



Presented by
Courtney Sveda

Help Resources

Scenario-based best practices for helping new and existing users of your OverDrive service

Overview – OverDrive Help sites

Getting started guides

Ideal for helping new users.

Device profiles

Device-specific resources separated by platform.

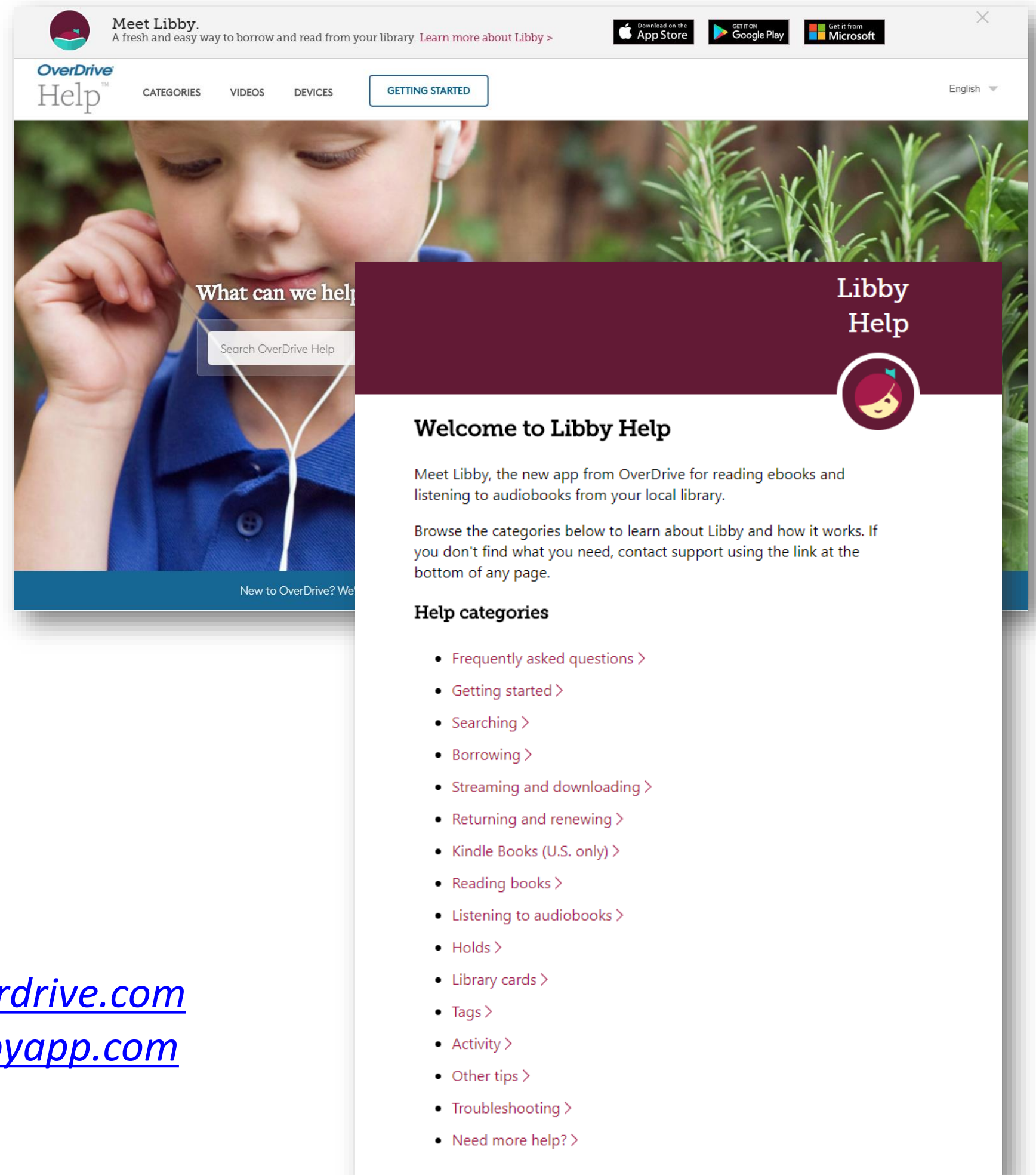
Videos

Short how-to videos covering popular devices and more.

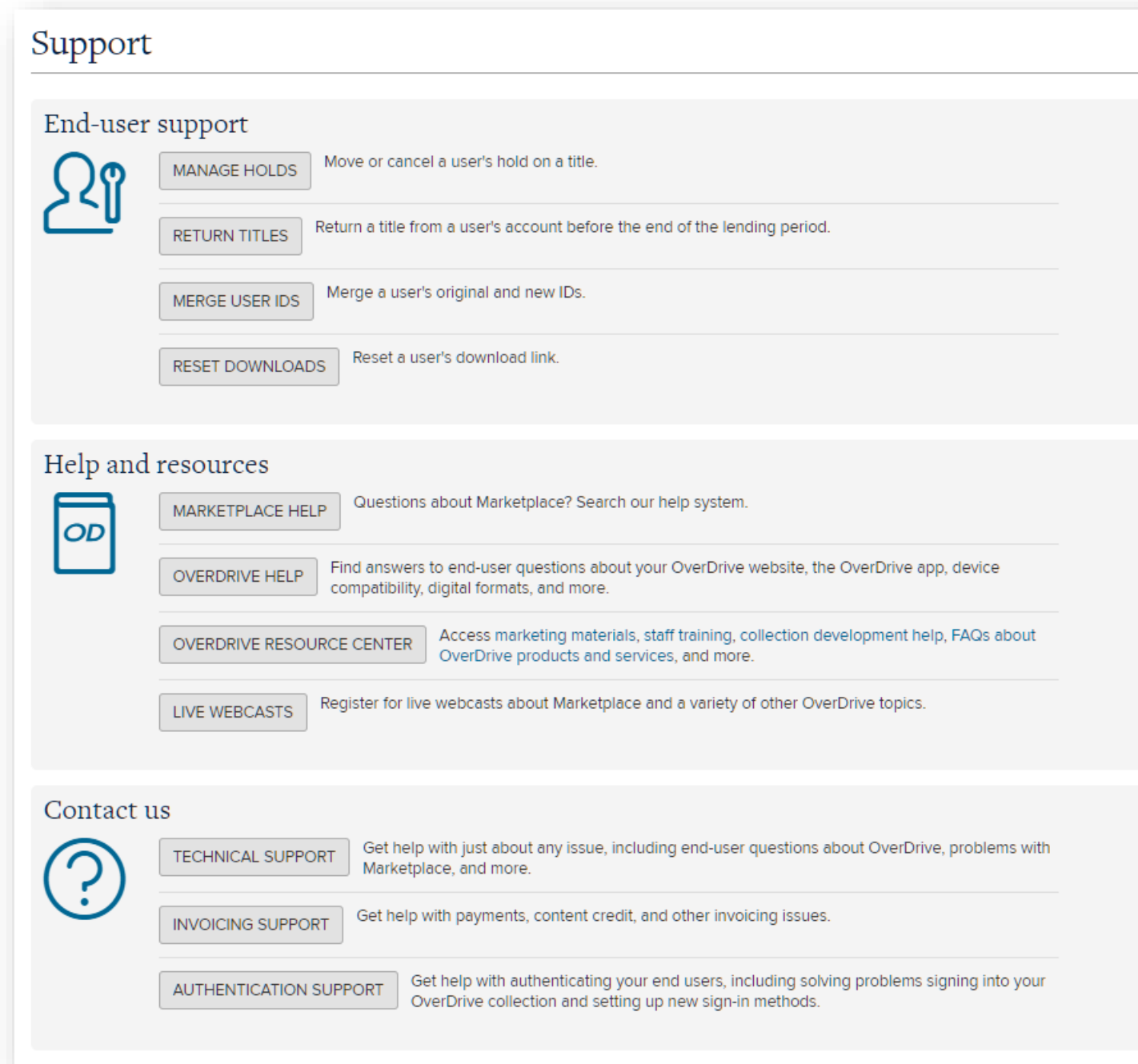
Troubleshooting

Articles with specific error messages.

help.overdrive.com
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

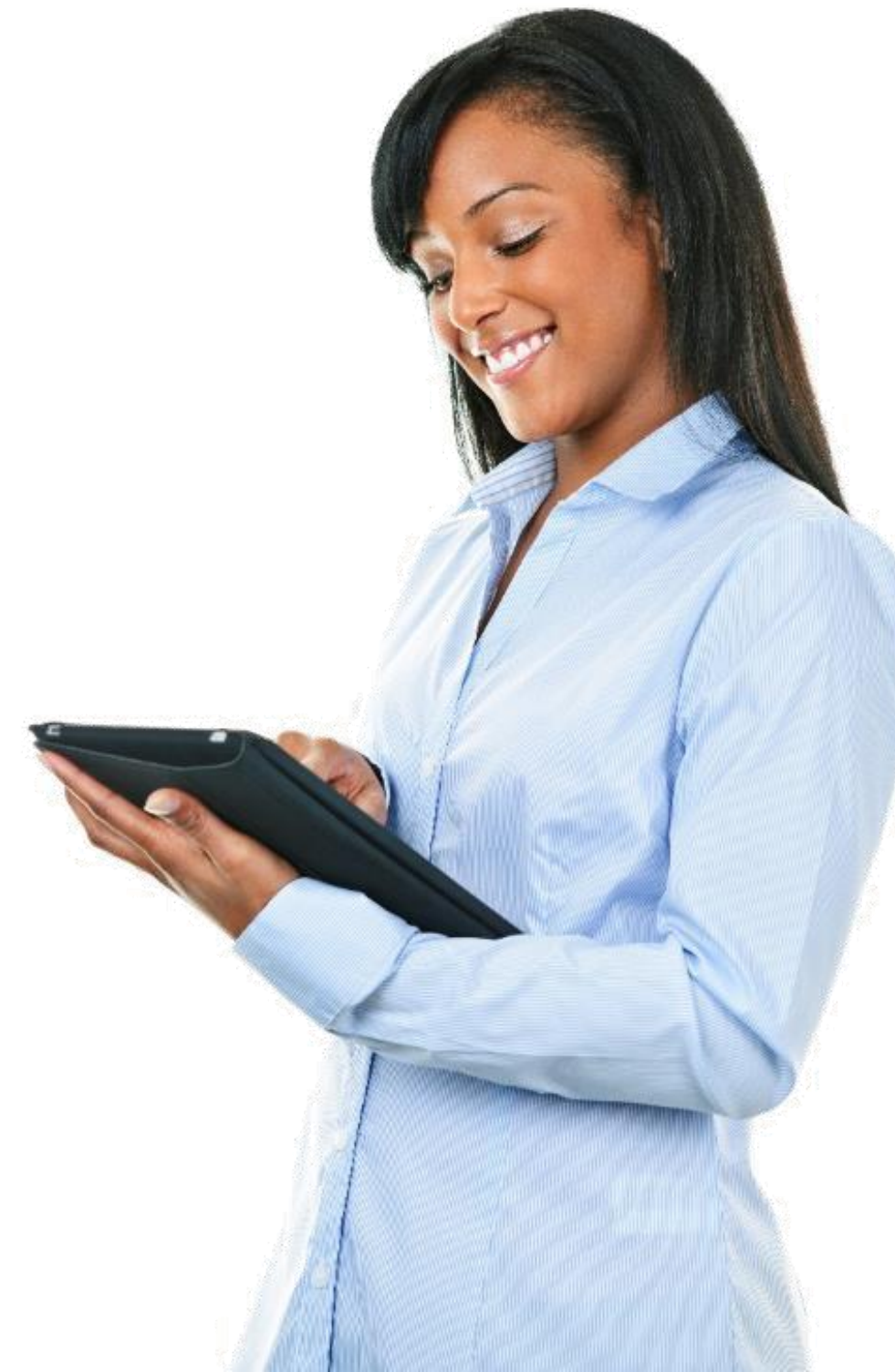
Demonstration

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.



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: Resource Center &
OverDrive Help**



Resource Center Getting Started Guides

OverDrive Resource CenterLibrary ▾K-12 Schools ▾Higher EducationCorporateSearch for...

Marketing & Outreach

Get the word out about your OverDrive digital library with our free resources below to print, distribute, or share digitally.

..... **Print-Ready** Digital Events Communication Videos

Use our icons to see what's included in our kits:

- 🔖 – Bookmarks
- 📄 – Posters, flyers, & other print assets
- 💻 – Website/Social Media Graphics
- 📖 – Instructions/Guides
- 😊 – Stickers/Tattoos
- 👕 – Wearables

Click the arrows to view more resources in each section or select "See All" to expand for additional options.

Trending Now

Big Library Read Marketing Kit

Autumn Marketing Kit

German Marketing Kit

Essentials

8 items | [see all](#)

"Try Libby" Marketing Kit

"Try Libby" Getting Started G...

"Try Libby" Table Tent

Getting started with Libby

Libby is made possible by your local library and built with ♥ by OverDrive.

The Libby app is the easiest way to get started with digital books, audiobooks, and magazines from your public library!

- 1 Install the Libby app from the app store on your Android, iOS (iPhone/iPad/iPod touch), or Windows 10 device.
- 2 In Libby, follow the prompts to find your library and sign in with a valid library card.
- 3 Browse your library's collection and borrow a title.
- 4 Borrowed titles appear on your Shelf and download to the app automatically when you're on Wi-Fi so you can read them when you're offline.

From your Shelf, you can:

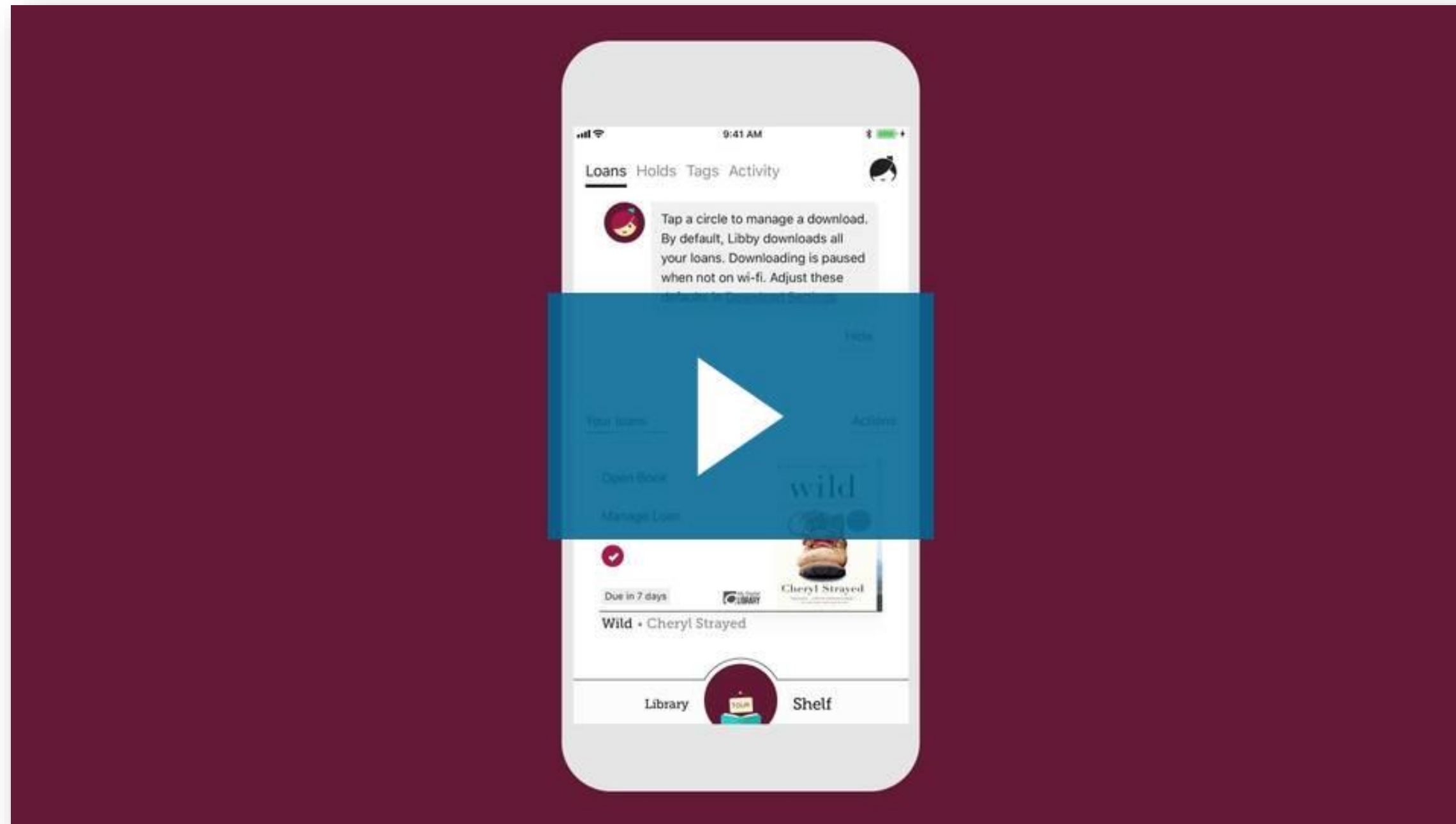
- Tap **Open Book**, **Open Audiobook**, or **Open Magazine** to start reading or listening.
- Tap **Manage Loan** to see options like **Renew**, **Return**, or **Send to Device** to send a book to Kindle (U.S. libraries only).

Happy reading!

If you can't get Libby on your device, you can try using the original OverDrive app. For more help, visit help.overdrive.com.

Promotional and help videos

Learn how to navigate, borrow titles, and start reading in less than 2 minutes.



Promotional: resources.overdrive.com/library/marketing-outreach-videos

Help: help.overdrive.com/customer/portal/articles/2903768

Helpful questions for new users

What device do you have?

- *Computer, phone, tablet, ereader*

What kinds of titles are you interested in borrowing?

- *ebooks, audiobooks, video, magazines*

Do you know your app store login?

Do you have a library card?



2

User lost library card

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



2

User lost library card

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

Demo: OverDrive Marketplace
End user support tools



Merge user IDs

The screenshot shows the OverDrive Marketplace website. At the top, there is a navigation bar with the OverDrive Marketplace logo, a search bar, and a language selector. Below the navigation bar, the 'SUPPORT' link is circled in green. The main content area is titled 'Support' and contains two sections: 'End-user support' and 'Help and resources'. In the 'End-user support' section, the 'MERGE USER IDs' button is circled in green. The 'Help and resources' section contains links to 'MARKETPLACE HELP', 'OVERDRIVE HELP', 'OVERDRIVE RESOURCE CENTER', and 'LIVE WEBCASTS'.

OverDrive Marketplace™ Shop the HOLIDAY SPECTACULAR Sale


English ▼ Brian

Search

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

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.

User with Libby questions

Greg found a book when browsing the digital library website, but he's not seeing it when browsing the collection in Libby.



User with Libby questions

Greg found a book when browsing the digital library website, but he's not seeing it when browsing the collection in Libby.

Demo: Libby Help



Libby Help & Support

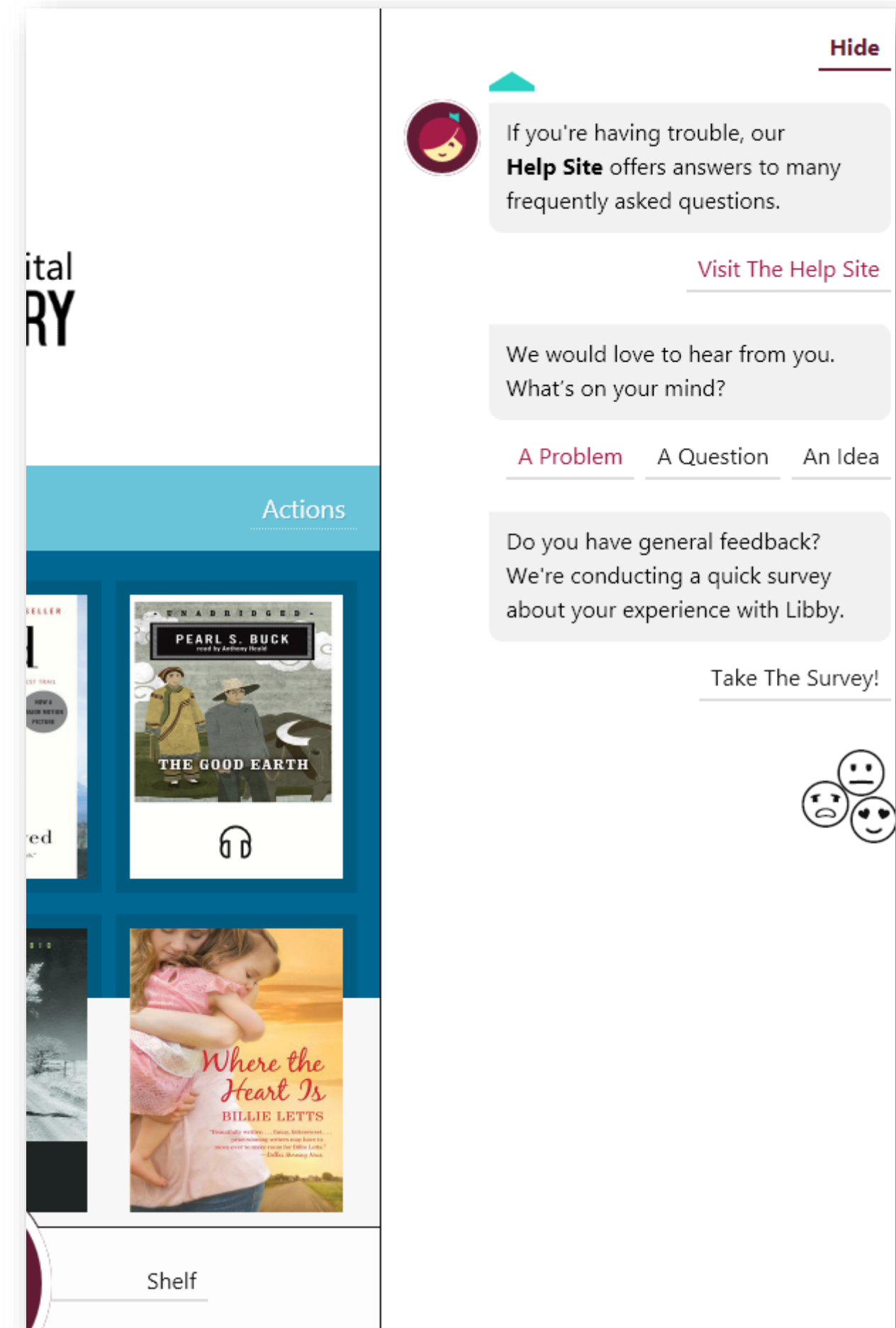
Go to  > Help & Support to contact us:

Visit the Libby Help website for FAQs and info on how Libby works.

Encourage patrons to contact the OverDrive Support team if you are experiencing any problems.

Submit questions, ideas, and general feedback.

help.libbyapp.com



4

User receiving an error

A user visits the library to ask for help.
“The app is broken. Please fix it!”



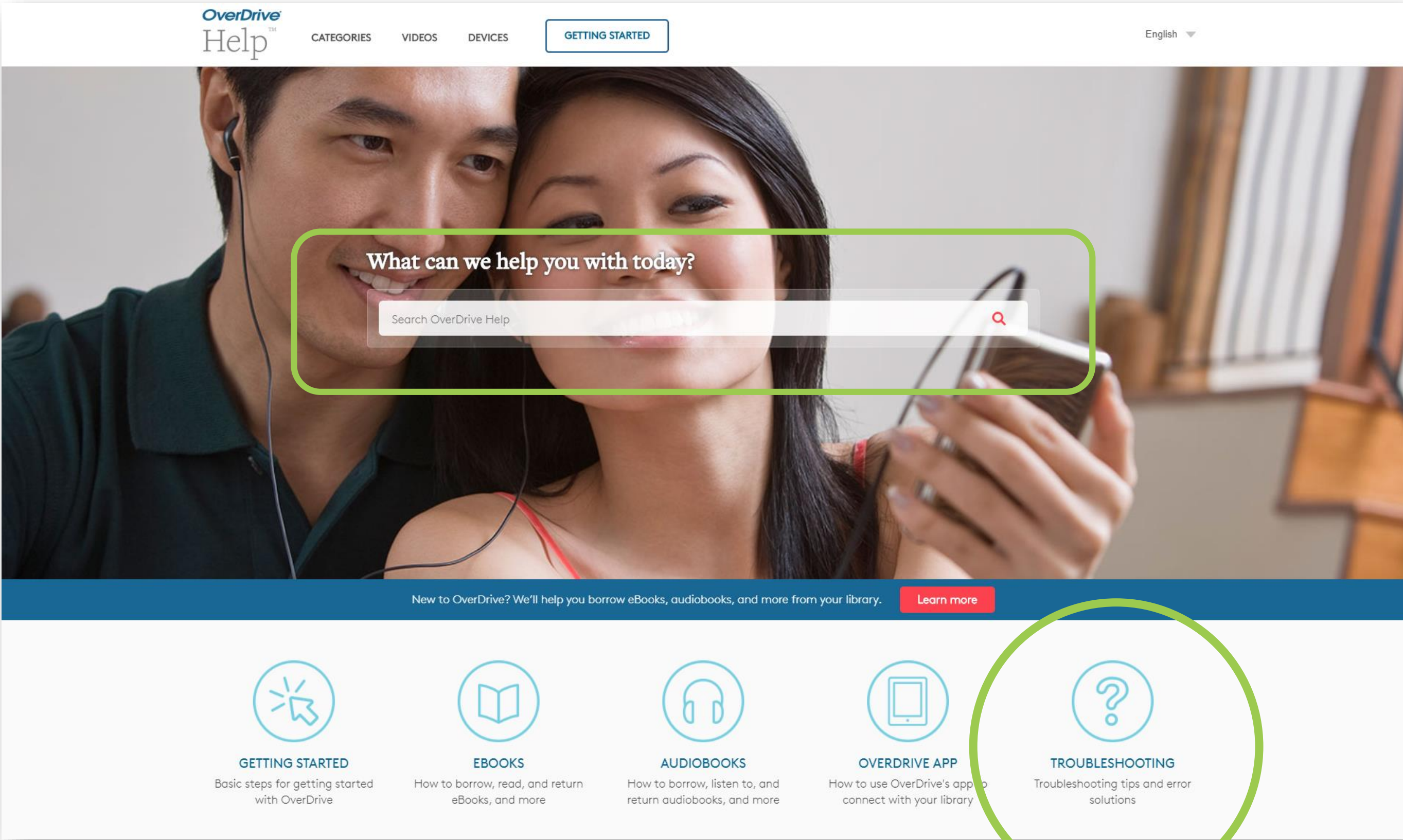
4

User receiving an error

A user visits the library to ask for help.
“The app is broken. Please fix it!”

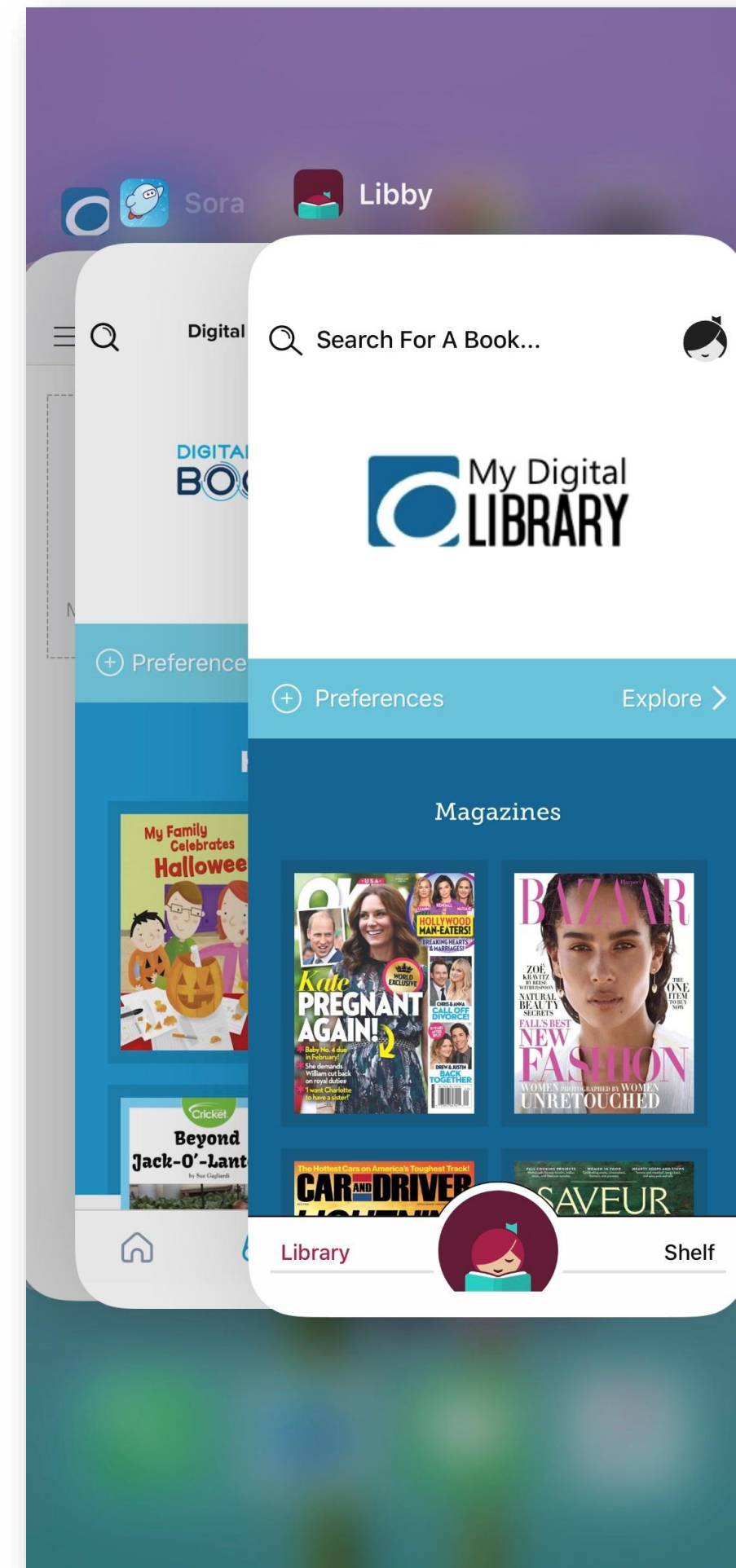
Demo: OverDrive Help

Troubleshooting – OverDrive Help



General troubleshooting steps

1. Check for updates to the app you're using.
2. Close the app completely by swiping it from your app switcher or apps list.
3. Restart your device.
4. Contact support for more help.



Partner needs more help



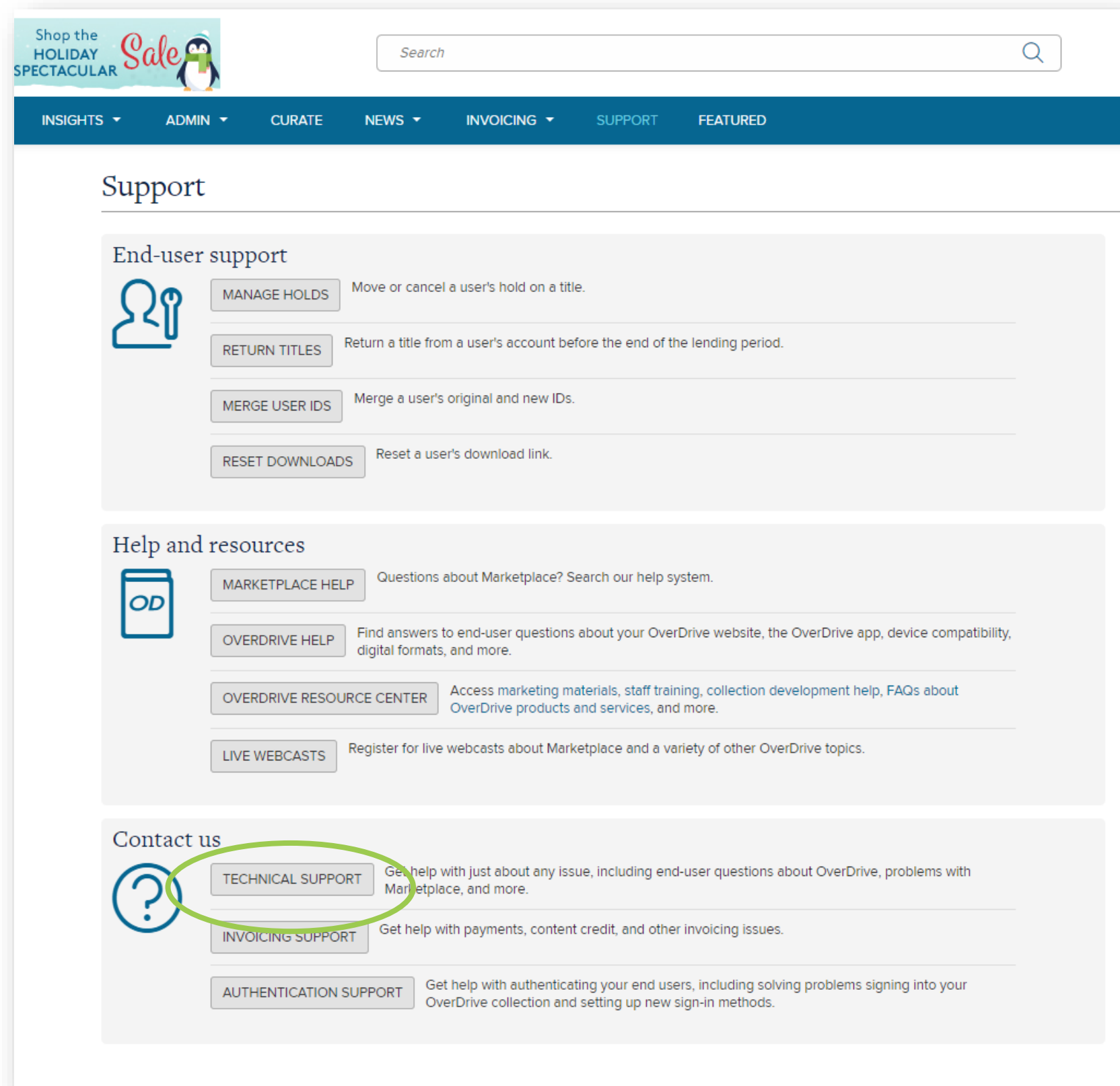
Dave has looked on Libby Help and OverDrive Help for more information on the error a patron is experiencing, but can't find a solution. He wants to contact OverDrive to report the issue.



Dave has looked on Libby Help and 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.

**Demo: OverDrive Marketplace
Support tab**

User and library staff are unable to resolve issue



Helpful info:

Steps the user took

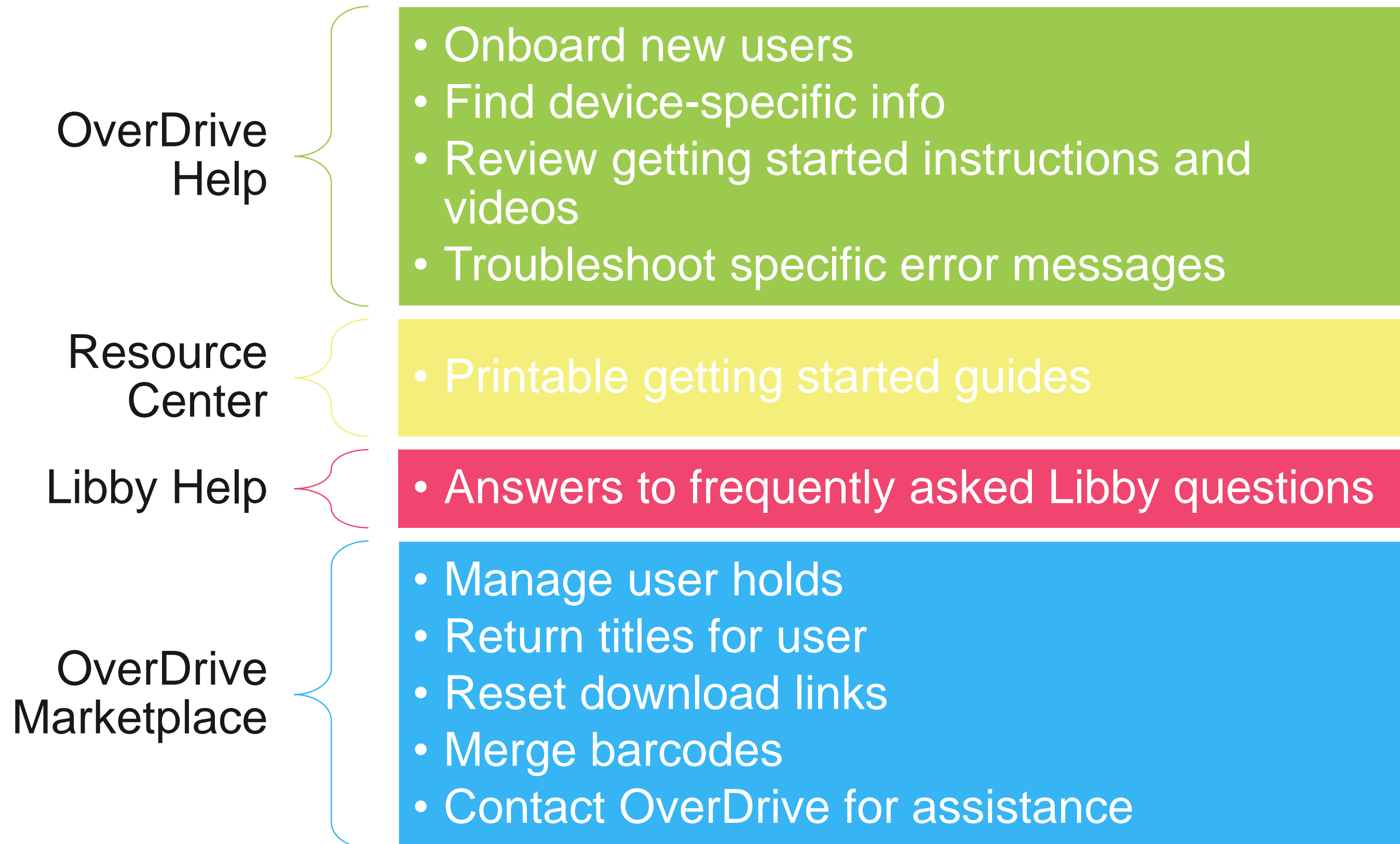
Exact error message text

Device information

Screenshots

Reply to your confirmation email.

Recap



Next steps

Support resources

help.overdrive.com

help.libbyapp.com

resources.overdrive.com

marketplace.overdrive.com/Support

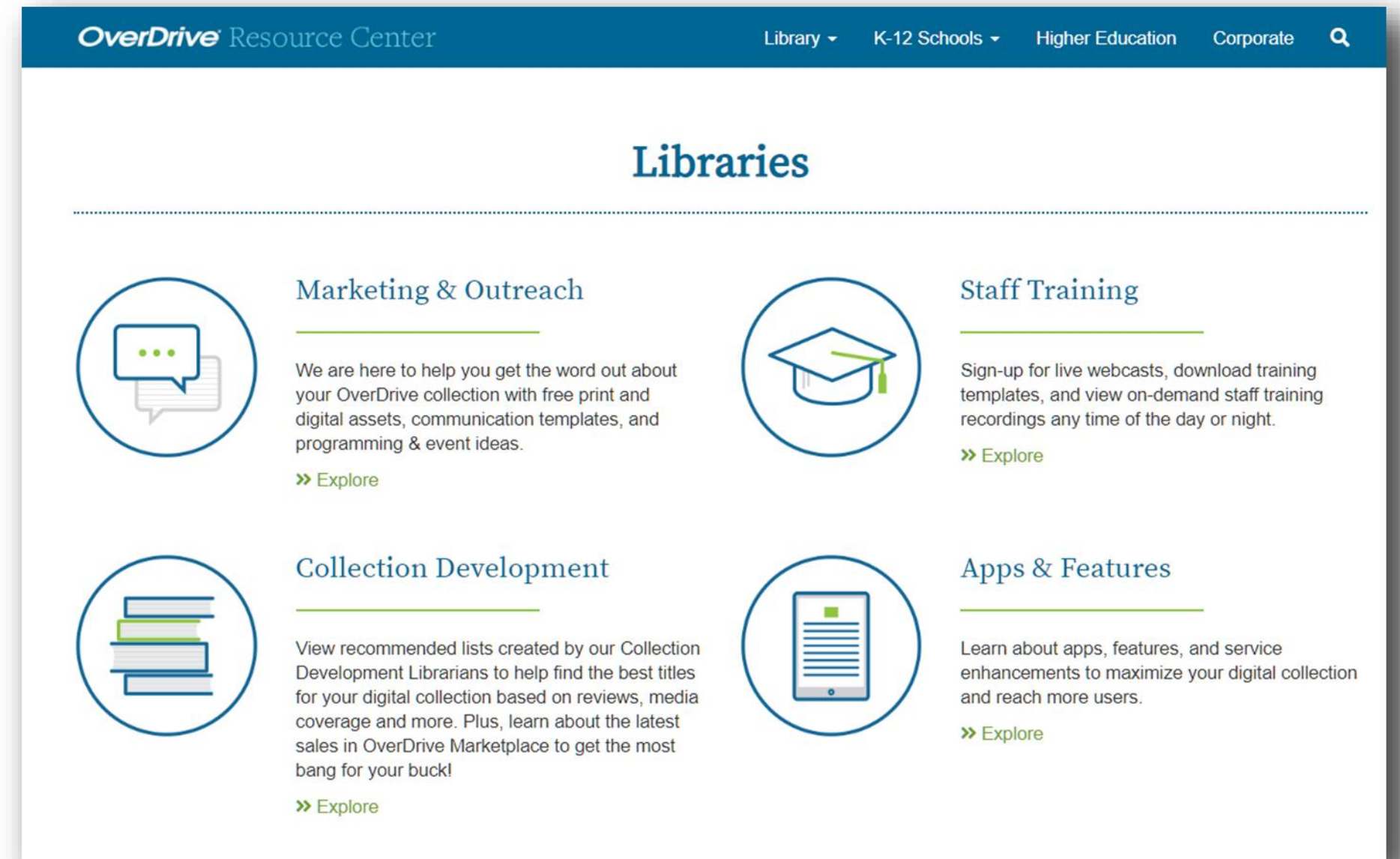
Contact your OverDrive administrator to request a login.

Contact us

Contact your Account Manager.

Email training@overdrive.com.

Follow us on social media.



THANK YOU

Rakuten
OverDrive[®]