

Foresight is 2020

OverDrive's "Best of" Lists for This Year and Next!

Rakuten *OverDrive*[®]

YOUR PRESENTERS:



Sydney Kalnay
Training Manager



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Content Specialist



Lauren Bajda
Training Specialist



Lisa Mullins
Training Specialist

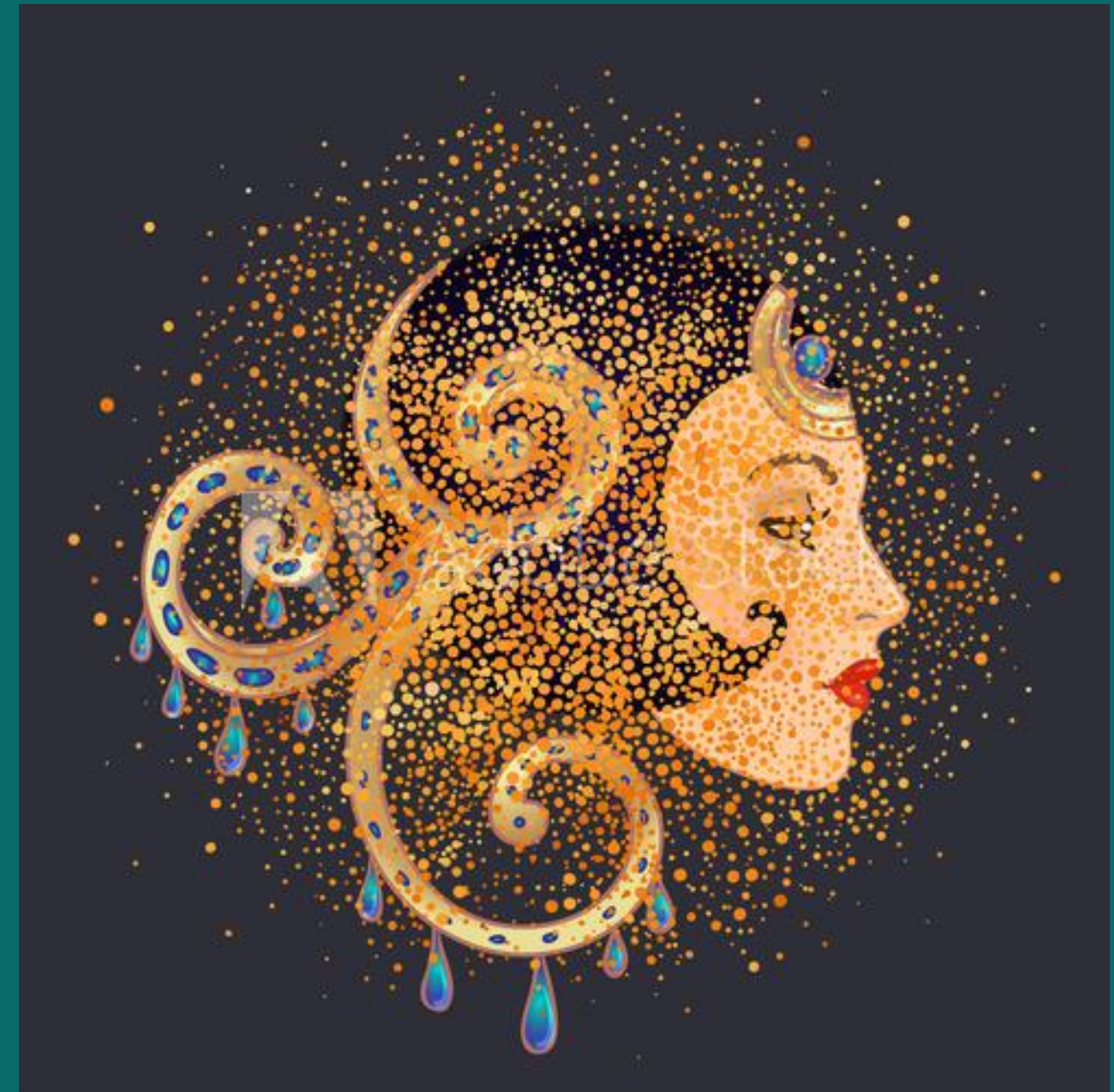
AGENDA

Part 1 – Best of 2019

- Beyond the bestseller titles
- Did you miss it? Product updates from 2019

Part 2 – Looking ahead to 2020

- Titles we're excited about
- Upcoming releases for Libby and Marketplace
- Training enhancements – changing the game





THE BEST OF 2019

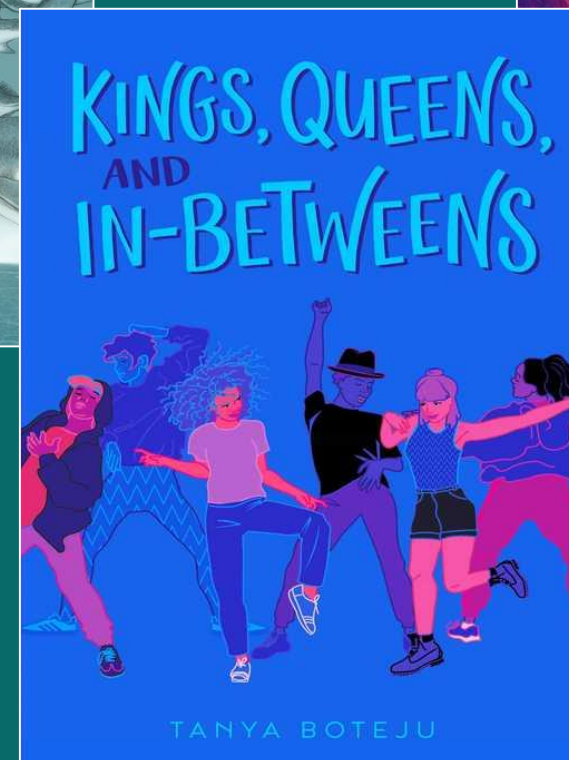


Did you miss it?

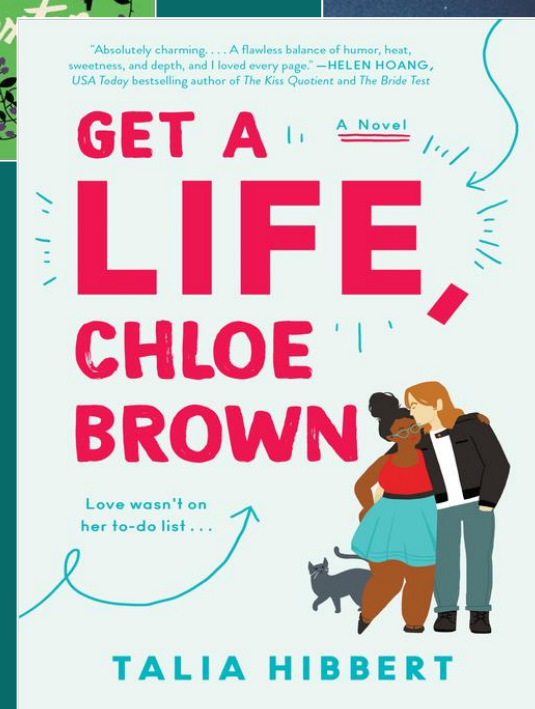
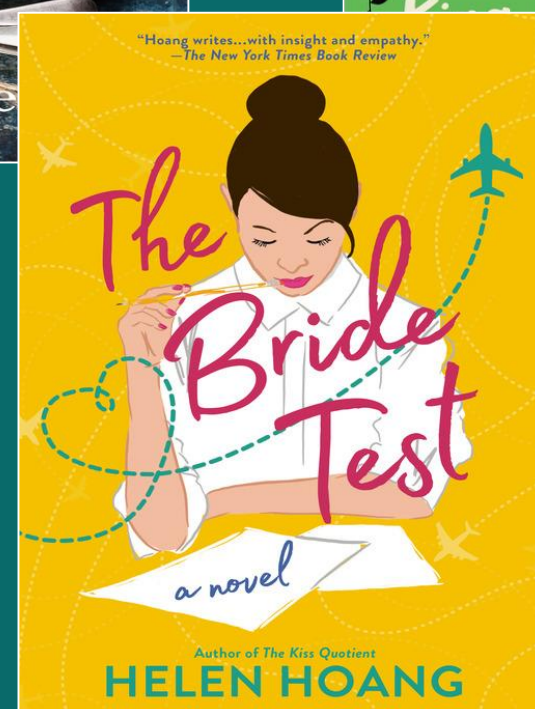
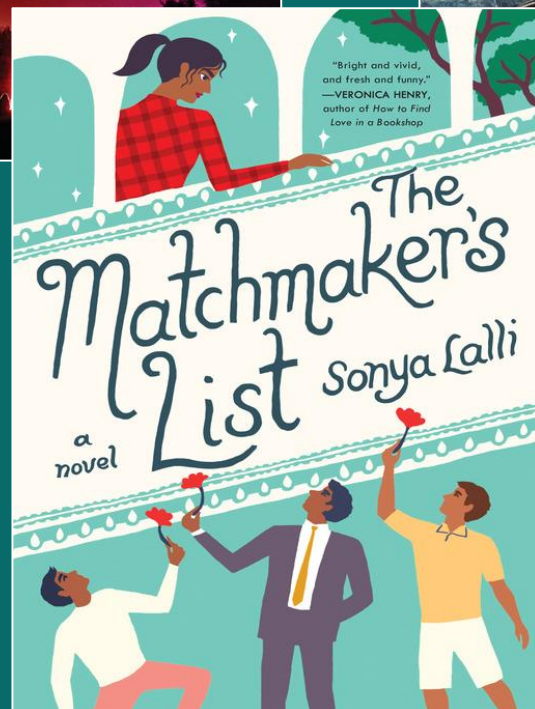
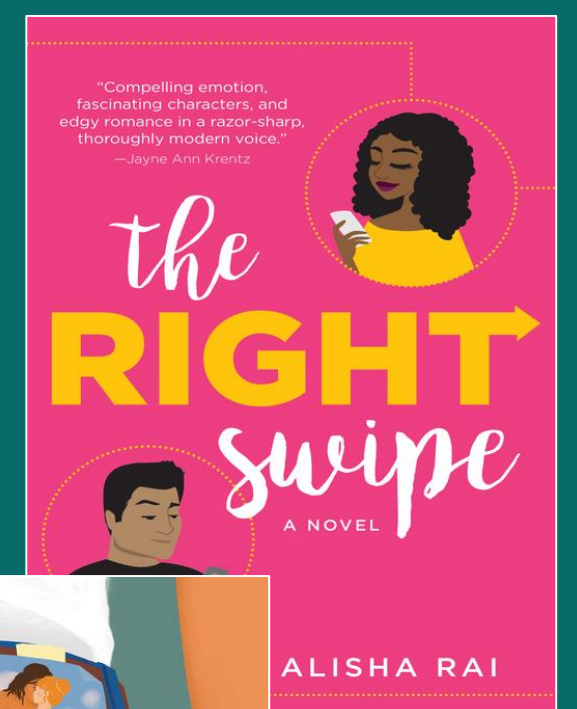
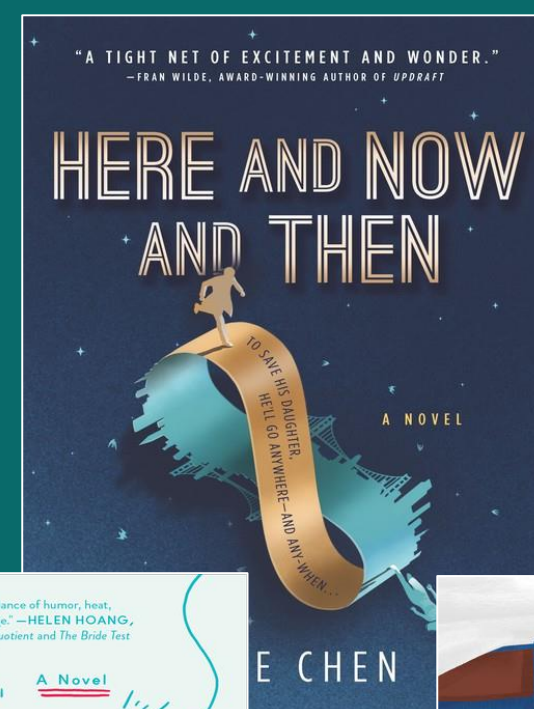
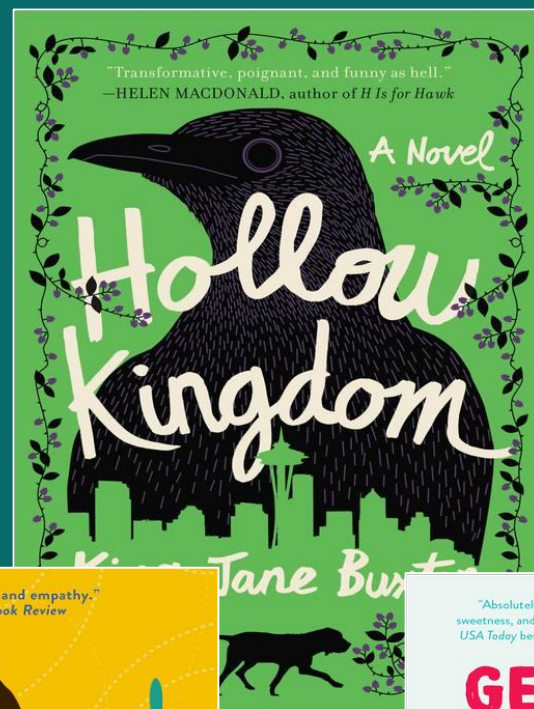
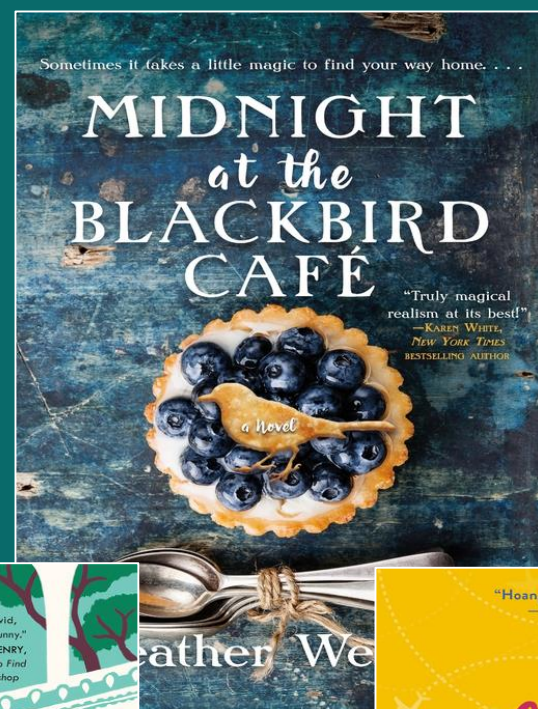
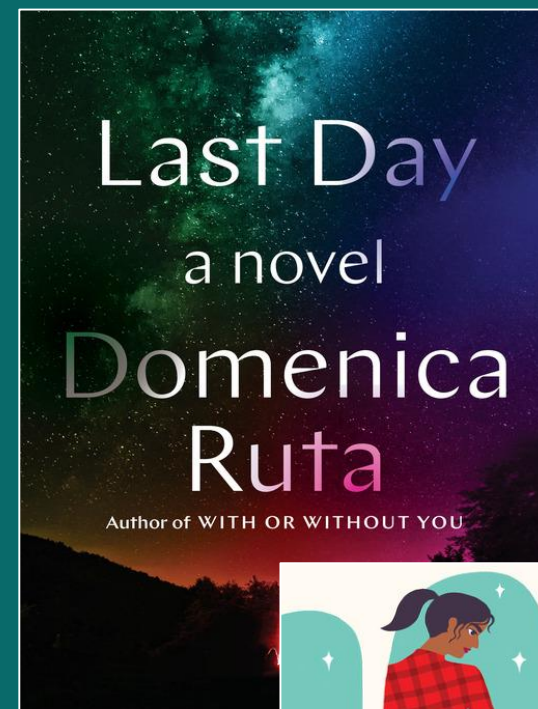
- Beyond the bestseller titles
- Product updates from 2019



BEYOND THE BESTSELLER



BEYOND THE BESTSELLER





PRODUCT UPDATES



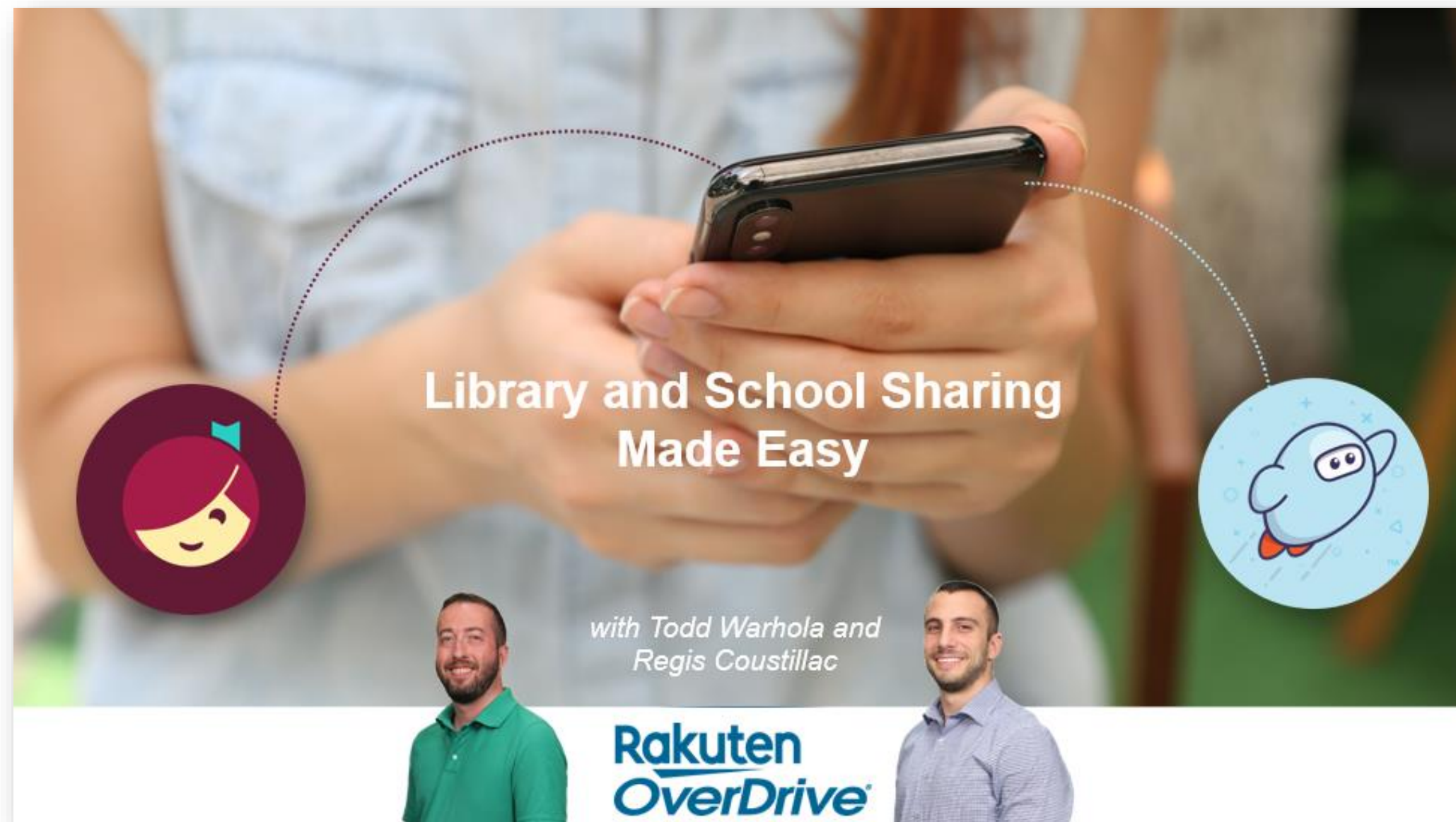
What was new or updated in 2019?

- Library + school sharing (across platforms)
- Lucky day (across platforms)
- Libby
- Marketplace





LIBRARY + SCHOOL SHARING



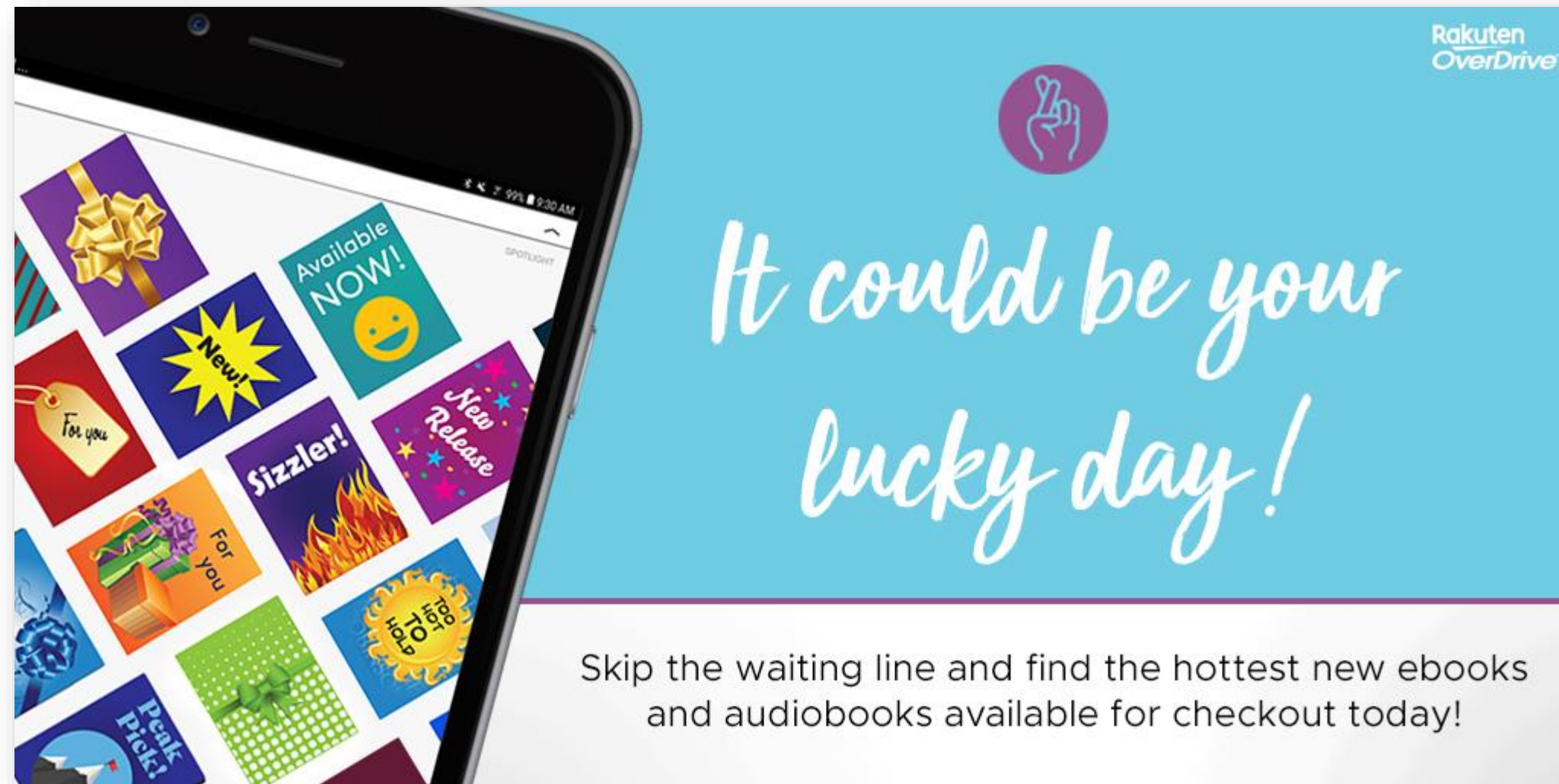
Extend your digital collection
to schools within your
service area.

Miss our webinar in November?
[Watch the recording!](#)





LUCKY DAY



- Enables you to designate copies of high-demand digital titles as non-holdable and non-renewable.
- Instant access for patrons to popular titles!

[Learn more](#)





LUCKY DAY ON YOUR WEBSITE

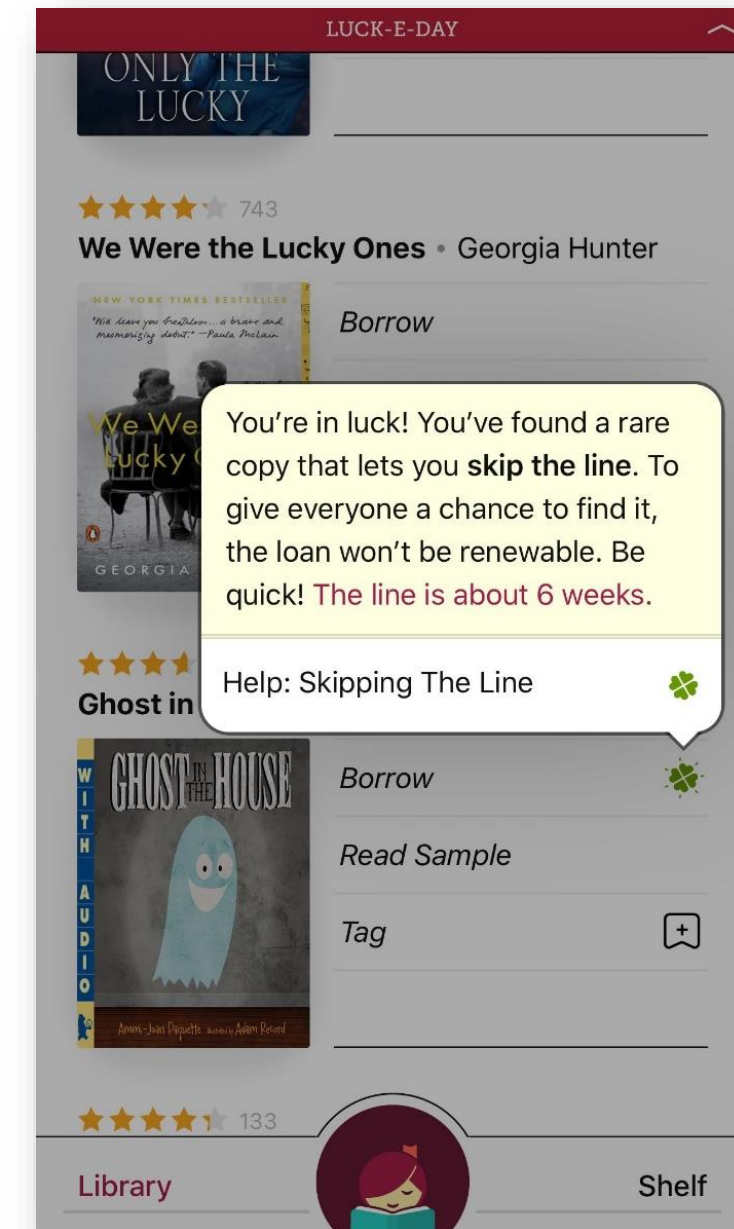
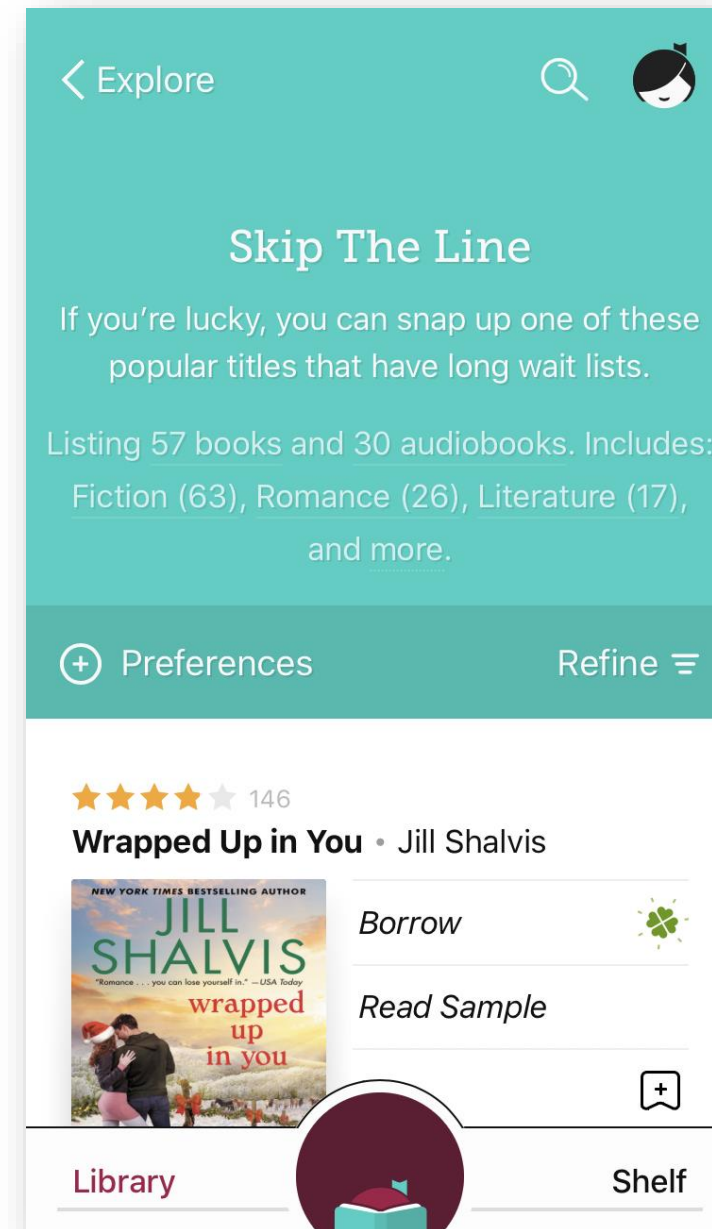
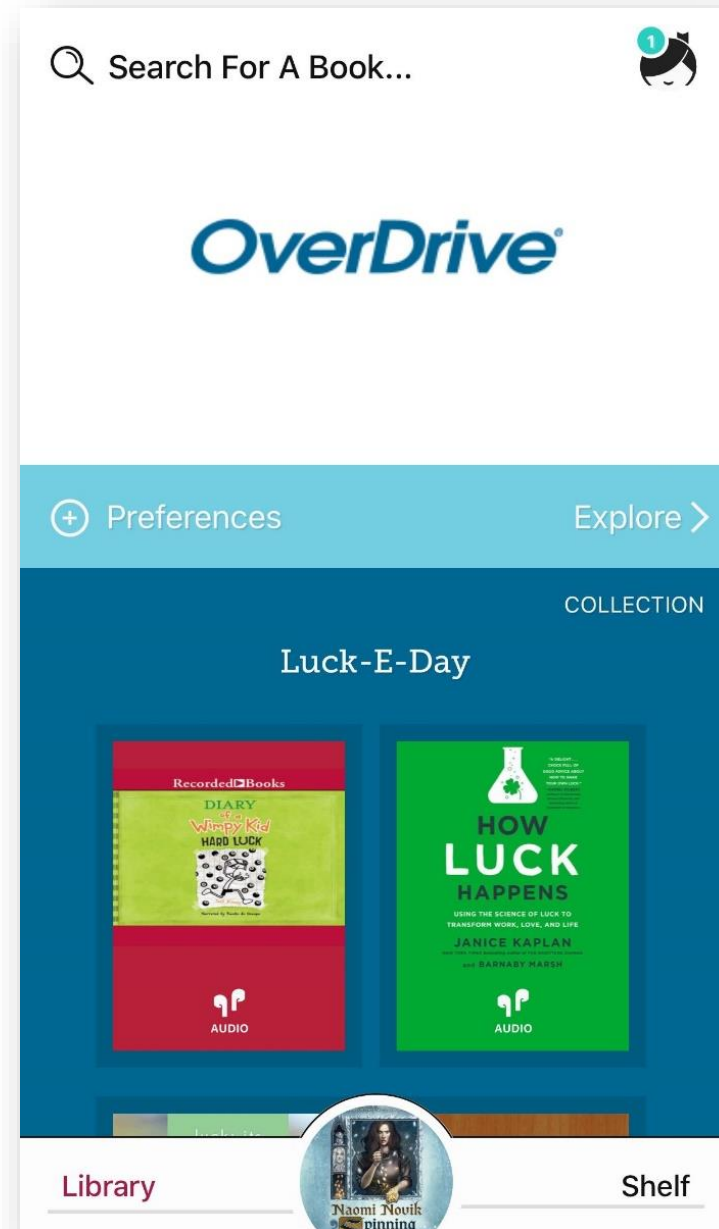


Name this collection anything you'd like

E.g. Hot Sizzlers, Stumble Upon a Read, Boomerang, Express Titles, New & Now, Cut to the Front of the Line!



LUCKY DAY ON LIBBY



LUCKY DAY IN MARKETPLACE

Standard curation

Lucky Day

Organize published collections

Jump to:

Manage titles

Add new titles

Curate Lucky Day collections

Set Lucky Day lending policies

Your Lucky Day titles

To increase availability, the designated copies of the titles below are non-holdable and non-renewable.

At least one copy of a Lucky Day title must be available for users to place holds, so you can't designate 100% of a title's copies for Lucky Day.

To create collections to promote discovery of your Lucky Day titles, go to **Curate Lucky Day collections**.

To set additional lending policies, select **Set Lucky Day lending policies**.

[Learn more about Lucky Day.](#)

+ ADD NEW TITLES

Q

Search within

<input type="checkbox"/>	Title	Edition	Creator(s)	Format	ISBN	Publisher	Audience	Subject(s)	Street date	Own OC/OU	Own MA	Holds	Holds ratio
<input checked="" type="checkbox"/>	1 Girl, Stop Apologizing: A Shame-Fre...	Unabridged	Rachel Hollis, R...		9781400209620	Harpercollins Le...	Adult Nonfiction	Business, Econo...	03/05/2019	28	0	163	5.82
<input type="checkbox"/>	2 Run Away		Harlan Coben		9781538732328	Grand Central P...	Adult Fiction	Fiction, Mystery...	03/19/2019	27	0	142	5.26
<input type="checkbox"/>	3 Redemption: Amos Decker Series, B...		David Baldacci		9781538761403	Grand Central P...	Adult Fiction	Fiction, Mystery...	04/16/2019	42	0	243	5.79
<input type="checkbox"/>	4 Neon Prey: Prey Series, Book 29		John Sandford		9780525536598	Penguin Publish...	Adult Fiction	Fiction, Mystery...	04/23/2019	0	32	180	5.63
<input type="checkbox"/>	5 The Huntress: A Novel (unabridged)	Unabridged	Kate Quinn, Sas...		9780062894823	HarperAudio	Adult Fiction	Fiction, Historic...	02/26/2019	27	0	160	5.89
<input type="checkbox"/>	6 Dare to Lead: Brave Work. Tough C...	Unabridged	Brené Brown, B...		9781984844248	Penguin Rando...	Adult Nonfiction	Business, Nonfi...	10/09/2018	26	0	145	5.58
<input type="checkbox"/>	7 The Silent Patient		Alex Michaelides		9781250301710	Celadon Books	Adult Fiction	Fiction, Suspens...	02/05/2019	0	27	150	5.56
<input type="checkbox"/>	8 Becoming		Michelle Obama		9781524763152	Crown	Adult Nonfiction	African America...	11/13/2018	0	89	652	7.33

Ready to create and curate
your own Lucky Day
collections?

Follow along with
our [recorded video](#)!

Set Lucky Day lending policies

Once set live, the policies below will apply to all Lucky Day copies on your OverDrive website.

☒ Limit concurrent checkouts

Prevent users from borrowing more than a certain number of Lucky Day titles at a time.

concurrent Lucky Day titles per user

☒ Customize lending periods

Control how long users can borrow Lucky Day copies of titles.

Note: You can only assign lending periods that your library already offers for each format.

Ebook lending period

Audiobook lending period

Video lending period

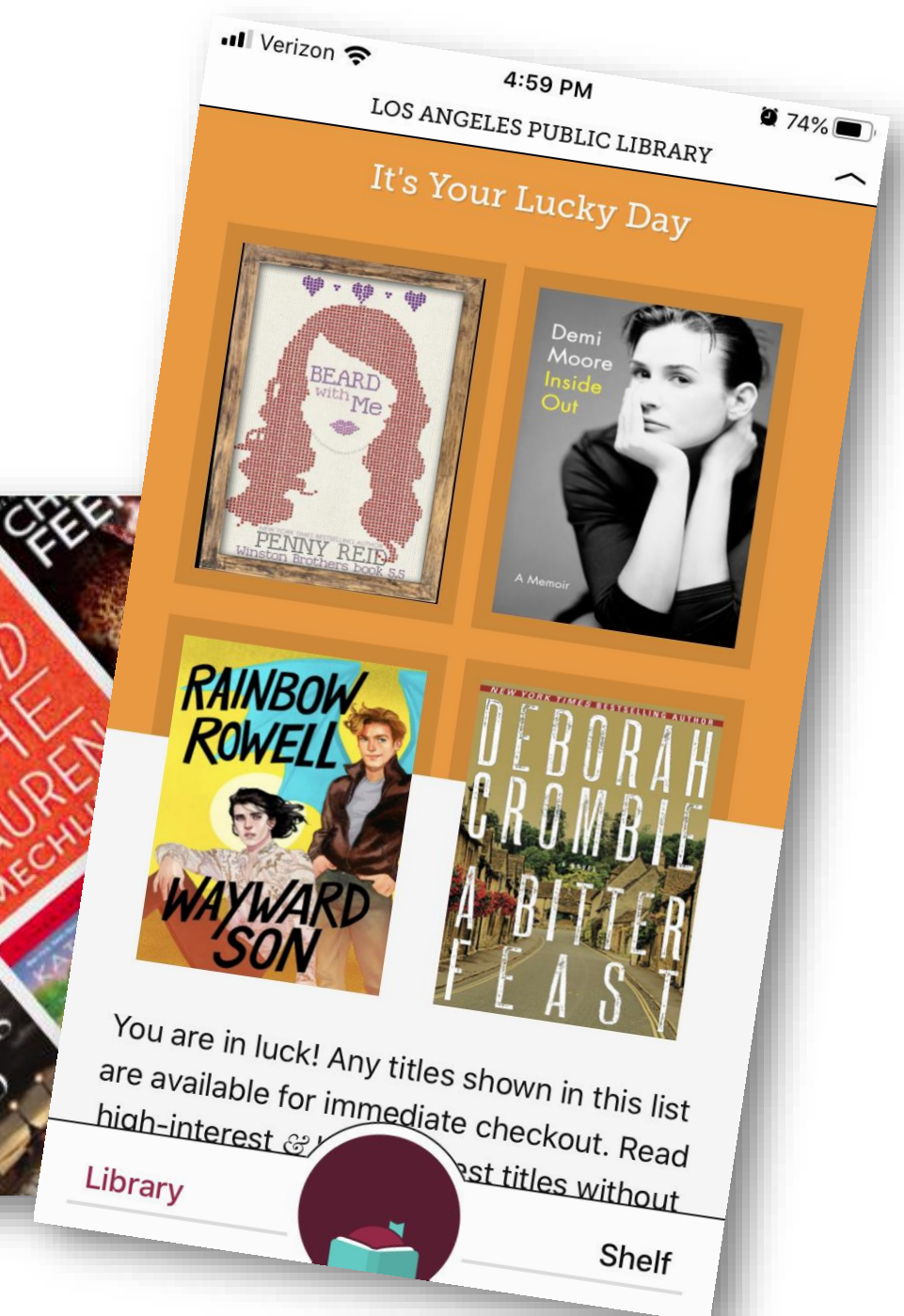
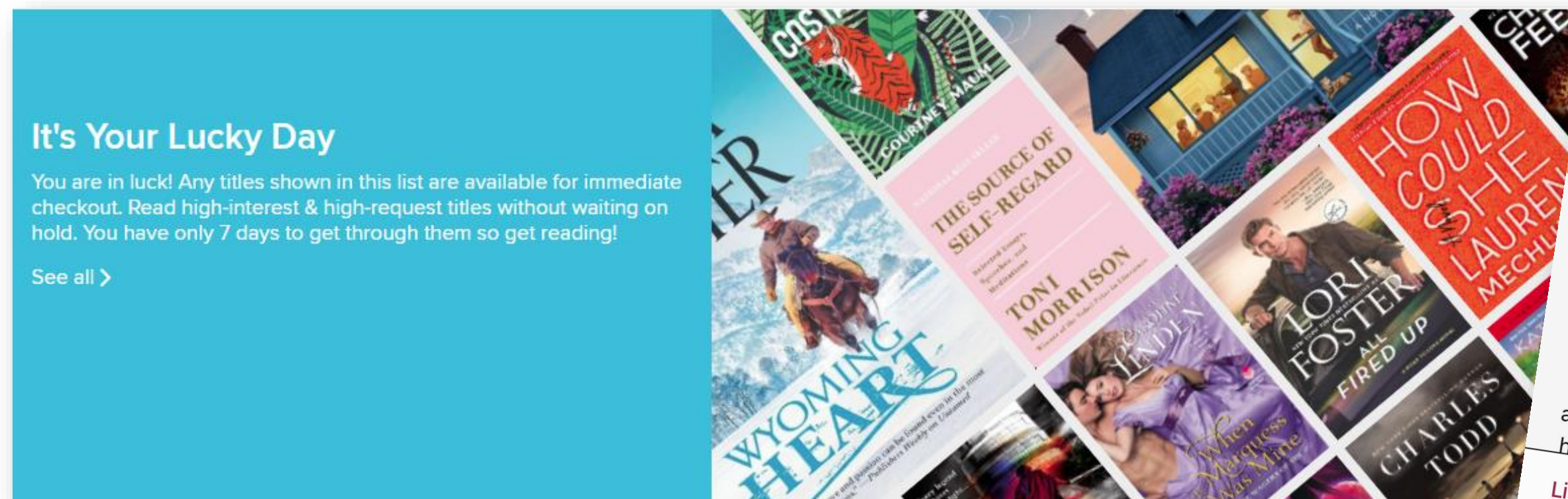
Any updates to your lending policies will be live within 24 hours.

SET CHANGES LIVE

CANCEL

LUCKY DAY SUCCESS!

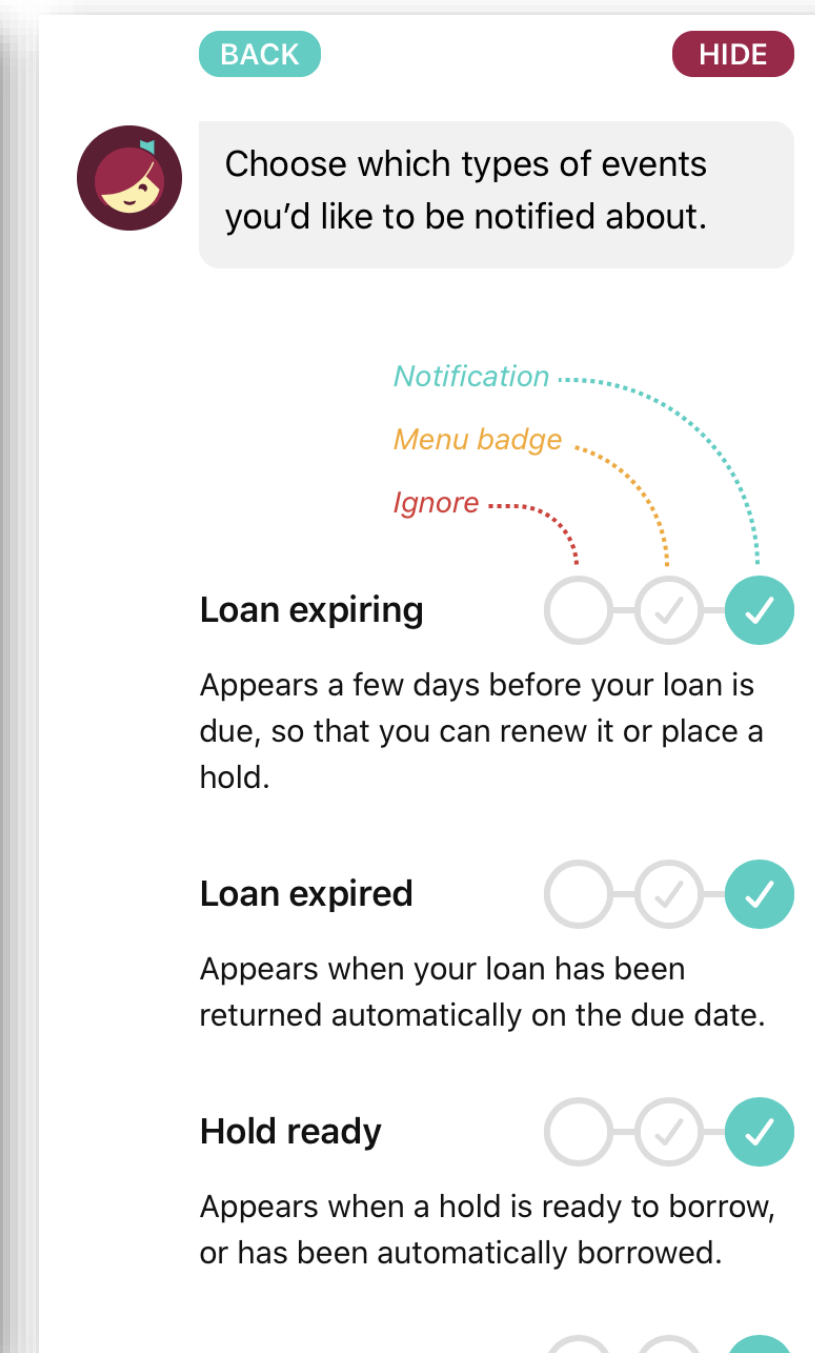
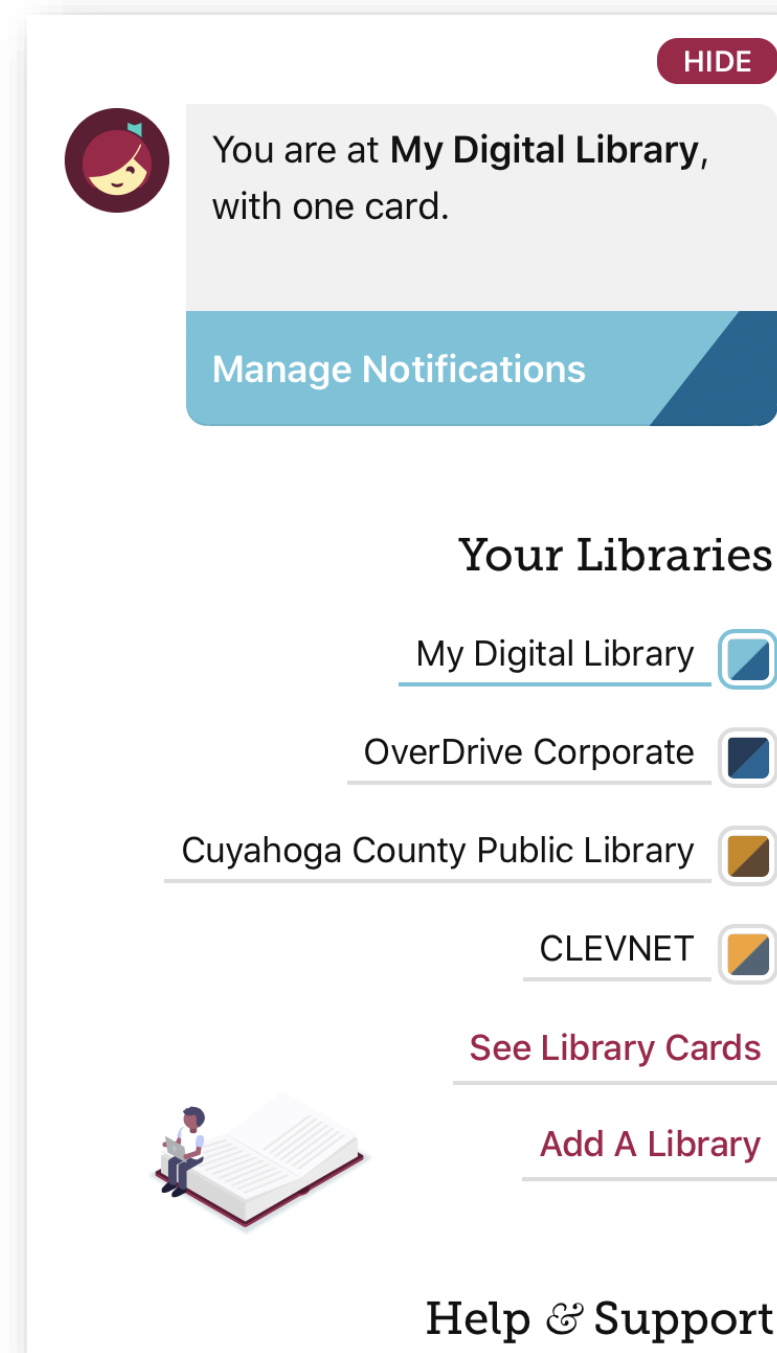
Los Angeles Public Library continues to love their Lucky Day collection with over **46,000 checkouts** on over **223 titles!**



LIBBY UPDATES

December 2019

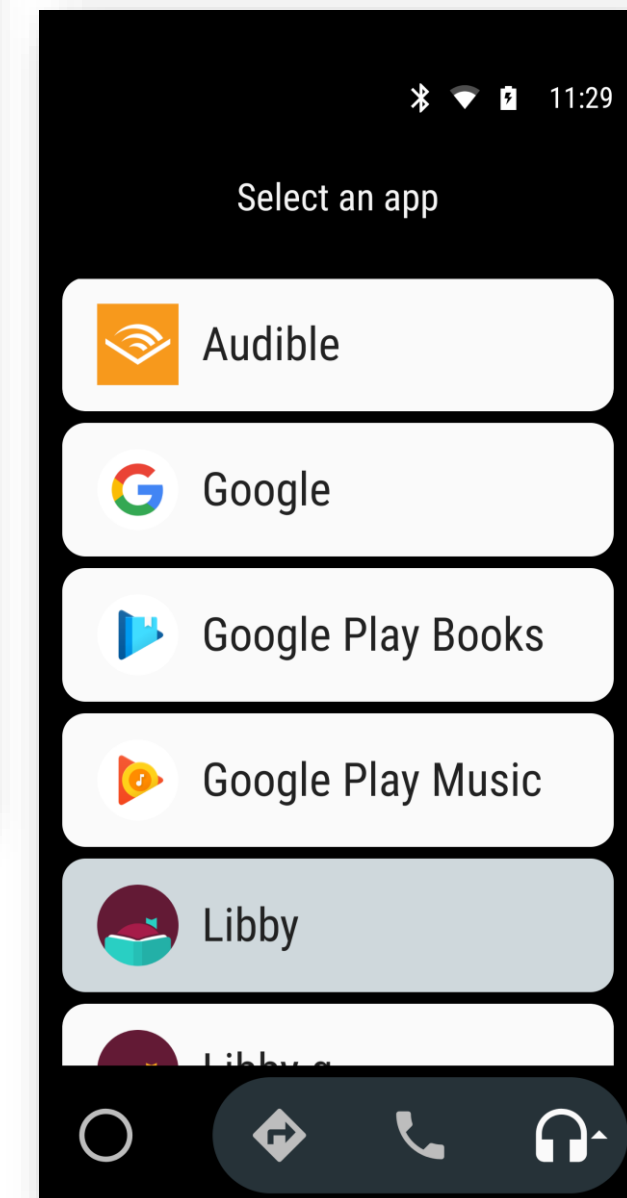
- Get notified about your loans, holds, and more through:
 - Push notifications
 - In-app menu notifications
 - Email notifications
(On platforms that do not support push notifications, i.e. Libby for Windows.)



LIBBY UPDATES

July 2019

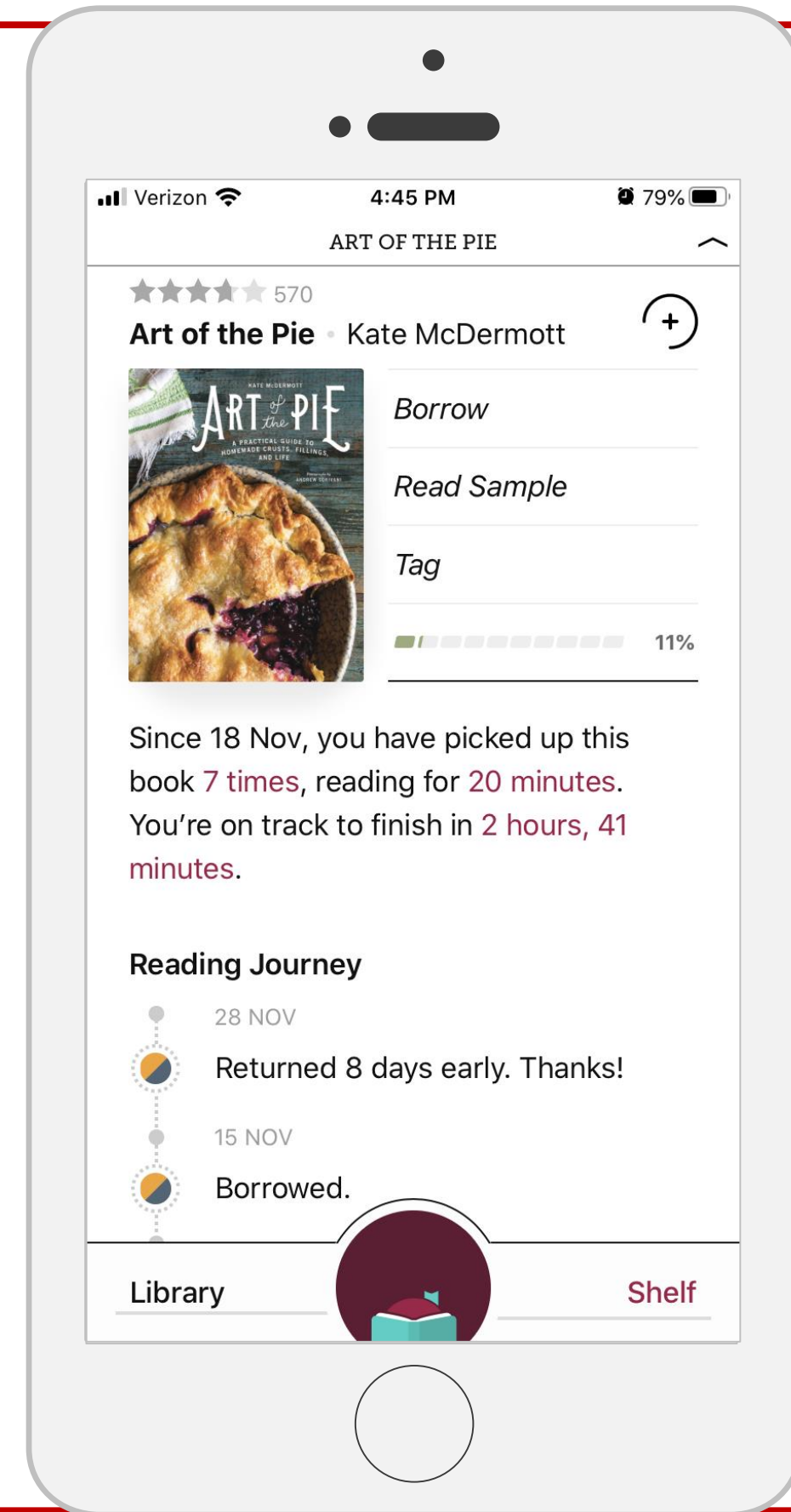
- Apple CarPlay compatibility.
- Improved support for Android Auto.



LIBBY UPDATES

And don't forget about...

- Shelf whisperer (*Jan. 2019*)
- Select preferred reader - U.S. only (*June 2019*)
- Dictionary updates (*Aug. 2019*)
- History tap updates (*Aug. 2019*)
- More text scale options in ebook reader (*Aug. 2019*)
- Hold suspension refresh (*Aug. 2019*)
- Dark mode (*Oct. 2019*)
- Redesigned menu (*Dec. 2019*)
- Reading journey (*Dec. 2019*)
- And more!

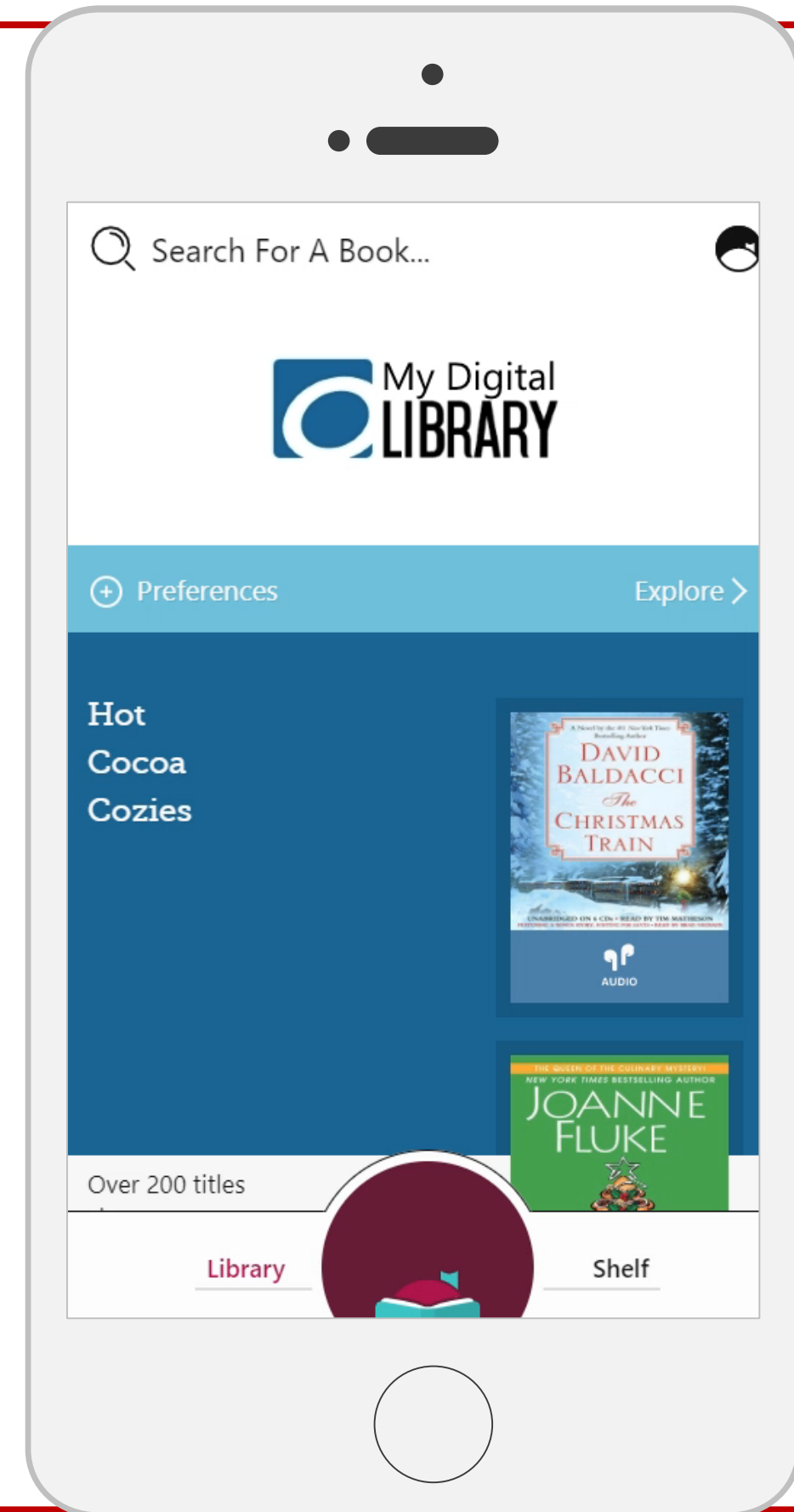


LIBBY UPDATES

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- And more!

Find more updates at
Libby menu >
Libby wordmark >
What's New In Libby?





MARKETPLACE

June 2019

- Updates to Insights tab
 - Summary page
 - Trends
 - Goals
 - Easy to jump between reports



The screenshot displays the OverDrive Marketplace interface. At the top, there's a navigation bar with links for SHOP, INSIGHTS, ADMIN, CURATE, NEWS, INVOICING, SUPPORT, and FEATURED. A search bar is also present. The main content area is titled 'Insights' and includes a 'Summary' section with three key metrics: 149 Total unique users, 700 Total checkouts, and 70 Total holds. Below this, there's a table showing usage by format: Ebook (389), Audiobook (299), Video (2), and Magazine (10). The 'Current holdings' section is updated 2 hours, 25 mins ago and shows a table with columns for FORMATS, TITLES, and COPIES. The table lists Ebook with 64,739 titles and 78,850 copies, and Audiobook with 20,502 titles and 23,898 copies.

OverDrive Marketplace

English Lauren Bajda My Digital Library (OverDrive Training Demo) (OH)

Search OC/OU & MA by title, author, series, or publisher

Advanced search

CARTS No pinned carts + Create cart CHECKOUT

SHOP One Copy/One User & Metered Access INSIGHTS ADMIN CURATE NEWS INVOICING SUPPORT FEATURED GET HELP

Jump to: Insights Trends Goals

Start typing to find a report

Popular reports

- Checkouts
- Current holds
- Purchase orders
- Title status & usage

Title activity reports

Purchase & order reports

User activity reports

Summary

Last 30 days

All formats

	149	700	70
	Total unique users	Total checkouts	Total holds
Ebook	389		41
Audiobook	299		29
Video	2		0
Magazine	10		0

Current holdings Updated 2 hours, 25 mins ago

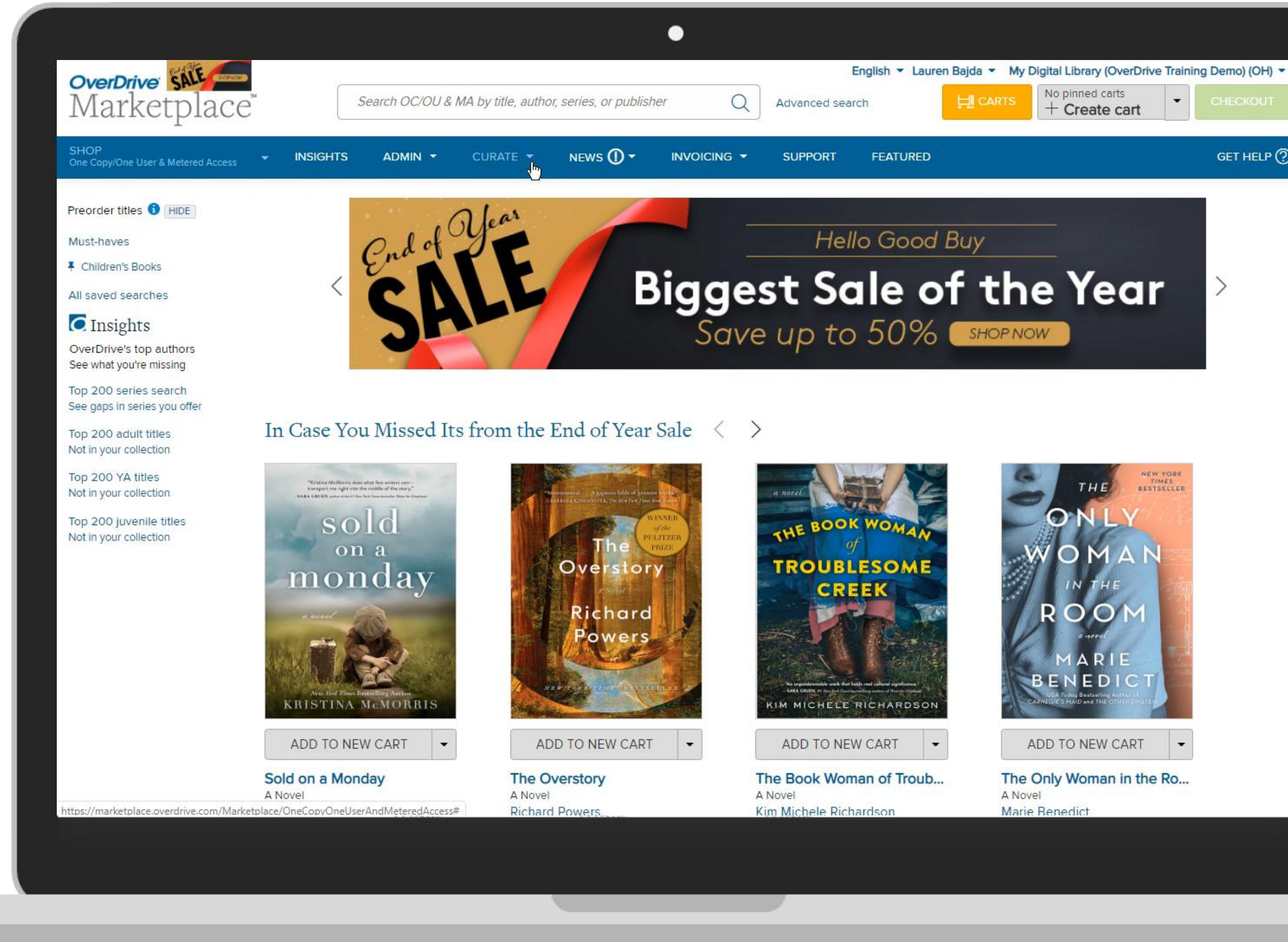
FORMATS	TITLES	COPIES
Ebook	64,739	78,850
Audiobook	20,502	23,898



MARKETPLACE

And don't forget about...

- Updates to curate tab (April 2019)



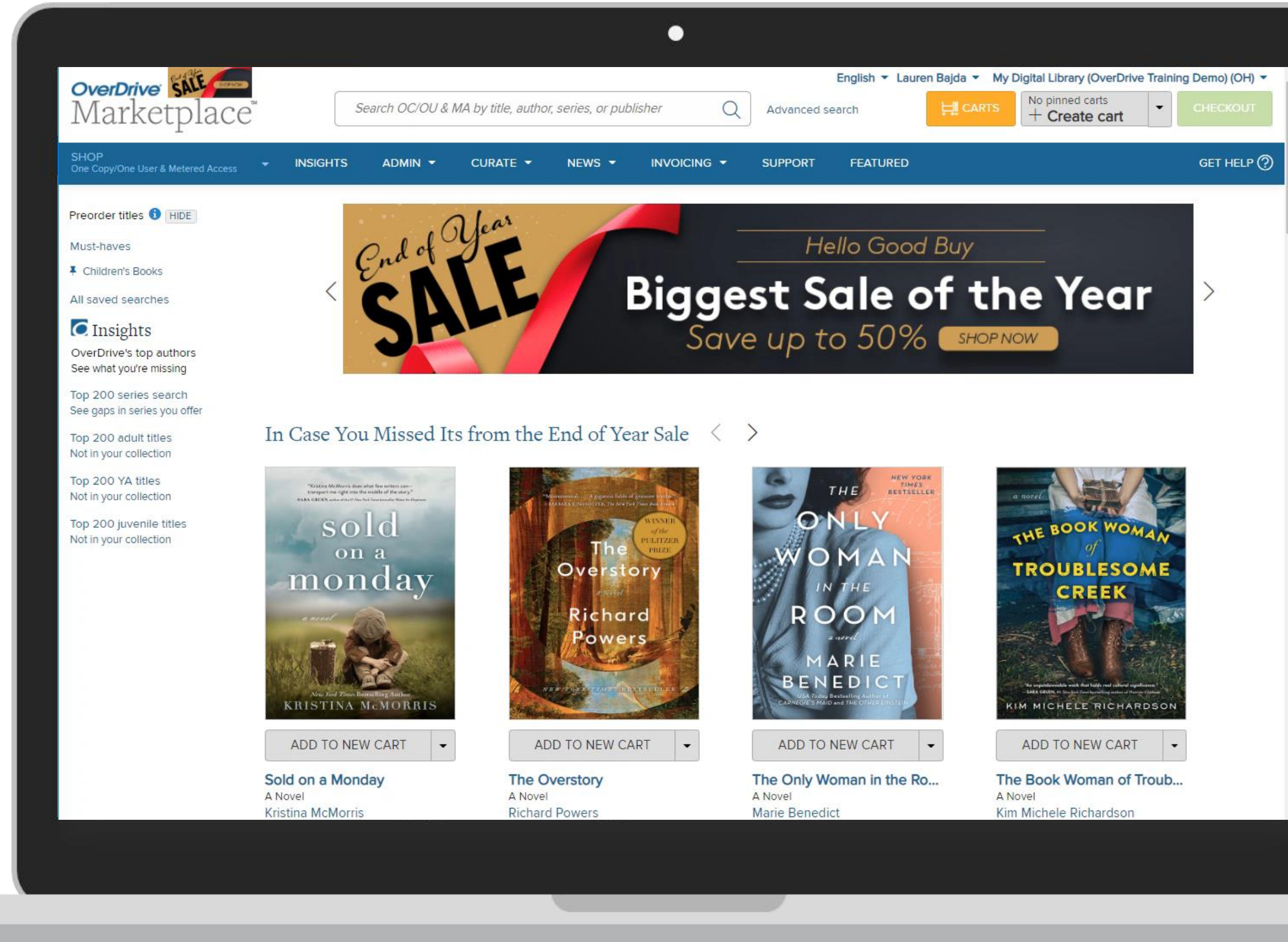


MARKETPLACE

And don't forget about...

- Updates to curate tab (April 2019)

Find more updates at [News >](#)
[News & updates >](#)
[Product updates & news](#)





LOOKING AHEAD TO 2020



What trends are we seeing in the new year?

- New titles we're excited about
- Upcoming product releases
- Training enhancements



CONTINUING CONTENT TRENDS

Diversity in the mainstream Rom-com

- Illustrated cover trend still strong

Graphic novels

- Graphic novelizations
- All ages

Narrative nonfiction

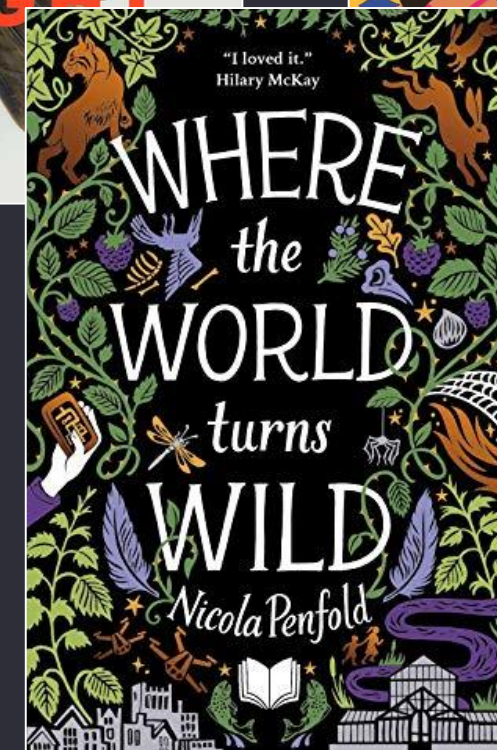
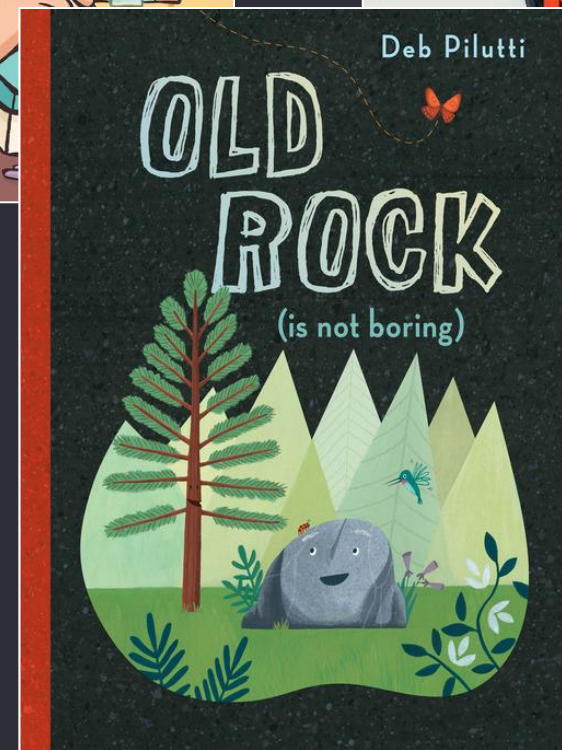
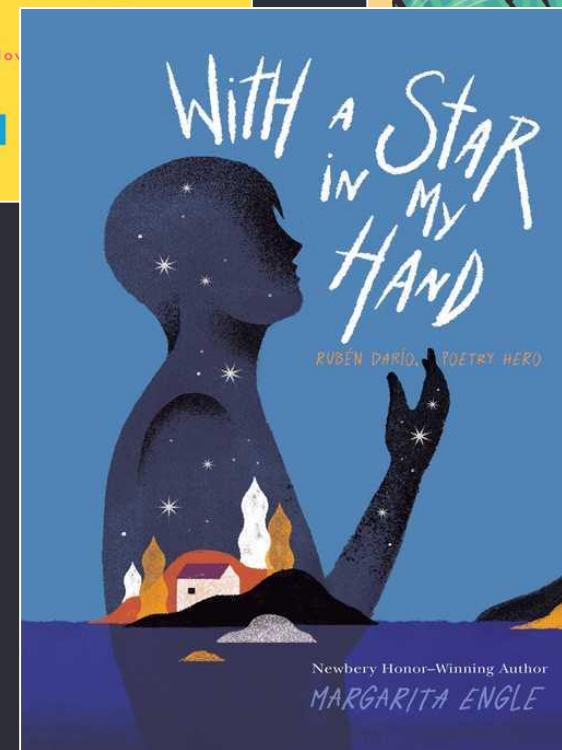
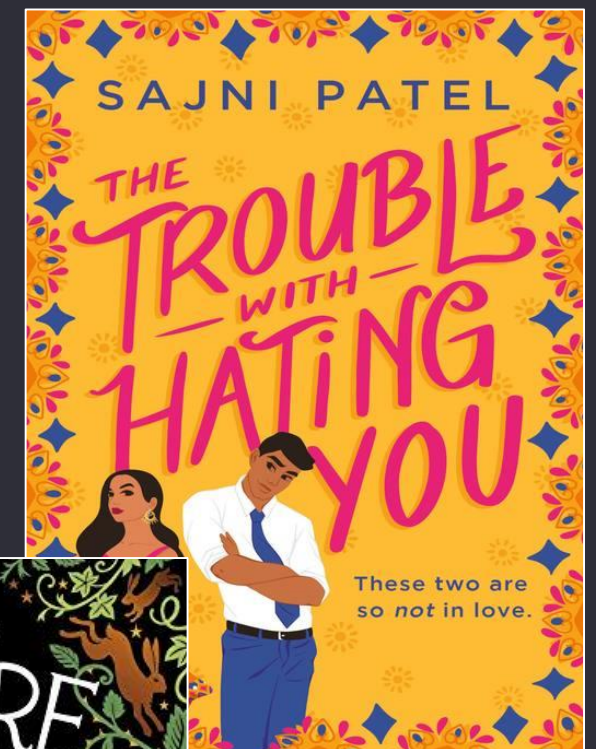
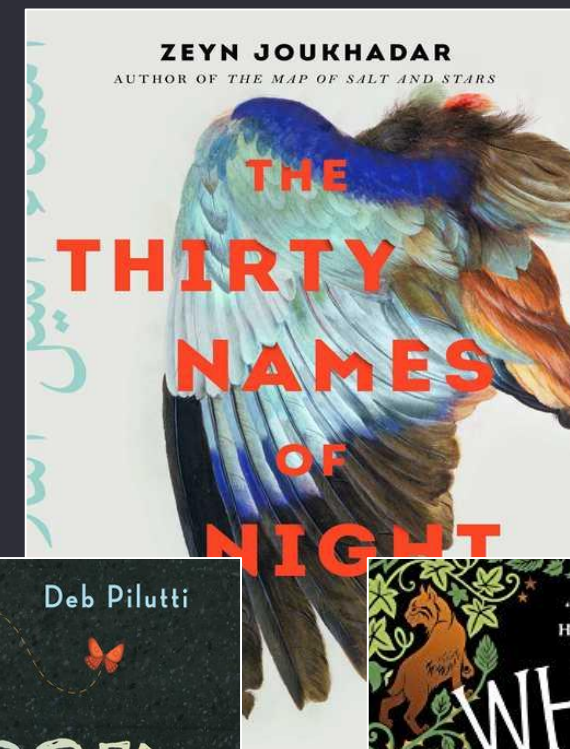
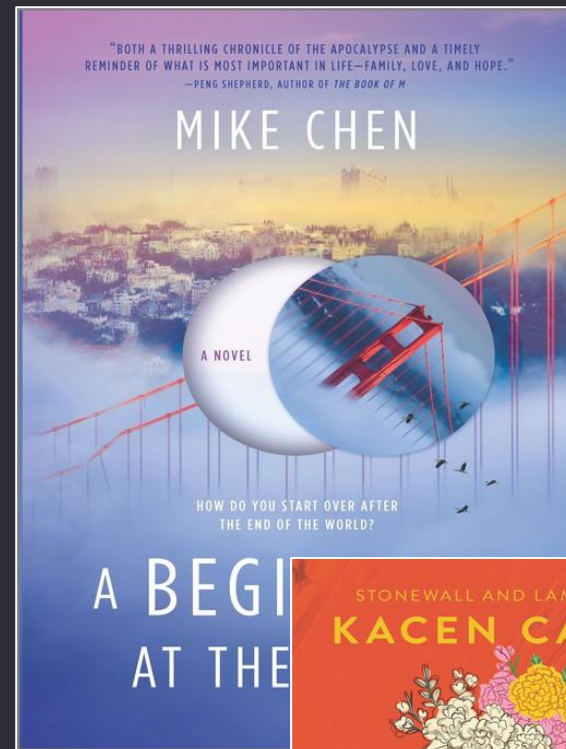
Own Voices/Ethnic settings

Popular fantasy/sci-fi crossover

- Magical realism



UPCOMING TITLES





REMEMBER WHEN...



HOLD REDELIVERY

Early 2020

Current functionality
Auto-checkout or hold pickup

Lending periods
Set your default lending period for each format.

Ebook:	7 days	14 days	21 days
Audiobook:	7 days	14 days	21 days
Video:	3 days	5 days	7 days
Magazine:	1 day	7 days	14 days

Certain titles may have lending periods that can't be changed.

☒ **Automatic hold checkout**
Holds are automatically borrowed for you as they become available.

☐ **History**
Display your borrowing history, with the option to add and remove individual titles.

New functionality
Hold redelivery

Will require users to take action when a hold becomes available to them.

My Digital LIBRARY

Search...

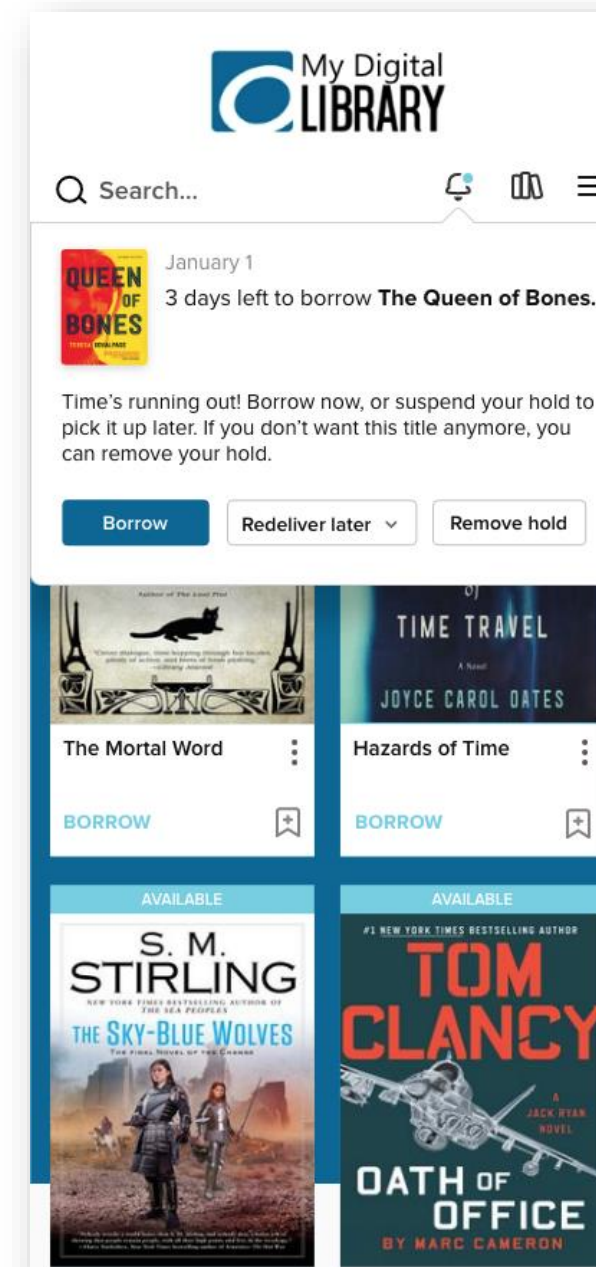
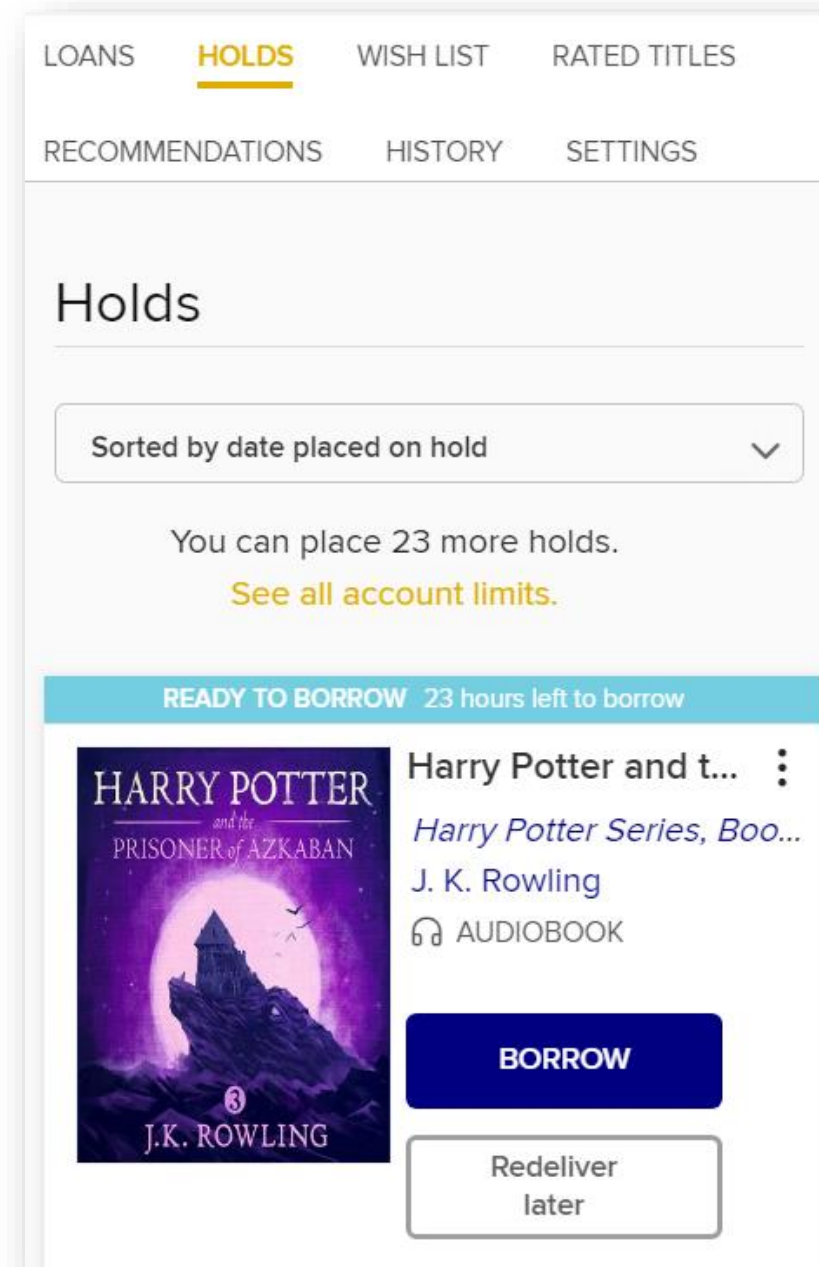
January 1
3 days left to borrow **The Queen of Bones.**

Time's running out! Borrow now, or suspend your hold to pick it up later. If you don't want this title anymore, you can remove your hold.

Borrow Redeliver later Remove hold

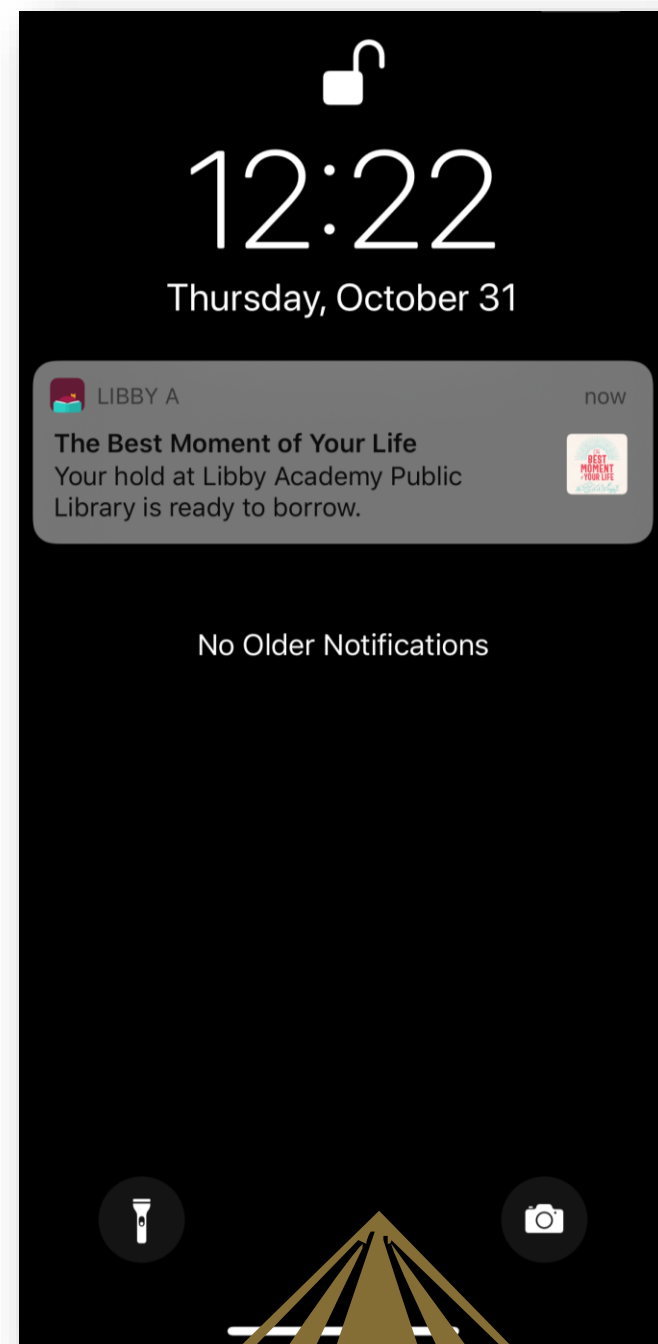
Screenshots are not final and subject to change.

HOLD REDELIVERY: WEBSITE/OVERDRIVE APP

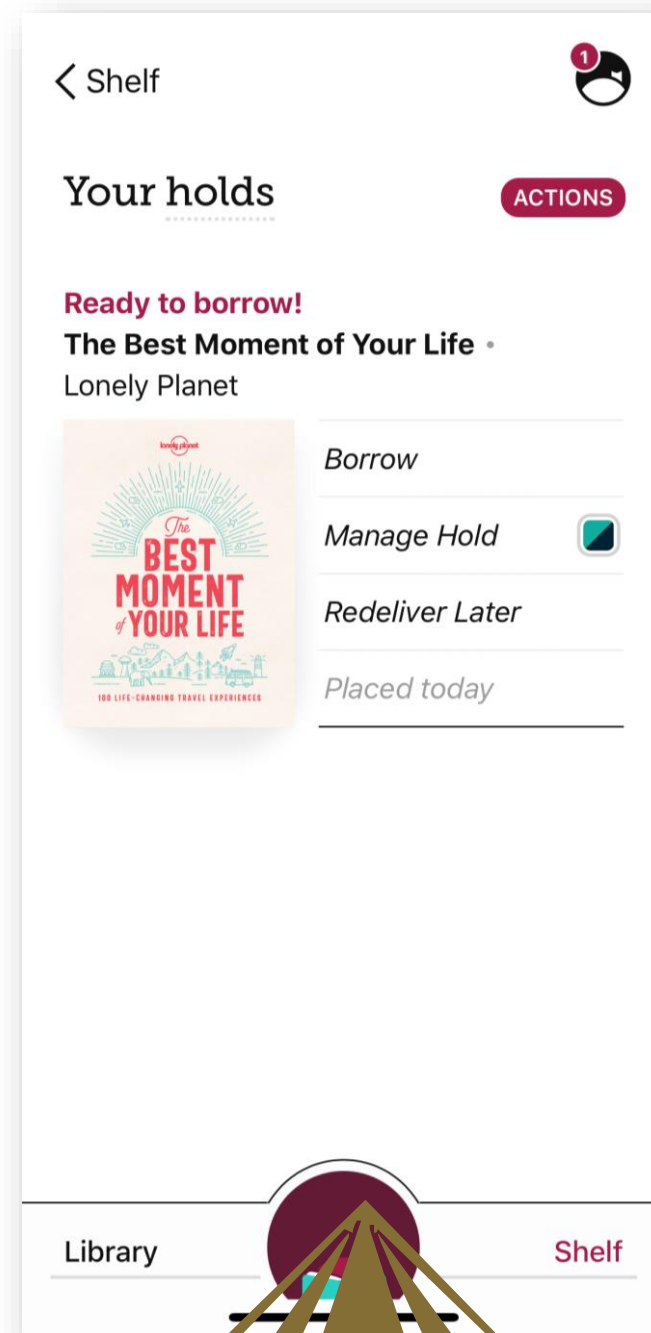


Screenshots are not final and subject to change.

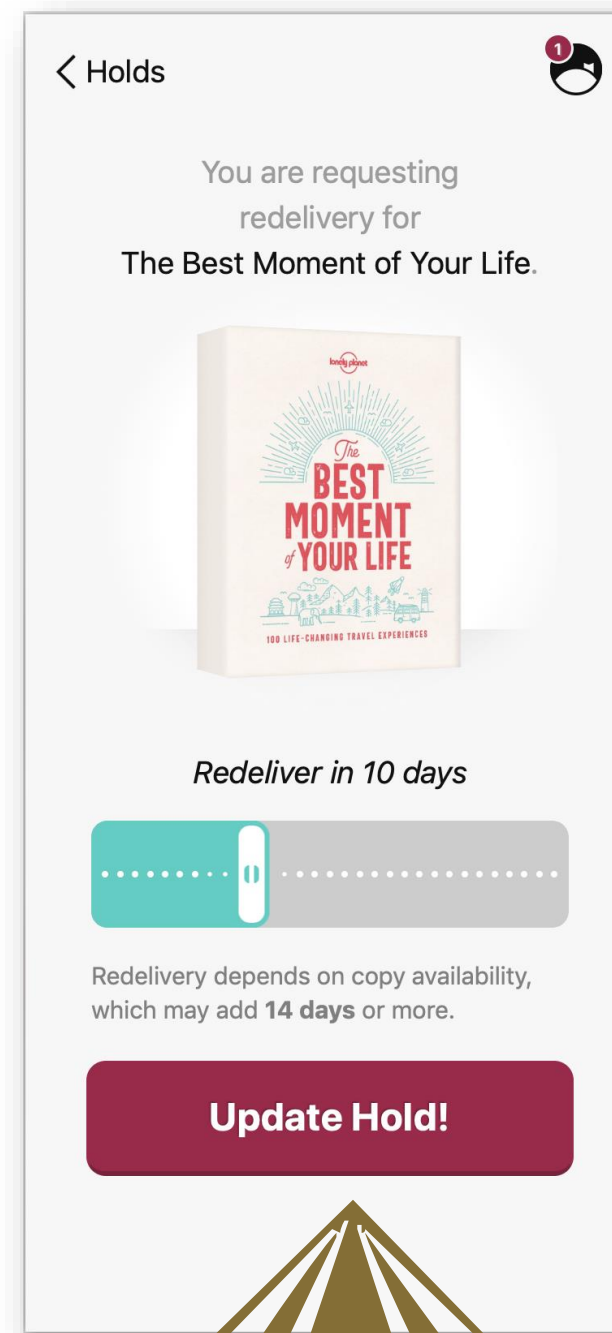
HOLD REDELIVERY: LIBBY



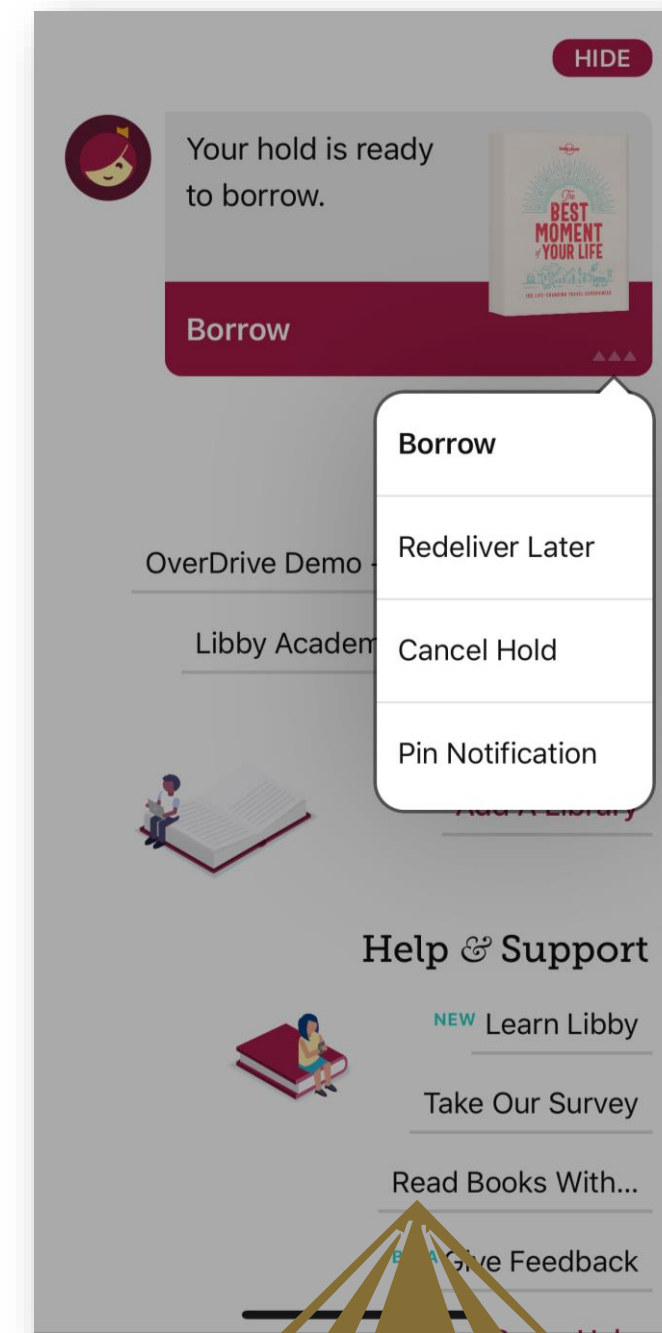
1



2



3



4

Screenshots are not final and subject to change.

EXPECTED BENEFITS: HOLD REDELIVERY

1. Empowerment
2. Efficiency
3. Delight

In preparation for this release, OverDrive:

- Previewed changes with team of advisors
- Sent initial email
- Created a resource page
- Released blog post



Learn more and access a marketing and communication kit on our [Resource Center](#).

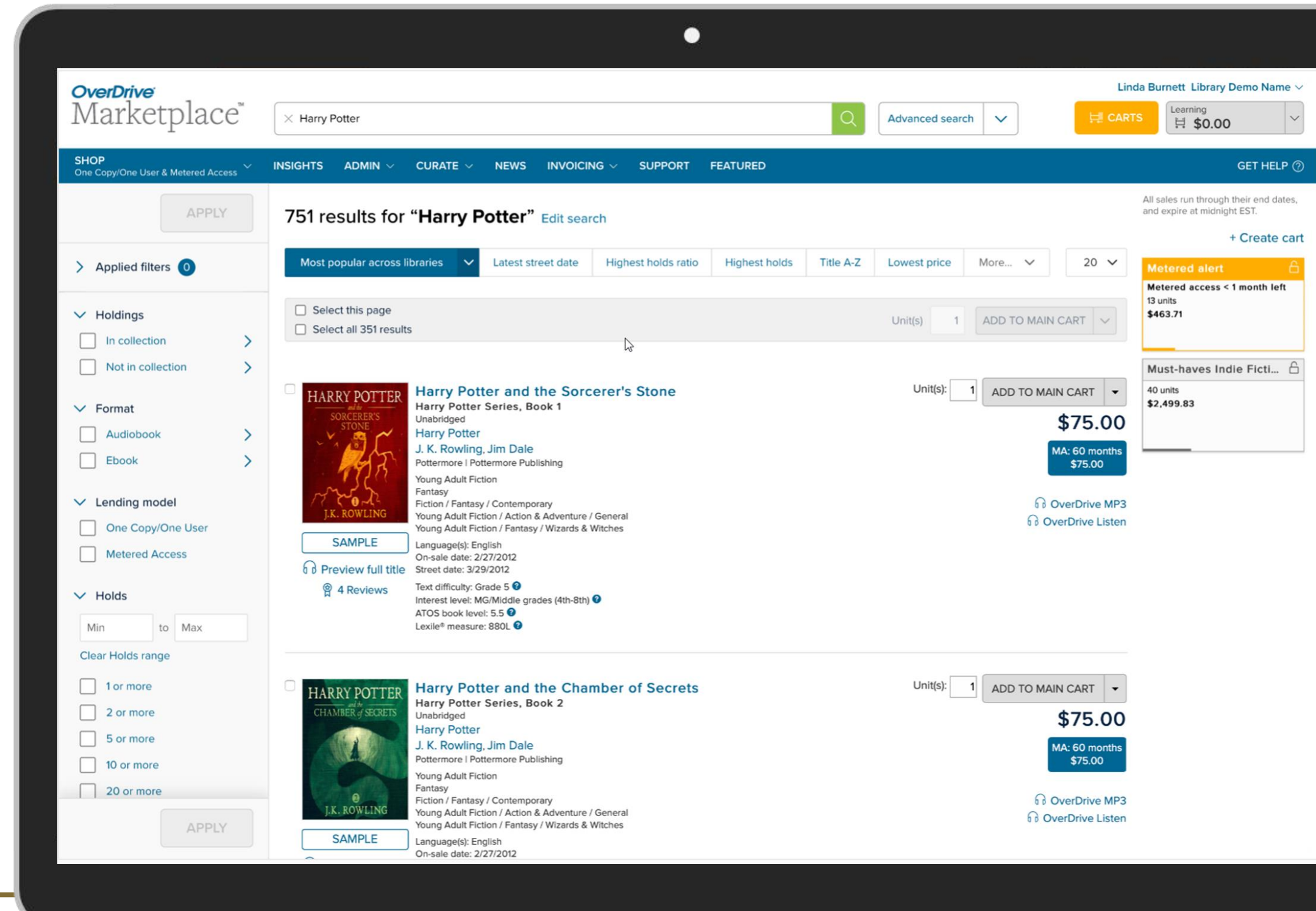
MARKETPLACE 2020

Early 2020

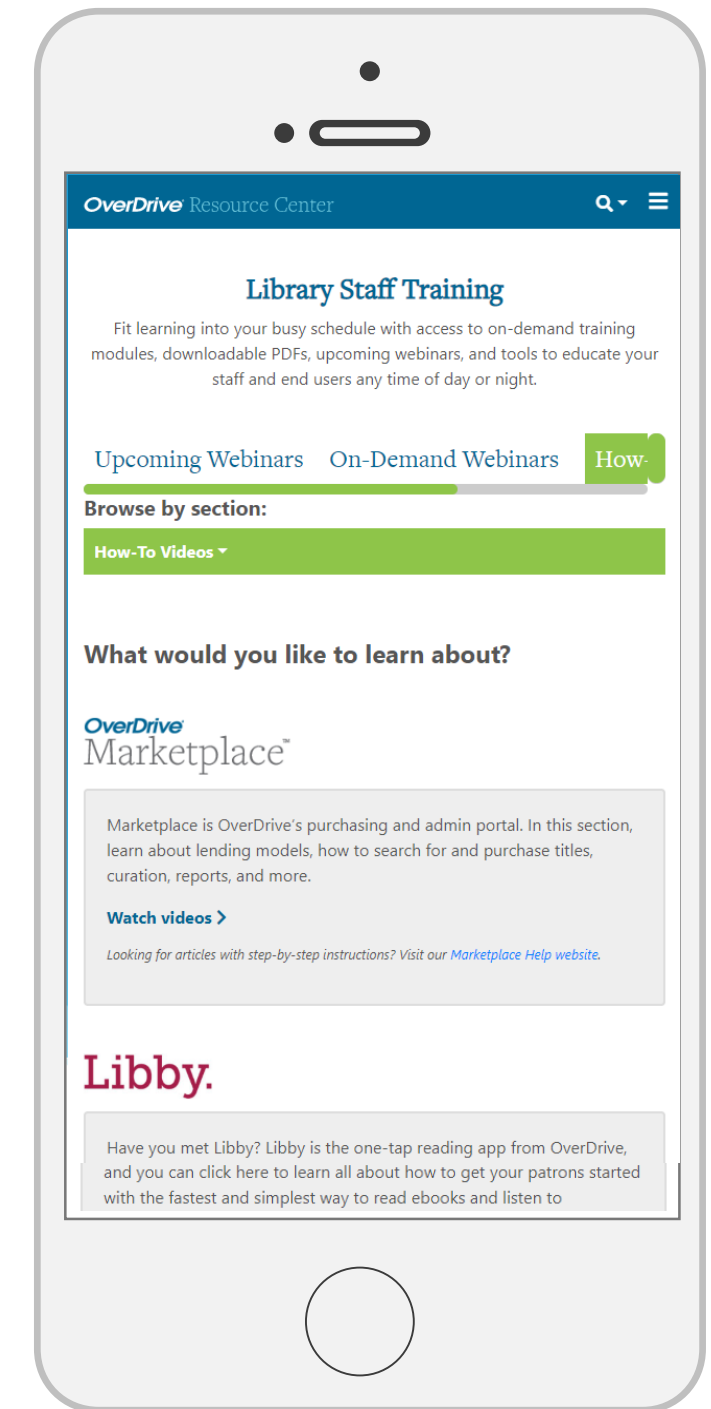
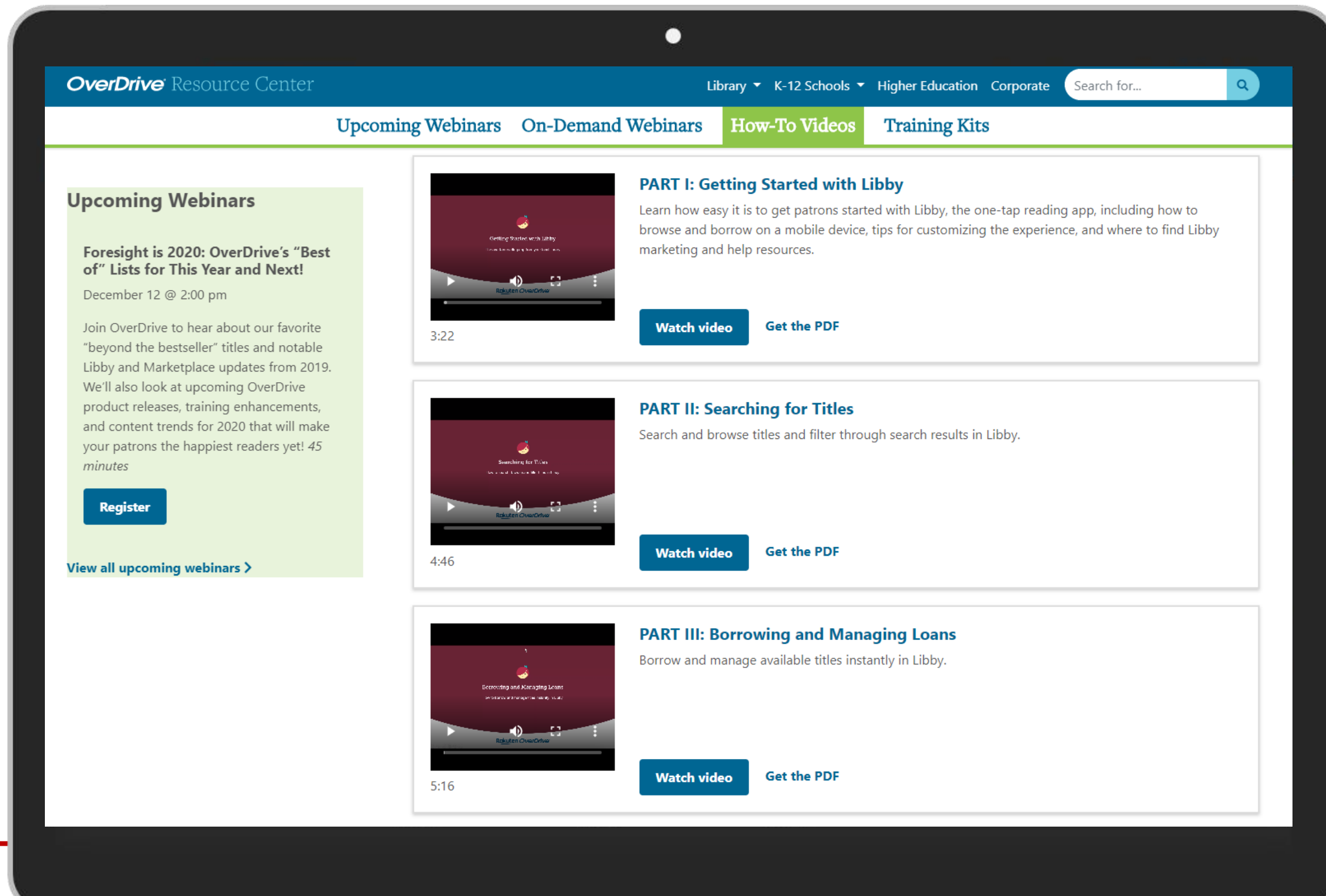
- New search features!
- Self-publisher is now in OC/OU & MA as “Indie authors”

One Copy/One User & Metered Access
Cost Per Circ
Simultaneous Use
Automate carts (OverDrive Insights)
Purchase content credit

Looking for self-published titles?
These titles are now combined within the main OC/OU & MA shopping section of Marketplace.
[Learn more about this change](#)



TRAINING ENHANCEMENTS



NEXT STEPS

1

Visit the
Resource
Center
for staff
training,
collection
development
lists, and
more

2

Share what
you learned
with library
staff and
end-users

3

Know your
Account
Manager's
name and
contact
information



WEST	EAST	INTERNATIONAL
Abbey Patton apatton@rakuten.overdrive.com NV, UT, AZ, NM, CO	Andy Bucher abucher@rakuten.overdrive.com AR, MS, AL, GA, FL	Claudia Weissman cweissman@rakuten.overdrive.com
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Rob Rando rrando@rakuten.overdrive.com WA, OR, ID, MT, WY, AK	Nick Kopera nkopera@rakuten.overdrive.com NJ, DE, MD, VA, NC, SC	WHO IS YOUR ACCOUNT MANAGER?
Dave Farrow dfarrow@rakuten.overdrive.com Canada	Todd Warhola twarhola@rakuten.overdrive.com OH, WV, PA	

HELP RESOURCES

Learn more

Visit resources.overdrive.com.

- Keep an eye out for 2020 webinar schedule.
- View our on-demand training modules.
- View our collection development lists.

Visit help.overdrive.com.

Visit help.libbyapp.com.

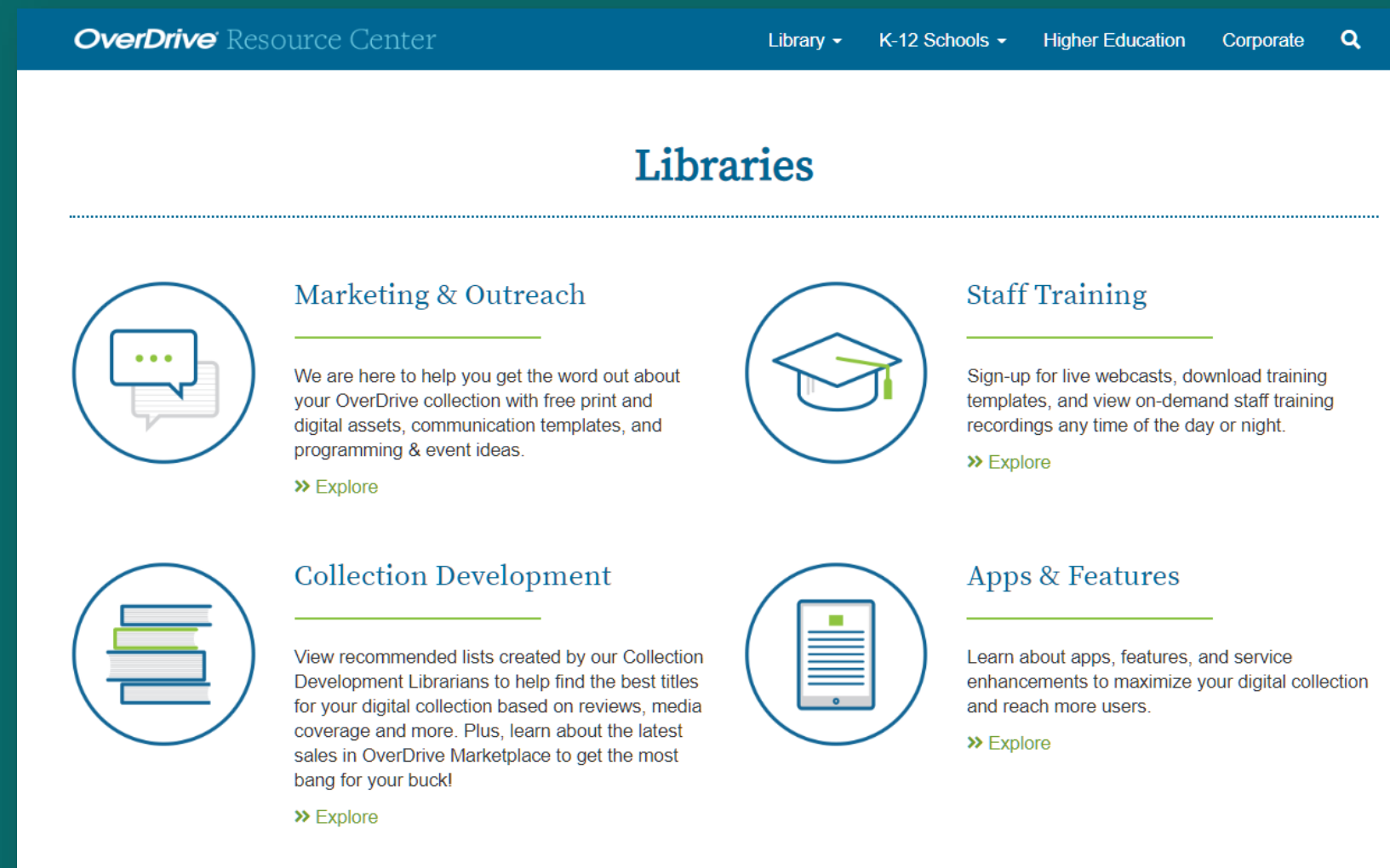
Visit help.marketplace.overdrive.com.

Contact us

Contact your Account Manager.

Email training@overdrive.com.

Follow us on social media.



The screenshot shows the OverDrive Resource Center website. The header includes the OverDrive logo and the text "Resource Center". Navigation links for "Library", "K-12 Schools", "Higher Education", and "Corporate" are visible, along with a search icon. The main content area is titled "Libraries" and features four categories, each with an icon, a description, and an "Explore" link:

- Marketing & Outreach**: We are here to help you get the word out about your OverDrive collection with free print and digital assets, communication templates, and programming & event ideas. >> Explore
- Staff Training**: Sign-up for live webcasts, download training templates, and view on-demand staff training recordings any time of the day or night. >> Explore
- Collection Development**: View recommended lists created by our Collection Development Librarians to help find the best titles for your digital collection based on reviews, media coverage and more. Plus, learn about the latest sales in OverDrive Marketplace to get the most bang for your buck! >> Explore
- Apps & Features**: Learn about apps, features, and service enhancements to maximize your digital collection and reach more users. >> Explore



EVALUATE THIS TRAINING

Your feedback is important to us!

Take a few minutes before you log off to fill out the training evaluation, available in the chat box.

Don't have the time right now?

Click the link below when you get the presentation PDF and fill it out later.

[OverDrive Training Evaluation](#)



THANK YOU

Rakuten
OverDrive[®]