Help Resources

Scenario-based best practices for helping new and existing users of your OverDrive service.
• **Getting started guides**  
  Ideal for helping new users.

• **Device profiles**  
  Device-specific resources separated by platform.

• **Videos**  
  Short how-to videos covering popular devices and more.

• **Troubleshooting**  
  Articles with specific error messages.

[help.overdrive.com](http://help.overdrive.com)  
[help.libbyapp.com](http://help.libbyapp.com)
Overview – OverDrive Marketplace

- **End-user support tools**
  Manage holds, return titles, reset downloads, merge barcodes.

- **Guides & Information**
  Links to Help and training resources.

- **General support form**
  Submit cases to OverDrive.

- **Personalized OverDrive contacts**
  Know who to contact and what for.

marketplace.overdrive.com/support
User scenarios

- Scenario
- Demonstration
- Follow-up tips
1. New user getting started

Tracy just purchased a new iPad. She wants to know how to get started with eBooks and audiobooks from the library.

Demo: OverDrive Help
Getting started with Kindle® eReaders

You can borrow Kindle Books (U.S. only) from your library, and deliver them wirelessly to your Kindle eReader.

**STEP 1**
Use a computer, tablet, or smartphone to open your library's digital collection. Find it using the OverDrive app or overdrive.com/libraries

**STEP 2**
In your library's digital collection, use the search filters to find and borrow an eBook that's available in the Kindle Book format.

**STEP 3**
From your Loans page, select Read now with Kindle. You'll be taken to Amazon's website to complete your checkout.

**STEP 4**
On Amazon's website, follow the on-screen prompts to "Get library book" and wirelessly deliver it to your Kindle eReader. You'll need to sign into (or create) an Amazon account to complete this process.

NOTE: Your Kindle eReader must have a Wi-Fi internet connection to download library Kindle Books from Amazon. If you don't have a Wi-Fi connection, you will need to transfer the Kindle Book to your Kindle eReader via USB.

Once you deliver a library Kindle Book to your Kindle eReader, it works like any other Kindle Book.

For more help, visit help.overdrive.com

resources.overdrive.com
Helpful questions for new users

• What kinds of titles are you interested in borrowing?
  • eBooks, audiobooks, video

• What device do you have?
  • Computer, phone, tablet, eReader

• Do you know your app store login?

• Have you downloaded an app to this device before?
Stephen is experiencing an error while downloading an eBook to the OverDrive app for Android. It reads “E_LIC_ALREADY_FULFILLED_BY_ANOTHER_USER.”
3. User with Libby questions

Jim has limited space on his iPhone and wants to know how to manage downloads in Libby.

Demo: Libby Help
Go to  > Feedback to contact us:

- Submit feedback via a short survey.
- Visit the Libby Help website for FAQs and info on how Libby works.
- If you need more help, contact the OverDrive Support team via the Libby Support Form.

[help.libbyapp.com](http://help.libbyapp.com)
Lucy wants to return an eBook before the end of the lending period so that she can free up another checkout. She is unable to figure this out on her own and comes to the library for help.
Which formats can a user return early?

**Can return early**
- OverDrive Read
- EPUB eBooks
- PDF eBooks
- Kindle Books
- OverDrive Listen
- MP3 audiobooks*
- Open EPUB eBooks**

*Not available on Mac computers
**OverDrive app only

**Cannot return early**
- Open PDF eBooks
- Video

Read [this Help article](#) for specific instructions on how to return a title early.
5. User lost library card

Sarah lost her library card and would like her digital checkouts, holds, and wish list items to be transferred to the new card.

Demo: OverDrive Marketplace
End user support tools
Merge user IDs

Support

End-user support

- **MANAGE HOLDS**: Move or cancel a user's hold on a title.
- **RETURN TITLES**: Return a title from a user's account before the end of the lending period.
- **MERGE USER IDS**: Merge a user's original and new IDs.
- **RESET DOWNLOADS**: Reset a user's download link.

Help and resources

- **MARKETPLACE HELP**: Questions about Marketplace? Search our help system.
- **OVERDRIVE HELP**: Find answers to end-user questions about your OverDrive website, the OverDrive app, device compatibility, digital formats, and more.
- **OVERDRIVE RESOURCE CENTER**: Access marketing materials, staff training, collection development help, FAQs about OverDrive products and services, and more.
- **LIVE WEBCASTS**: Register for live webcasts about Marketplace and a variety of other OverDrive topics.
6. Partner needs more help

Dave has looked on OverDrive Help for more information on the error a patron is experiencing, but can’t find a solution. He wants to contact OverDrive to report the issue.
User and library staff are unable to resolve issue

Helpful info:
- End-user name
- End-user email
- End-user barcode
- Format
- Titles
- Error message text
- Operating system
- Browser
- App
- Device
- Device model
- Screenshots
Recap

OverDrive Help
- Onboard new users
- Find device-specific info
- Review getting started instructions and videos
- Troubleshoot specific error messages

Resource Center
- Printable getting started guides

Libby Help
- Answers to frequently asked Libby questions

OverDrive Marketplace
- Manage user holds
- Return titles for user
- Reset download links
- Merge barcodes
- Contact OverDrive for assistance
Next steps

Support resources

- help.overdrive.com
- help.libbyapp.com
- resources.overdrive.com
- marketplace.overdrive.com/Support

"Contact your OverDrive administrator to request a login."

Contact us

- Contact your Account or Content Specialist.
- Email training@overdrive.com.
- Follow us on social media: