

Presented by LibraryLinkNJ, the New Jersey State Library and the New Jersey Library Association:
Technology Speed Dating – Parsippany Public Library (1/15/13)

Topic - Overdrive FAQ –
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Why can't I see my Holds?

- Hello, I'm sorry you were **unable to see your hold ready** for you to check out. I could be wrong, but when people have the same problem as you, it is because they have used multiple library card numbers or emails to place holds. In order for you to see and download your holds, all the account information has to match. If you used another email or library card anywhere in this process, you may be able to locate the available book by logging in under the other card you used.
- Hello, I'm sorry you were **unable to see your hold ready** for you to check out. Do you have a **new library card** and placed the holds with the old one? If this is the problem, please email me and I will forward your problem to Overdrive Support. They will switch the holds from the old number to the new one.

What is the customer support phone number?

- Unfortunately **there is no phone support**. If you are new at this and are having problems, maybe a librarian at your home library can help you or here is a link on how to add Overdrive eBooks to your device_____.
You can also email your problem to Overdrive support.

How can I change my email?

- Thank you for your interest in OverDrive digital media. Please follow these steps to change the email address for a hold notification:
 1. Log into your digital library account.
 2. Click on {'My Holds'}.
 3. Click 'Edit' next to the title and update the email address.

I can't read a book in 14 days, what can I do?

- For Kindles, turn off the Wi-Fi on your device until you finished the book. For Nooks, turn off the Wi-Fi and don't completely power down the device. The next person on the hold's list will not be affected and you can have the eBook as long as you need it. On devices that use Wi-Fi all the time, you are out of luck.

Why do I need Adobe Reader? (This might change soon and Adobe won't be part of Overdrive)

- **Registering for Adobe** is definitely the worst part of the downloading process. Fortunately, you only need to do it once. Please make sure that the email you use to register is the same one on your device.

Why do you not have all the Bestsellers?

- Please be aware that **the absence of some popular eBooks and audio titles is not an oversight**. Four of the six big publishers won't sell their books to Overdrive. They don't want libraries to have the books; they simply want individuals to purchase them.
- The publishers that do sell to libraries charge a very high price. You might be able to buy a title from Amazon.com for \$10.00 but a library may have to spend \$85.00 for the same book. Therefore we tend to purchase popular titles.
- Amazon.com adds to the problem by making some Overdrive eBooks not available for the Kindle even though they are available for the NOOK.
- We are aware of all this issues but until these publishers change their minds, there is nothing we can do.

Why can I not log into Overdrive?

- Hello, I am sorry you had problems logging into Overdrive. **Your library card is no longer in the system.** You need to go to your home library, show them ID with a current, local address and they will reactivate your card or give you a new one. After they do that, you will be able to log on.
- Hello, I am sorry you had problems logging into Overdrive. **Your library card is not yet valid.** You need to go to your home library, show them ID with a current, local address and they will activate your new card.
- Hello, I am sorry you had problems logging into Overdrive. **Your library card has expired.** You need to go to your home library, show them ID with a current, local address and they will reactivate your card or give you a new one.
- **(Polaris Specific Problems)**
Hello, I am sorry you had problems logging into Overdrive. Your library card has been **updated** but you need to call your home library, and ask the librarian to "manually remove the **notes in the block field in Polaris.**" After they do that, you will be able to log on.
- You have **fines** in excess of \$5.00 (amount set by library) on your library card and until that fine is cleared you will not be able to log on. When you go to the library to pay your fine, ask the librarian to "**manually remove any notes in the block field in Polaris.**" After they do that, you will be able to log on.

What do you do when you download the wrong type of eBook?

- This title is not available in the Kindle format. The patron will only be able to check out titles that are available in the Kindle format for their Kindle device. Unfortunately patrons do not have the ability to change the format of a checked-out item. Overdrive can return the item from your customer's account if you let them know

How do I return an Audiobook early?

- I'm sorry you are having problems with Overdrive. Unfortunately there is no way to **return an audiobook early.**

When downloading eBooks on to a Windows 7 computer, what is the correct answer for the pop-up at the bottom of the screen, Open or Save?

- The **open/save question** at the bottom of the screen is a **Windows** feature. The answer for Kindles is **Save.**
- The **open/save question** at the bottom of the screen is a **Windows** feature. The answer for Adobe eReader is **Open.**

How do to Load Overdrive ePub books to an iPad, iPhone, iPod Touch and tablets and Smartphones? (These directions are for M.A.I.N. Libraries, patrons may need to select other library systems)

- Download the Overdrive App Open the App, click on **Highlands Regional Library Cooperative**
- You will need to select **M.A.I.N.** and enter the **barcode number of you library card.**
- Find an available book by browsing or searching
- Add it to cart and follow directions to check it out
- Click download. EBook downloads wirelessly to the device