

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?

Patrons can download the same title to up to six devices as long as they are all authorized with the same OverDrive account, Facebook account, or Adobe ID. For more information about downloading the same ebook to multiple devices see <https://help.overdrive.com/en-us/0470.html>

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 OverDrive app or Adobe Digital Editions, your progress will not sync with those other programs.

1. You're using the OverDrive app v3.0 or higher.
2. You sign into the OverDrive app with the same OverDrive account, Facebook, or a library card on each device.
3. You download the title(s) to the OverDrive app (from your library's collection) on each device. Note: You'll only be able to add streaming video to the OverDrive app on Android and iOS devices.
4. You have "Automatic syncing" turned on in your app Settings (or OverDrive account, on Windows 8/10).
5. You have an active internet connection.

As long as you meet all these requirements, your progress and bookmarks will automatically sync when you open or close a title in the OverDrive app. When you open the app on another device, simply follow the prompts to go to your last synced place.

Read more about syncing titles here: <https://help.overdrive.com/en-us/0639.html>

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

Hold

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.

Why can some ebooks only be checked out for 14 days, instead of 21?

In order to reduce the holds and wait time for high-demand titles, there is a cap on the maximum amount of days those titles can be checked out. This helps the books circulate more quickly and fulfill holds more efficiently with the number of copies the library has.

Sample reply

I'm sorry for this inconvenience. Some of the very high-demand titles in the collection have been capped at a 14 day checkout period, so even though you may have selected your default to be 21 days for ebooks, these titles will expire after 14. This helps to reduce the wait time for very popular titles, so they can be read by more readers who want them.

Content

Why am I only allowed to recommend three titles every 30 days?

The [WPLC Selection Committee](#) makes every effort they can to order recommend titles within their budget, but that budget is limited. In order to get the widest array of suggestions, there is a limit to the number that can be recommended within a 30 day window. This helps ensure that a few people aren't disproportionately skewing the collection to their own tastes by recommending many, many books a month.

Sample reply

Thank you for your input and I'm sorry for the inconvenience. We try to order all the books recommended within our budget and by limited the number of titles that patrons can recommend, we are able to get a broad representation of books requested by users of all types. It helps the collection grow in a way that represents more users' needs.

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>) has very extensive and comprehensive guides to get patrons up and running on their new device. In fact, on the front page of the help site is a list of "Getting Started" documents. 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 wifi to the Kindle, or the patron does not have wireless enabled on their Kindle. To correct it as 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?

How do I transfer titles to my Kindle over USB?

If the patron doesn't have wireless access, but wants to transfer a title to their Kindle, they can do so by following these instructions from Amazon:

https://www.amazon.com/gp/help/customer/display.html/ref=help_search_1-1?ie=UTF8&nodeId=201242340&qid=1385042076&sr=1-1

iPod

I want to transfer this audiobook to my iPod but it's not working.

In this case, as with many questions, the more information you have, the easier it will be to help the patron. You'll probably want to ask some probing questions to find out what is actually happening when they try to transfer. If the patron hasn't included an error message or error code, ask if they're getting one. The transfer process is different depending on the format of the file they're transferring as well. If that information isn't in the support request, ask for it or look it up using the reports in Marketplace. Depending on the specifics of the patron's problem, you may simply wish to refer the patron to an appropriate help article.

Note: Patrons using Macs running OS 10.15 (Catalina) or higher can no longer use the OverDrive app on their computer and therefore, files cannot be transferred to another device.

Transferring from Windows to iPod: <https://help.overdrive.com/en-us/0002.html>

Facts to know: Specific error codes that are appearing; Specific steps that the patron is using when trying to transfer; Format of the file being transferred; Devices involved in the transfer; Title of file being transferred

Adobe

What is an Adobe ID and how do I use it?

An Adobe ID, which you can get free from Adobe, ensures you are an authorized user of a digital title on Adobe Digital Editions and allows you to access the same title on multiple devices. If a user is transferring from a computer to an e-reader or mobile device, the computer and the device must both be authorized with the same Adobe ID. Read more about Adobe IDs here: <https://help.overdrive.com/en-us/1225.htm>

Facts to Know: If the user has an Adobe ID and is using the same one across multiple devices.

OverDrive Account

What is an OverDrive account, and what does it do?

You can use a free OverDrive account in the OverDrive app, on overdrive.com, and with Adobe Digital Editions (ADE).

Sign into the OverDrive app

All your saved libraries will appear in the OverDrive app for easy access. Sign into the same OverDrive account on up to six devices to download Adobe EPUB eBooks on each one. Once you download a title, your bookmarks and reading position for downloaded titles are also saved to your OverDrive account.

Sign into overdrive.com

On overdrive.com, you can browse and search the entire OverDrive catalog, find titles at your library and other nearby libraries, and get book recommendations from OverDrive.

Authorize Adobe Digital Editions (ADE)

When you authorize ADE with your OverDrive account, you can download eBooks to it. If you use the OverDrive app on a mobile device, you can download the same books to ADE and the app as long as you sign into your account on both devices.

All About Libby

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

What is the point of Libby when there is an existing OverDrive app?

The primary goal of Libby is to attract new users to OverDrive - and keep them as active users - by reducing user confusion and obstacles to reading. Libby seeks to achieve this goal by streamlining workflows throughout the app, focusing on unifying the experience for browsing, borrowing, and reading eBooks and audiobooks.

- Improved renewal process
- Activity history
- Format simplification

Will Libby replace the OverDrive app?

Not anytime soon! OverDrive has no plans to remove the OverDrive app.

Which features from the existing OverDrive app are not yet available in Libby?

These features are not yet available, but will be in the future:

- Recommend to Library
- eReading rooms
- Ongoing accessibility improvements

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 "Manage Loan" then "Send to Kindle" and follow the prompts from Amazon. You can also send titles to your Kindle by default by selecting the menu, Set Up Libby, then "Read Books With..." and selecting Kindle for your reading preference.

Can I access and/or play streaming video titles in Libby?

No. There is no plan to implement streaming video into Libby.

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?

Unlinking a card effectively signs you out.

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

After you place a hold, view your place in line by going to Shelf > Holds, and tapping "Wait List." This will display your approximate wait time for the title, as well as total holds, total copies, and the number of people waiting per copy.

Can I see the book order for a series?

Yes! OverDrive recently added this information to Libby. Visit this help article to learn more: <https://help.libbyapp.com/6018.htm>

Can I sort books in series order?

Not right now, but OverDrive is actively exploring ways to add this information in the next few months.

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 to read in the OverDrive app. 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?

While Libby does not transfer titles between devices, you can transfer audiobooks from your computer to your device using OverDrive for Windows (desktop).


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 an Advanced Search?

1. Tap **Library** from the bottom-left of the app.
2. Tap the search bar at the top of the screen.
3. Tap the **more** button.
4. Fill out your desired criteria, then tap **Search**.

How do I sync my Shelf?

Libby automatically syncs between devices, as long as you've added your library card(s) to each device. If you need to manually sync for any reason, go to your Shelf  and tap the sync icon.

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.

Additionally, you can turn off your activity timeline:

1. Go to Shelf > See your timeline (at the bottom of the screen).
2. Tap Actions, then Disable Activity Recording.

Note: If you use Libby on multiple devices, you'll need to disable activity recording on each one. In addition, you can't turn the timeline back on without [resetting the app](#).

Does Libby let you speed up audio play?

Yes. Drag down the "speedometer" to change audio playback speed.