

## What To Do If You Can't Solve A Patron's Problem with Wisconsin's Digital Library (OverDrive)

Providing frontline support to patrons for OverDrive can be difficult. With all the various devices and the variety of factors that influence how patrons use Wisconsin's Digital Library, there are bound to be questions that you aren't able to answer. You've scoured [OverDrive Help](#), poured over the [support course documentation](#), and you've Googled all you can Google. You've asked the patron to restart, reinstall, reauthorize, redownload, clear the cache, and still nothing works. When you've found yourself in such a pickle, don't give up! Here are some suggested steps, in this suggested order, to take:

1. If you do not receive the email OverDrive support requests for your library or system, [use this form](#) to share the patron's problem with the person that does.
2. If that doesn't work, or if you are your library's support provider, try to replicate the problem on your OverDrive account (if you have the appropriate devices and/or titles available to you).
3. If that doesn't work, ask your colleagues for help on the [WPLC OverDrive Support Google Community](#).
4. If that doesn't work, contact OverDrive Support through Marketplace.
5. If that doesn't work, contact [wplc-info@wils.org](mailto:wplc-info@wils.org). (Please do not send this email address to patrons; this is an opportunity not just to solve a patron's problem, but to learn about what the solution is so you can help future patrons. Librarians are the experts and we want you to be equipped to help patrons with future issues and be the person they look to for help.)

A word about the long wait times. The popularity of Wisconsin's Digital Library, and ebooks in general, has bloomed over the last few years, with circulation growing over ten percent (and sometimes over twenty percent!) each year. The budget for Wisconsin's Digital Library is simply unable to keep up with the demand. While we try to be very strategic with the dollars that we do have, our abilities are still limited. We know lots of patrons are unhappy with these long holds queues and long lapses of time until their books become available to them. We know that you hear a lot about it, too. In fact, as frontline support, you bear the brunt of patron dissatisfaction and we thank you for your patient positivity, your tireless advocacy of your community's needs and wants, and your willingness to take the time to share patron input with us. To ease the burden of responding to these complaints, here is some language you can use to guide you through these tricky conversations: