

OverDrive Support Common Questions and Answers

The information below should help answer common support questions from patrons using Wisconsin's Digital Library. 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.

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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

Getting Started with Libby

Can I use Libby on my device?

Libby can be installed on the following:


- iOS Devices
- Android Devices
- Amazon Fire tablets
- Windows, Mac, and Chromebooks
- Details here: <https://help.libbyapp.com/en-us/6103.htm>

What are filters and how do I change them?

You can set your filters in Libby by tapping  in a list or your search results. Filters can be set by format (books, audiobooks, magazines, any), language, audience (juvenile, young adult, general content, mature content, or all), to read with (anything, Libby, EPUB, PDF, Media Do, Kindle), availability (available now or coming soon) and a default sorting of search results. Once the Filters are applied, they are saved and applied to all lists. To change your Filters, tap  and adjust as needed and apply.

For additional information on Filters: <https://help.libbyapp.com/en-us/6066.htm>

How can I change my settings?

You can access your account settings in Libby by tapping the Menu icon  in the footer and scrolling to Settings. From here, you can select how you want to read your books, manage your notifications, or use the Accessibility Features.

Library Card / Log In Issues

I can't log in / It says my library card is invalid / It says Libby is asking me to verify my card.

This is one of the most common questions you'll receive. The good news? You'll be able to easily answer them by checking the card in your ILS. If there are cases where the patron's card does not appear to be the issue, it could be a couple of other things:

- a. An issue with your ILS: Check to see if your ILS is up and running!
- b. An issue with the connection between your ILS and OverDrive: Can you log in with any card numbers? If not, alert your system. You can also submit a support form to OverDrive if your system is not available. They can set up temporary measures to allow your patrons to continue to access OverDrive if the ILS is unavailable for any reason.

I have a new library card. How do I move my holds/checkouts?

You can move patrons' old card info (holds, checkouts, and lists) from an old card number to a new one, if you know both. To do this, log into Marketplace, click Support then Merge User IDs. Enter the original and the new barcode and click Merge.

Facts to know: The old and new barcode numbers from the patron.

I forgot my pin or password / I want to change my pin or password

This is one of the most common support questions, but is also among the easiest to answer.

OverDrive authenticates patrons by connecting to your library's ILS or other authentication system. It does not store or manage any usernames or PINs. For that reason, if a patron forgets or wishes to change their PIN, it must be done at the local library or system. If the patron belongs to your library or library system and you can help them with their PIN issue, then just resolve the issue yourself in accordance with your library's policies. Otherwise, refer the patron to someone who can help.

My card number and PIN are correct but I still get an error message and can't log in.

Typically, this means that there is an issue between OverDrive and your library's authentication system for getting patrons into OverDrive. We recommend the following steps:

1. Check to see if you have the same problem with a different card. If so, proceed to Step 2. If not, check to make sure the patron's log in credentials are correct and respond to the patron and ask them to try again.
2. If you are currently able to talk with the person who manages your library's authentication system, contact them and report this error. They can work with OverDrive as needed to get the issue resolved.
3. If you are not currently able to talk with the person who manages your library's authentication system, report the issue to OverDrive using the Support Form found in Marketplace. If you are really, really sure that this is an issue impacting all of your patrons, check the box at the top of the form. Someone from OverDrive will be in touch with you quickly to resolve the issue. OverDrive can't fix your library's authentication system, but they can temporarily set up a system so that your patrons will be able to access the service.

Facts to know: Is this impacting all of your patrons?

Email Address Changes

I want to change my email address for hold notifications

The patron needs to change their email address on each hold and then use the email address they prefer for all holds they place in the future.

Here are instructions to change an email address on an existing hold:

<https://help.overdrive.com/en-us/0162.html>

Facts to know: This only applies to holds placed on the desktop site, wplc.overdrive.com.

Circulation: Renewing, Returning, Checkout History, etc.

Can I renew my book?

Renewing digital titles works a little differently than renewing physical books from the library. When you renew a digital title, it doesn't extend the lending period. Instead, it lets patrons borrow the title again immediately after the current checkout expires (if there are no existing holds) or it places them on the wait list to borrow the title again as soon as possible (if there are existing holds):

- a. *If there are no holds on the title*, the “Renew” option will be available and the patron will be able to borrow the title again immediately after the current lending period.
- b. *If there are holds on the title*, a “[Request Again](#)” option will be available and clicking it will put the patron back on the wait list when their current lending period ends.

There is no limit on the number of times a title can be requested again.

Facts to know: Title the patron wants to renew; If the title has holds or not.

How do I return my book early?

Many patrons want to return books before the lending period ends. Titles can be returned directly from the Loans page in the desktop version of Wisconsin’s Digital library or from the Shelf in Libby. For more specific information about what can be returned early and how in the desktop site, see <https://help.overdrive.com/en-us/2065.html> and for Libby see : <https://help.libbyapp.com/en-us/6033.htm>.

Exceptions to early returns:

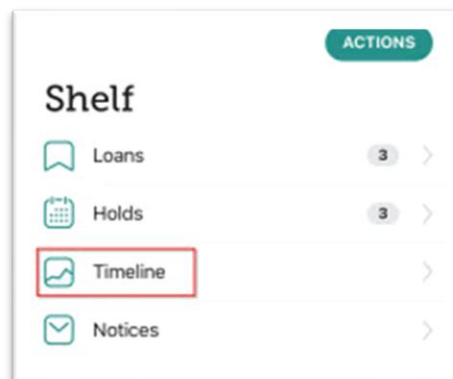
- You can't return downloaded Open EPUB and Open PDF eBooks before the end of the lending period.
- Kindle Books (U.S. only) can't be returned in Libby but you can return them from Amazon's website, your Kindle ereader, or the Kindle app.

One great thing with OverDrive (Libby) is that there are no overdue titles. Titles will always be returned automatically on the due date and the patron doesn't have to do anything. Keep in mind, you can always return a patron's title early through Marketplace. If a patron really needs a title returned for some reason, you can take care of it for them by logging into Marketplace, clicking Support on the navigation bar, then Return Titles.

Facts to know: Title name, format of the title, software/device patron is using.

Can I see my checkout history?

Yes, if that feature is turned on. For the desktop site, reading history can be viewed by clicking or tapping My Account and then History. For Libby, reading history can be viewed by going to your Shelf, then tapping Timeline.



This function can be turned on and off by visiting “Settings” from the app or desktop menu. For Libby, users can disable the feature going forward by tapping Actions on the timeline then “Disable Activity Recording.” To remove previous activity, tap “Remove All Activities.”

If a patron has privacy concern about whether OverDrive has their reading history stored somewhere, here is a link to OverDrive help that covers this subject and includes a link to OverDrive’s privacy policy.

<https://help.overdrive.com/en-us/0868.html>

Facts to know: The platform on which the user is accessing OverDrive (Desktop or Libby).

I want to change how long I can check out books.

Once a title is checked out, the length of the lending period cannot be changed but lending periods can be changed before the title is checked out.

Patrons using the OverDrive desktop site can change the default lending period in their account settings, so they will have longer default lending periods in the future. Lending periods can also be changed at the point the title is checked out. See <https://help.overdrive.com/en-us/1321.htm> for more information. For patrons using Libby, you can change your loan period for each title when you borrow or renew it. When you pick a new loan period, it becomes your default loan period for future checkouts in that format. More information can be found here: <https://help.libbyapp.com/en-us/6008.htm>.

Searching

How do I find books only in a certain format?

For the desktop site: To find books in a certain format such as Kindle, use the Advanced Search feature. Click the magnifying glass icon to reveal the search box, then click “Advanced.” In the “Formats” pull-down list, choose the desired format.

For more information on advanced search, see: <https://help.overdrive.com/en-us/2094.html>

For Libby: Libby only distinguishes between ebooks and audiobooks as formats. To search only for ebooks or only for audiobooks, tap “Search the Catalog” then the “More” button. Tap the link next to Format to show the available search options.

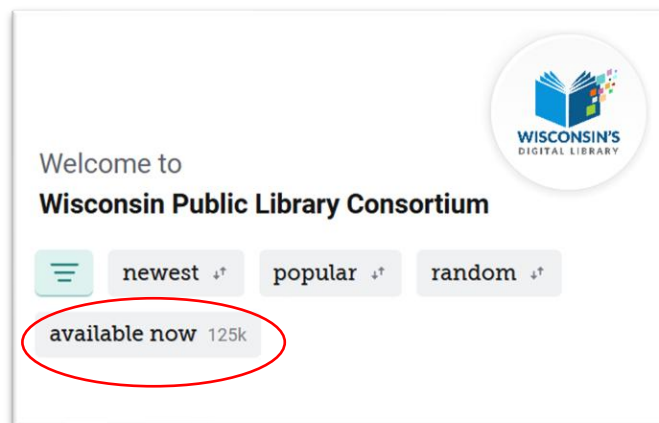
For more information on searching in Libby, see: <https://help.libbyapp.com/categories/searching.htm>

How do I find books that are available and don't have holds on them?

For the desktop site: To find available titles, use the “Advanced” feature after clicking the magnifying glass icon. Enter the desired search and select “Available Now” from the Availability list. After searching for titles in any other way, the “Available Now” filter can be added to see only titles without holds.

For more information on advanced search, see: <https://help.overdrive.com/en-us/2094.html>

For Libby: Select the Available Now button from the top menu:



To find available titles, tap the filters button in the Library.



This function applies search preferences. Scroll down to the Availability section and select Available Now. For more information on searching in Libby, see: <https://help.libbyapp.com/en-us/6025.htm>

Holds

I got a notification that my hold was available, but it isn't in my holds in my account.

This is almost always an issue of card number confusion: the hold was placed with one card number while the patron is now trying to check out the title with a different card number. Sometimes, this is because the patron has a new card. Sometimes, it's because the patron is using multiple cards (a spouse's card, for example). Sometimes, it's because the patron is using a shared computer and another user's information had been used to log in. This typically only applies the patrons using the desktop version of Wisconsin's Digital Library.

Start troubleshooting by using the Marketplace tools to look up the hold by email address. Find the card number associated with the hold. Most of the time, it won't be the same, and then you can let the patron know that.

Facts to Know: The patron card and email address to find what card number was used to place the hold.

I've been number {fill in the blank} for this title forever. Why am I not moving up the list?

This issue can be caused by a couple of different situations:

If the title is a metered title, it is possible that we have run out of licenses and we need more, or that we haven't renewed one of the licenses, or that the holds need to be moved to the current version of the title. If you believe either of these to be the case, contact a member of the [WPLC Selection Committee](#) or email wplc-info@wils.org for help.

It is also possible that other patrons have been moved up the holds list or have resumed a suspended hold. As you provide OverDrive support, you will have times where a patron has a download issue, another technical problem, or missed being able to check out a title because of a hold notification problem. Once the problem is resolved and if the time to check out the title or the lending period has expired, the patron will need to place a hold on the title again. This means the patron would go to the

back of the line for something he or she has already waited for once. As a courtesy and matter of good customer service, you can use the “Manage Holds” feature in Marketplace support to move the patron to the top of the hold queue so to eliminate the second time he or she would have to wait.

This, of course, adds to the time it will take for a title to become available for other patrons in the queue and is a typical reason a person will not be moving up the list.

What does “Coming Soon” mean?

The library can purchase books before their sale date and they are added to the collection to allow users to place holds on them in advance of their release. When they are available, depending on the number of copies purchased, the first users to have placed a hold on them will be able to check out the title, and the rest will be converted to a conventional holds queue. You can identify a prerelease title by noting the “Coming Soon” label above the cover image.

Download / Access Issues

I'm getting an error about a fulfillment limit.

The title fulfillment error occurs when you click the download link to an ebook or audiobook too many times before the end of its lending period. This means that a patron will receive this message when he or she clicks the download button more than the allowed number of times.

Typical error messages are:

- *We're sorry, but an error occurred while processing your download.*
- *Error code: 80040812*
- *Error details: Failed call to fulfill the title.*
- *The fulfillment limit (3) for the requested title has been reached.*

When this occurs, log into OverDrive Marketplace and select the “Support” link and select “Search Checkouts.” It’s easiest to search the patron’s records by entering their barcode, but you can also search by title. (Note: If you only have a patron’s email address, use the “Return Titles” search to find the barcode associated with the email address.) In the search results you can find the title the patron needs reset, select “View” and in the window that comes up you will be able to select “Reset downloads.” You have the option to provide a reason, such as “patron experienced a download problem.”

Facts to know: Patron barcode, title. If you only know the patron’s email address, you can find the barcode by using the “Return Titles” report from the “Support” tab in Marketplace.

I am getting an error that says my ebook has been downloaded or fulfilled by another user or account

This error occurs when users try to open an ebook that has already been authorized or downloaded with a different library card.

If the patron has, in fact, used different library cards to obtain and access the title, they should also clear the information from their device and be sure to use just one.

To fix this, the patron may have to return the book and check it out again using the correct account. If there is a hold for the title, it is appropriate to move the patron up in the holds queue in Marketplace.

I downloaded the wrong format. Can I change it?

Once a patron has selected and downloaded a format, there is not a way to change it. They'll need to return the title and check it out again. It's often easiest to return the wrong format for the patron so they don't have to go through the steps to return it themselves. You can do this by logging into Marketplace, selecting Support, then Return Titles. If there are holds, have the patron place a hold and then you can move the patron up in the queue by logging into Marketplace, selecting Support, then Manage Holds.

For more information on selecting a format, see: <https://help.overdrive.com/en-us/2063.html>

When I download this title, it's missing parts.

There are three potential reasons why this may occur:

1. Very often, this occurs when a patron's internet connection fails during a download. Often, such a problem will be accompanied by a message indicating that the patron has reached the download limit for the title. A good first step would be go reset the user's download limit and ask them to try downloading.
2. Sometimes patrons may need to download the title manually. Instructions on manually downloading a title and other downloading issues can be found here: <https://help.libbyapp.com/en-us/6041.htm?Highlight=downloading>
3. Rarely, parts of the title are really missing from the file. If the patron has tried the above steps and you can't resolve the issue, it's time to contact OverDrive support through Marketplace and ask them to check the title.

When I try to open an ebook title, I get an error message about there being no program to open it with or that "it is not a supported file type or because the file has been damaged."

On a desktop or laptop, OverDrive titles are typically automatically configured to open in a browser. However, a patron may have to tell their computer to open the appropriate software when they download and open one of these formats.

A title isn't showing up when I download it into my device OR my app is crashing OR another message to indicate a problem with reading that isn't a specific error message.

Issues with reading a downloaded title come in many shapes and sizes. There will be times when there isn't a specific error message or a specific problem to troubleshoot. When this happens, patrons may need to manually download a title or manage their download settings: <https://help.libbyapp.com/en-us/6041.htm?Highlight=downloading>

If this issue is not with downloading, OverDrive provides other troubleshooting help here: <https://help.libbyapp.com/en-us/categories/troubleshooting.htm>

I want you to order this book, please.

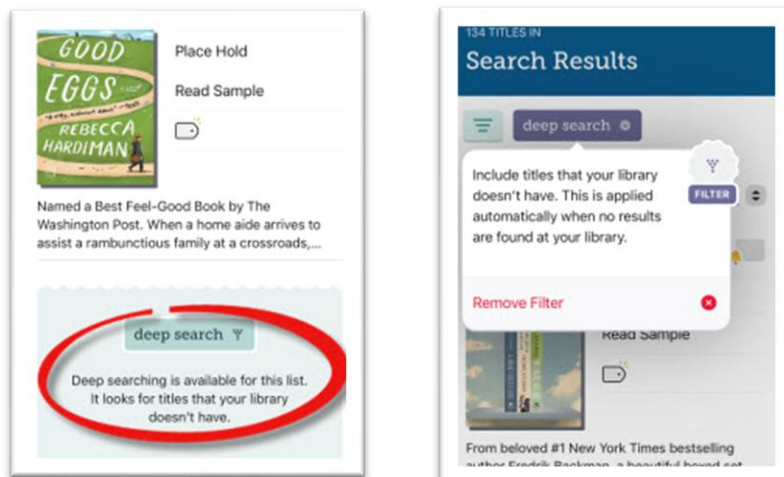
Patrons can find titles the WPLC doesn't offer and use a "Notify Me" smart tag to express interest in those titles and then get notified if they get added to the collection.

Patrons can find titles that aren't offered in two ways:

- They run a search and no titles in the WPLC collection match the search query.

- They run a search with fewer than 100 results, and then manually turn on the "deep search" filter in the search results screen.

To turn on Deep Search a patron needs to turn it on in the filters or first conduct a search. At the bottom of the page they will see a notice that “Deep searching is available for this list.”



Once the deep search is on, your search results will give you more results. For titles not owned by the WPLC, they will show a Notify Me option. The option can be clicked on to add a Notify Me tag.

When a patron tags a title with a "Notify Me" smart tag, their interest in the title is anonymously shared with the WPLC.

If a title they've tagged with a "Notify Me" smart tag is purchased, they'll get a notification and have the option to borrow it or place it on hold right away.

Patrons can find more information about recommending titles here: <https://help.libbyapp.com/en-us/6115.htm>

If a patron would like to make more general genre or author recommendations, you can refer these requests to the WPLC Selection Committee representatives in your system. A list of selectors can be found here: <https://www.wplc.info/governance/selection>

