OverDrive Updates

For WPLC Steering Committee, February 2016

New OverDrive Site Update

The expected date to begin the five-week process of rolling out the new site will begin early- to mid-April at the earliest, following PLA. The schedule, per project manager request, has been adjusted from four to five weeks to allow proper preparation time and will be:

- Week 1 – WPLC is notified by OverDrive of the target launch date and two webinars are scheduled: OverDrive's general webinar about the new site and another specifically for WPLC community, which happens during week four of this process. WPLC project managers will promote and update the community about when library members and patrons will get access to preview the site, dates for webinars, etc.
- Week 2 – WPLC community will preview the new site and the general webinar is held.
- Week 3 – Patrons are able to preview the new site from the old site.
- Week 4 – WPLC-specific webinar is held, and will be attended by our account representatives for specific questions.
- Week 5 – The new site goes live.

Marketing materials and OverDrive Help articles will be in place to support this transition.

Wishlist Update

Here are our top wish list items, with updates where appropriate. For items that are not remedied to satisfaction, we will continue to work with OverDrive for solutions.

1. **Simplify returning titles before lending period ends; add "return" option to OverDrive account bookshelf**. While the process of returning titles cannot be streamlined or simplified at this time, the new OverDrive site makes it easier for users to return their titles by placing "How to Return This Title" link to users in their Checkouts that provides instructions for how to return that particular format.
2. **When a title has copies available in the general statewide collection, have the button be "Borrow" rather than "Sign in for availability" both in search results list and full record page.** This will get better treatment in the new OverDrive site. When users visit the site, they will be asked to log in and the site will remember what system they signed into, so from that point forward, that user will see the full collection available to them (Advantage + statewide) without having to log in again. They will still have to log in to check out titles or place holds.
3. **After a hold is placed, "Continue Browsing" should go back to the search results list (and position in list) not to the main screen.** In the new site, actions from the detailed record page (hold, borrow, add to wish list, etc.) will not navigate away from that page, and using the browser's back button will return the user to their search results. Recent updates have accounted for this. A hover approach (or List view) is now used to allow actions directly from the search results page – placing a hold, checking a title out, sharing a title, or adding it to the wish list. A pop-up confirms the action and the user is not navigated from their search results.

4. **Have a "Return to search results" button.** In addition to the changes above, recent updates have accounted for this. A hover approach in Cover View, and options available in List View are now used to allow actions directly from the search results page – placing a hold, checking a title out, sharing a title, or adding it to the wish list. A pop-up confirms the action and the user is not navigated from their search results.

5. **On the "Search Results" list, indicate the number of holds for an item so the patrons know the number of holds before clicking on the "Place a Hold" link (or title details page).** Users can see the number of holds for each title in List View, and view choice (Cover vs. List) should be remembered by users' browsers.

6. **Make it possible to put all the filters in at once and then search and not have to wait for each filter to be applied.** Ideally, on the new OverDrive the page refresh that happens after you select a filter will be so quick that this shouldn't be an issue. However, OverDrive has noted this request but there is no timeline for completion.

7. **Fuzzy search/misspelling suggestions for searching.** This and other search improvements like "predictive search" are confirmed items for the new OverDrive development list. OverDrive expects that by the time we move to the new OverDrive site, it will be supported, but it's possible it will not be ready at launch but will come after that, definitely in 2016.

8. **The ability to set alerts for when new books from a particular author are added to the system. (Or the ability to hook into Goodreads.** Goodreads integration is unlikely, alerts and notifications are part of OverDrive's long-term goal list and they are working toward push notifications and better (opt-in) patron interaction via OverDrive Account. The timeline for this would be the second half of this year at the earliest but nothing firm is set as of date.

9. **Filtering out categories (romance, in particular).** Patrons will be able to exclude subjects in the new OverDrive site.

10. **The ability to configure reports and have them run on a regular basis.** No update, and no plans to develop this funcationality.

11. **Differentiate between "Bookshelf" used on the site and in the app.** This was completed earlier this year.

12. **A way to lock down display preferences so patrons don't have to change the display to List every time they log in.** This was a bug that should now be fixed. The view choice should now be remembered by users' browsers.

Misc.

WPLC Project Managers will be meeting with OverDrive on March 7th-8th. Are there any particular questions you'd like us to ask or information you'd like us to gather during this opportunity?