found here: https://help.libbyapp.com/en-us/6299.htm?tocpath=Home%7CHolds%7C_____9