

OverDrive Support: Information Gathering Checklist

Updated March 2023

As you answer support questions for Wisconsin's Digital Library, use this checklist to gather information to help answer the question. You may not need all of this information to answer each question.

From support request email	
Patron email	
Patron barcode	
Device they are using	
Title	
Format	
Is there a specific error message?	
If not, what are the symptoms of the problem?	

From Wisconsin's Digital Library	
What formats are available for the title?	

From OverDrive Marketplace	
Verify check out/hold & format of title	
Verify the card number used against the card number reported	
Have they hit the download limit?	