Presented by
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Help Resources

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

Rakuten OverDrive®

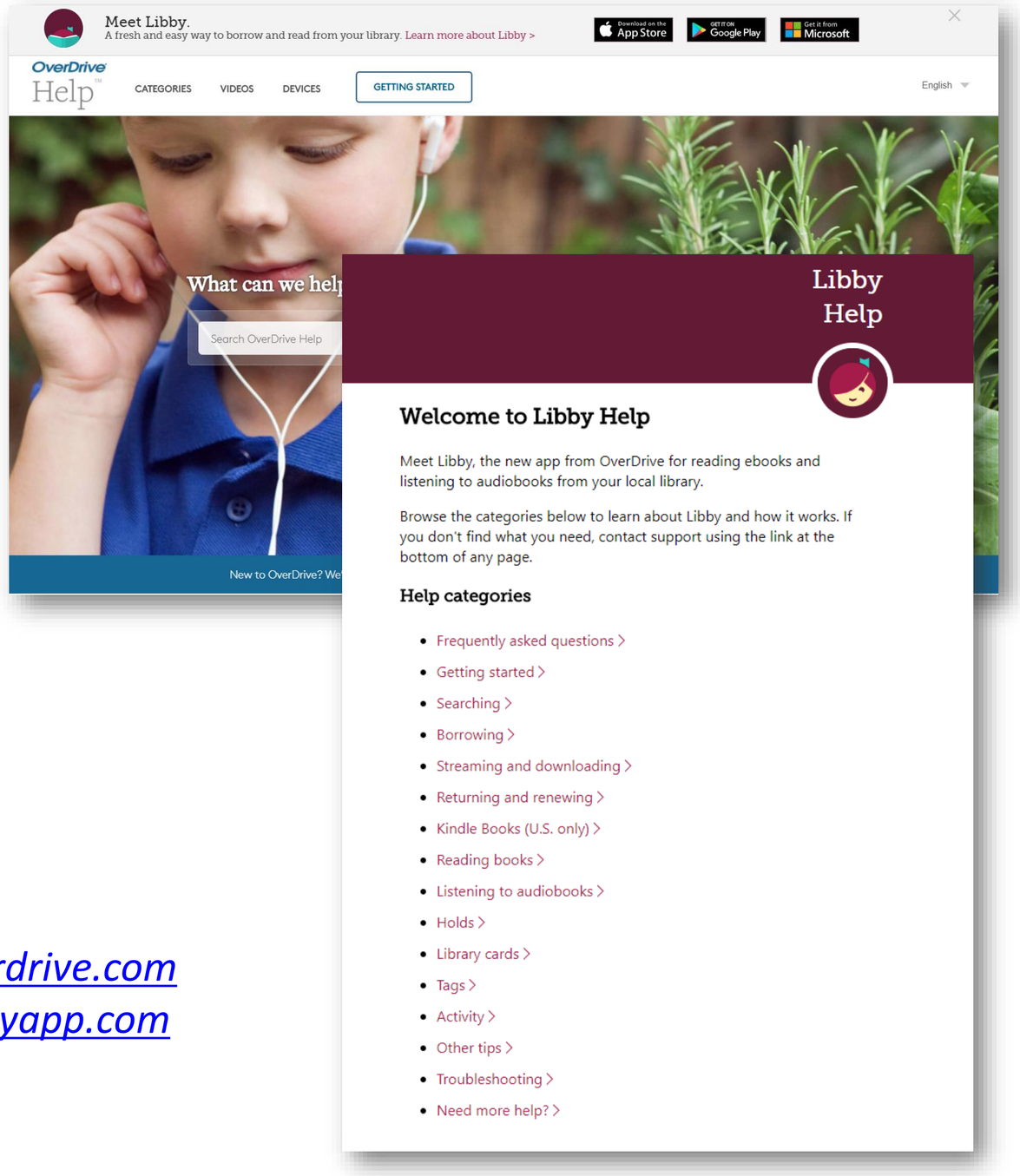
Overview – OverDrive Help sites

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.

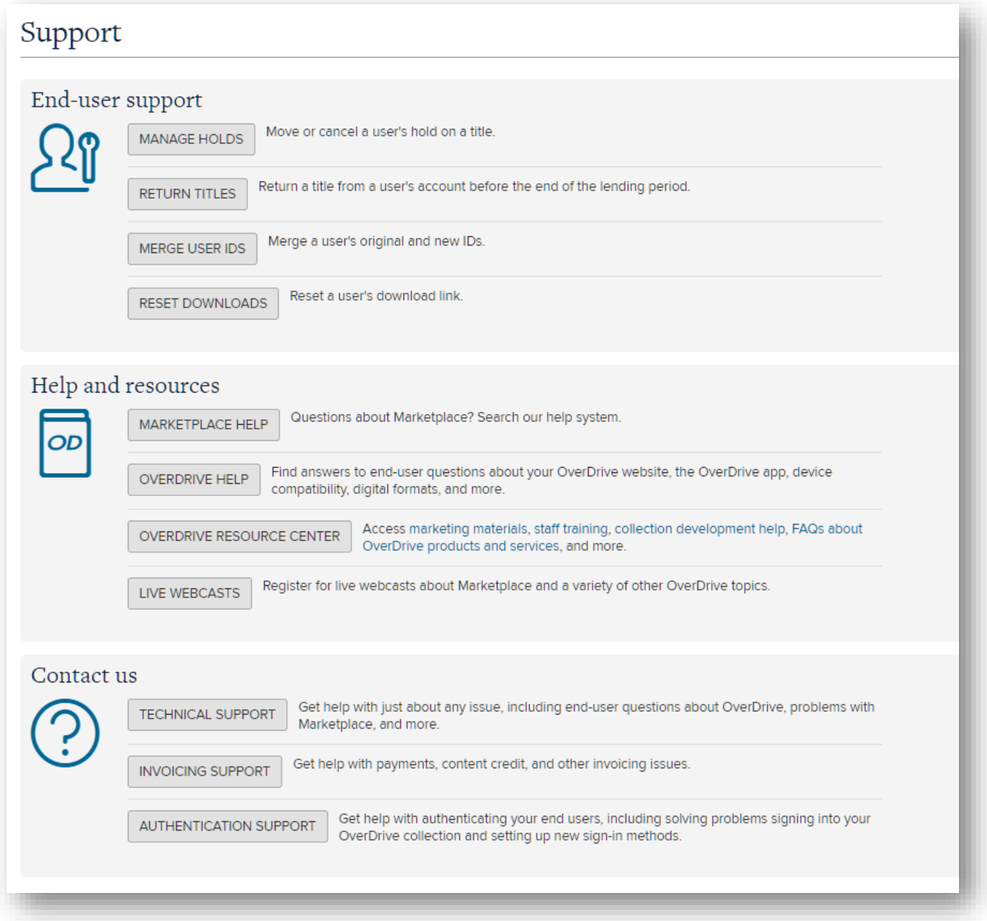
Troubleshooting
Articles with specific error messages.



help.overdrive.com
help.libbyapp.com

Rakuten OverDrive

Overview – OverDrive Marketplace



marketplace.overdrive.com/support

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.

User scenarios

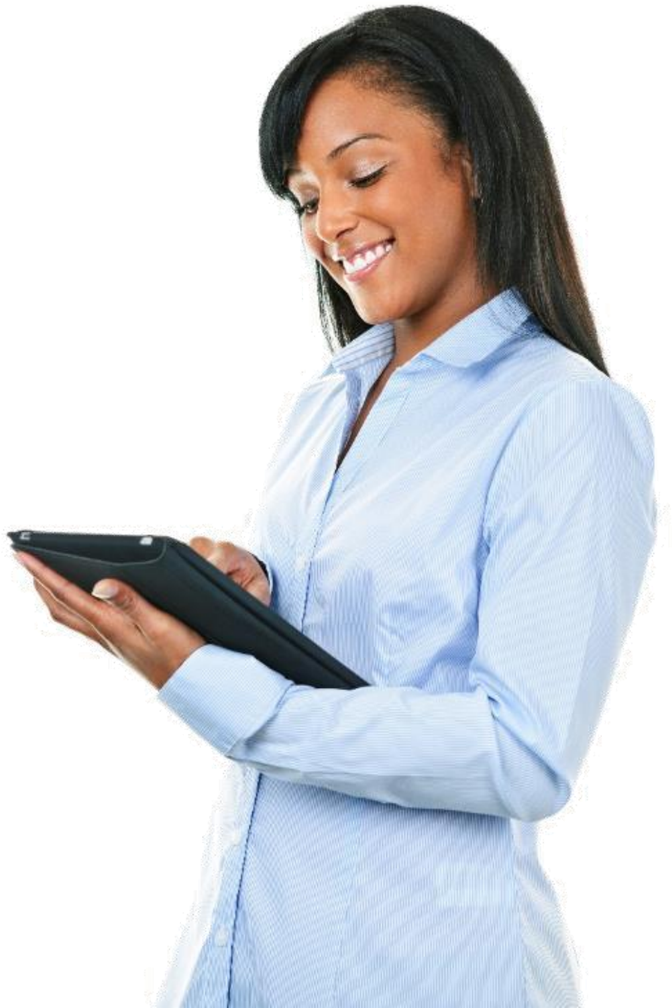
Scenario

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.



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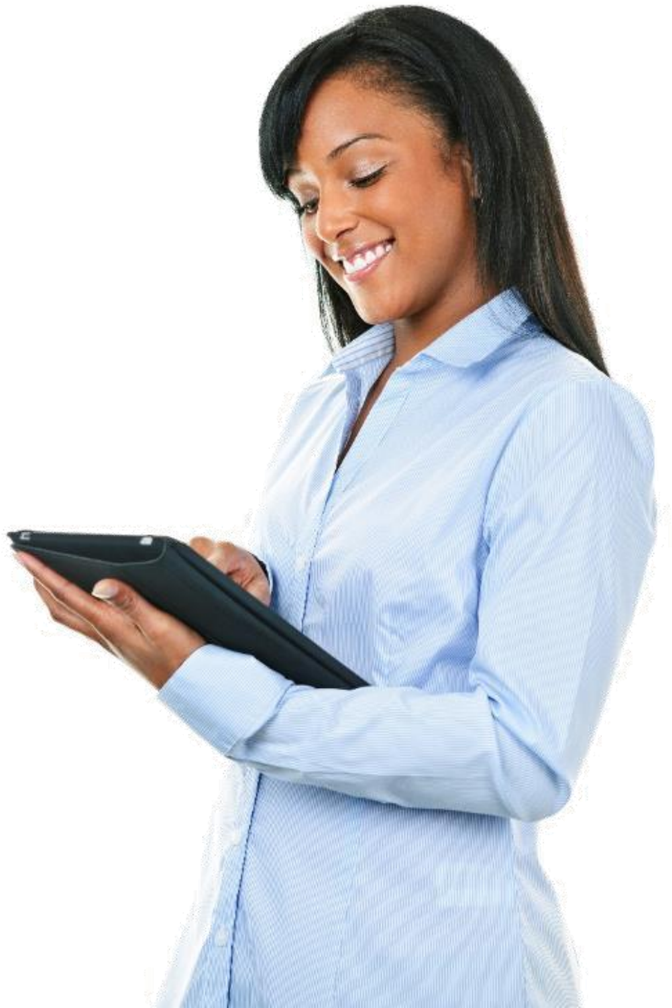
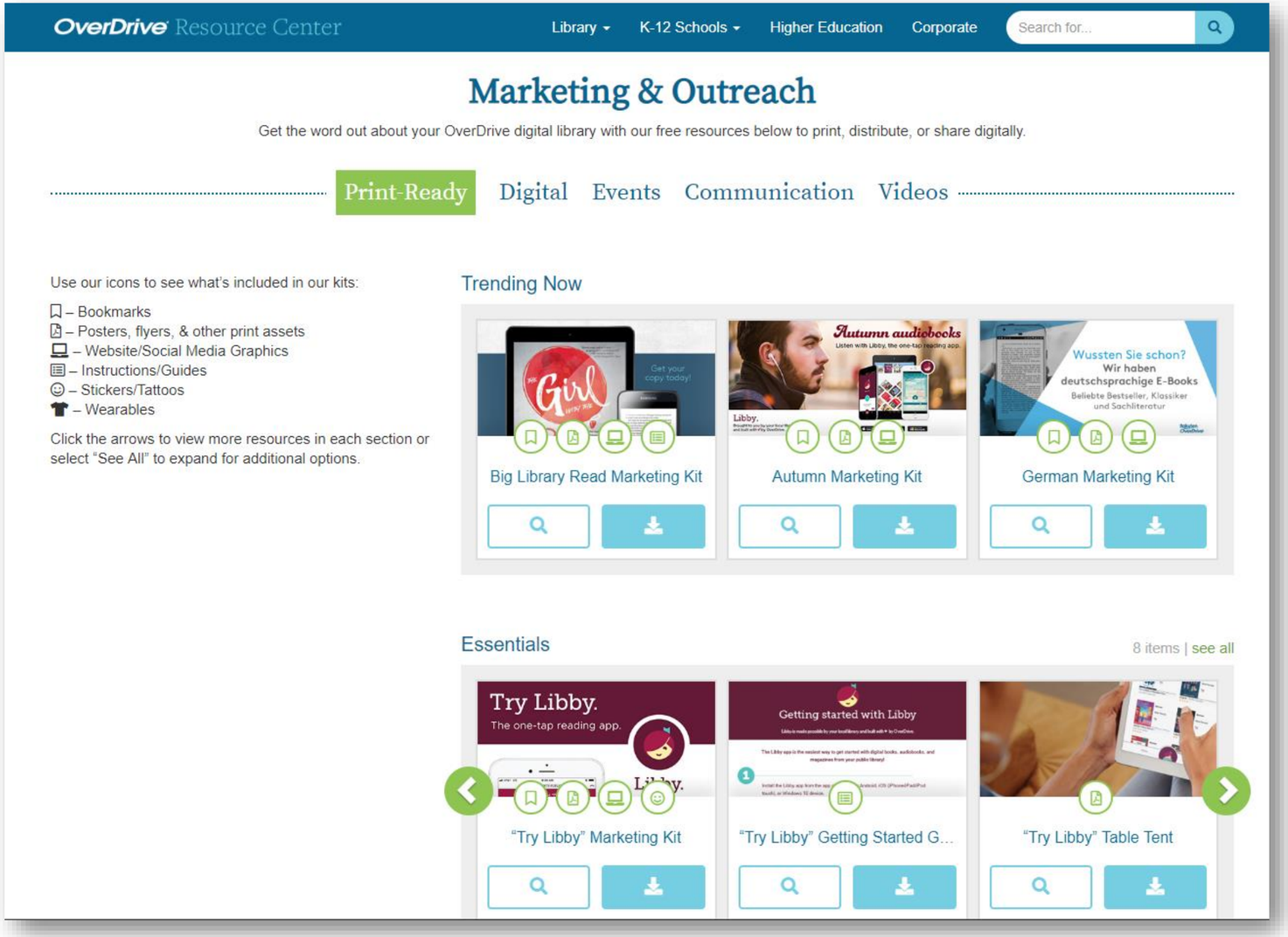
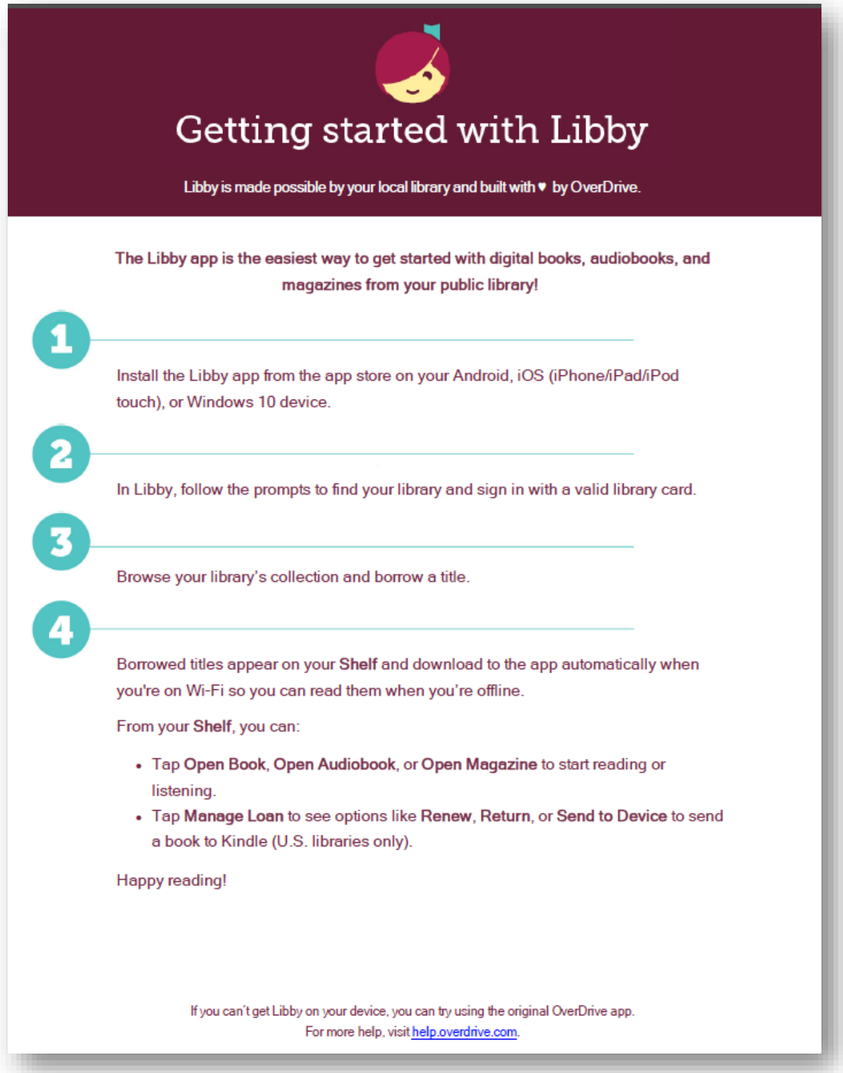
Demo: Resource Center & OverDrive Help



Resource Center Getting Started Guides





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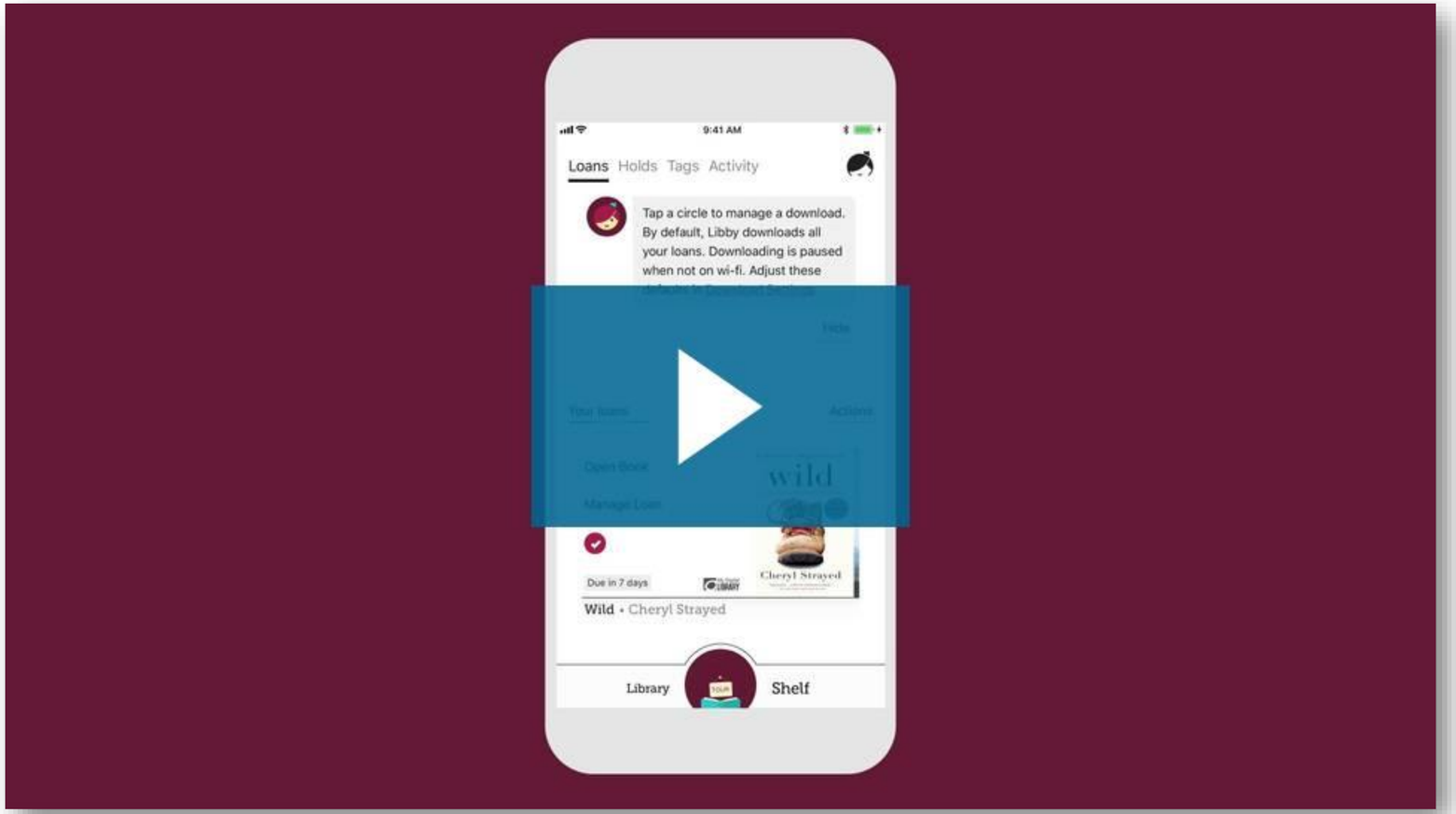
resources.overdrive.com

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

Rakuten OverDrive

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.

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Demo: OverDrive Marketplace
End user support tools

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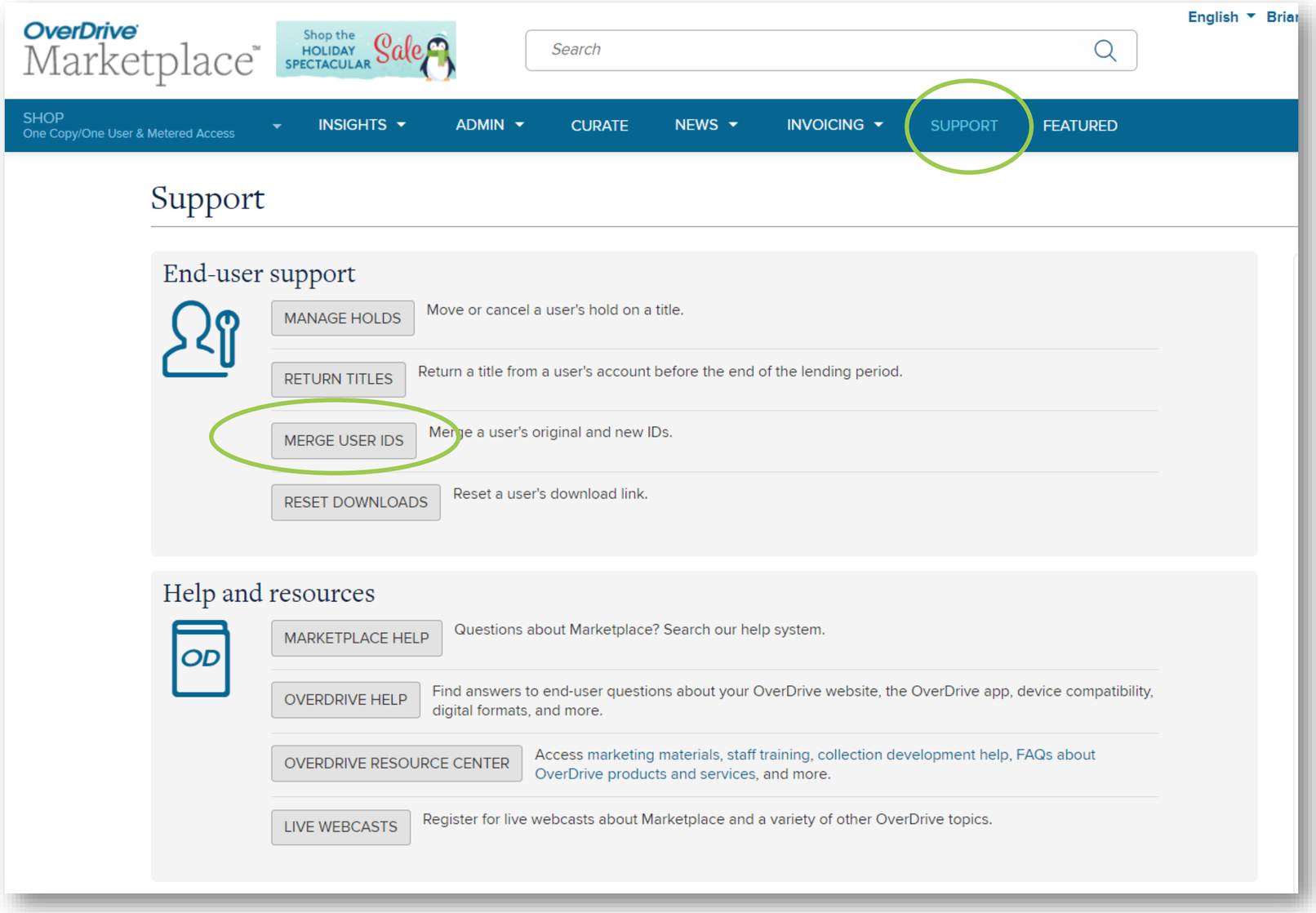
Merge user IDs



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3

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.

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3

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Demo: Libby Help

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Libby Help & Support

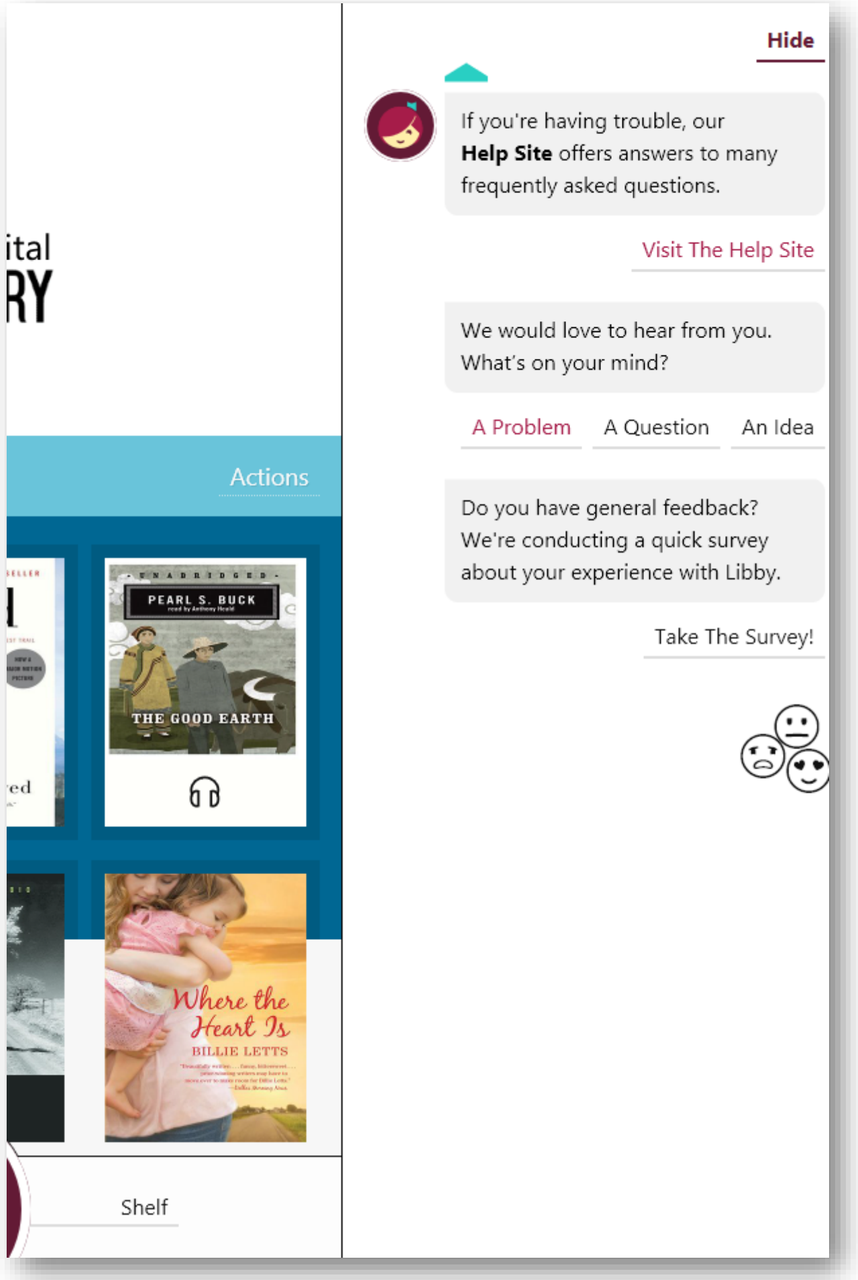
Go to > Help & Support to contact us:

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.

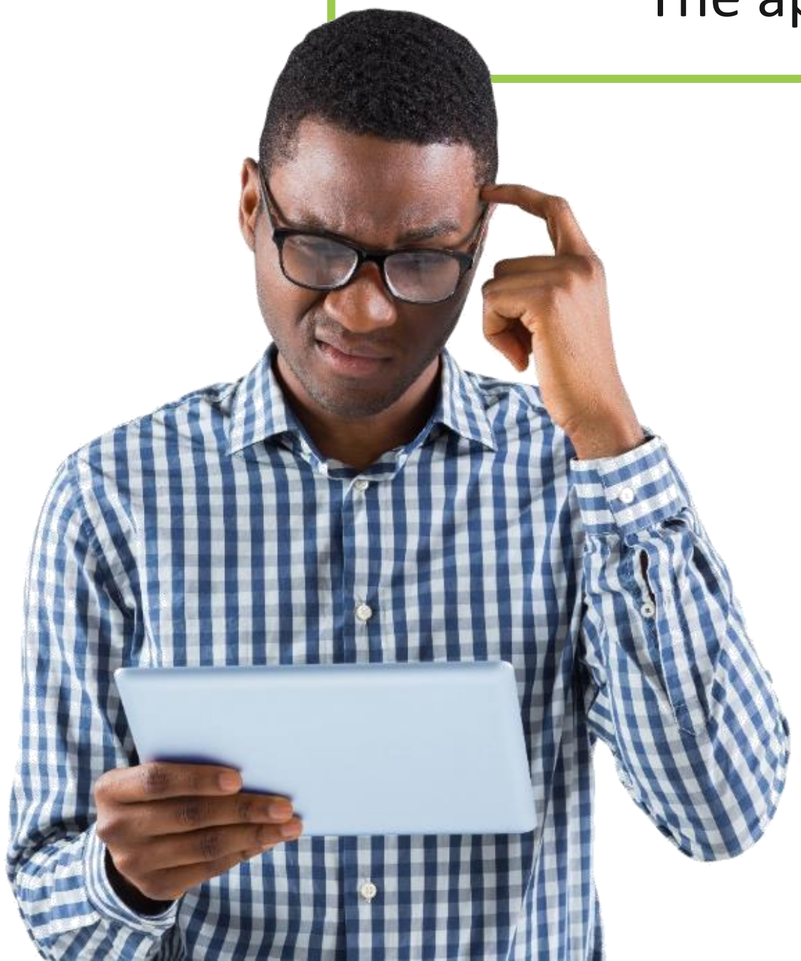
help.libbyapp.com



4 User receiving an error

A user visits the library to ask for help.

“The app is broken. Please fix it!”



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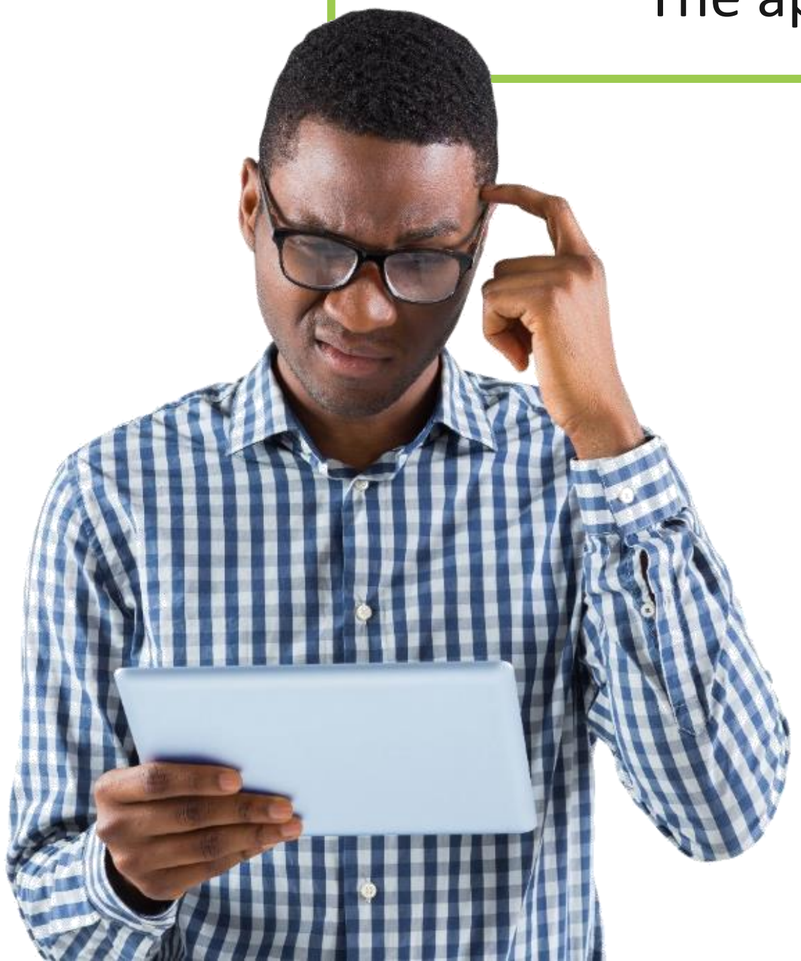

Demo: OverDrive Help

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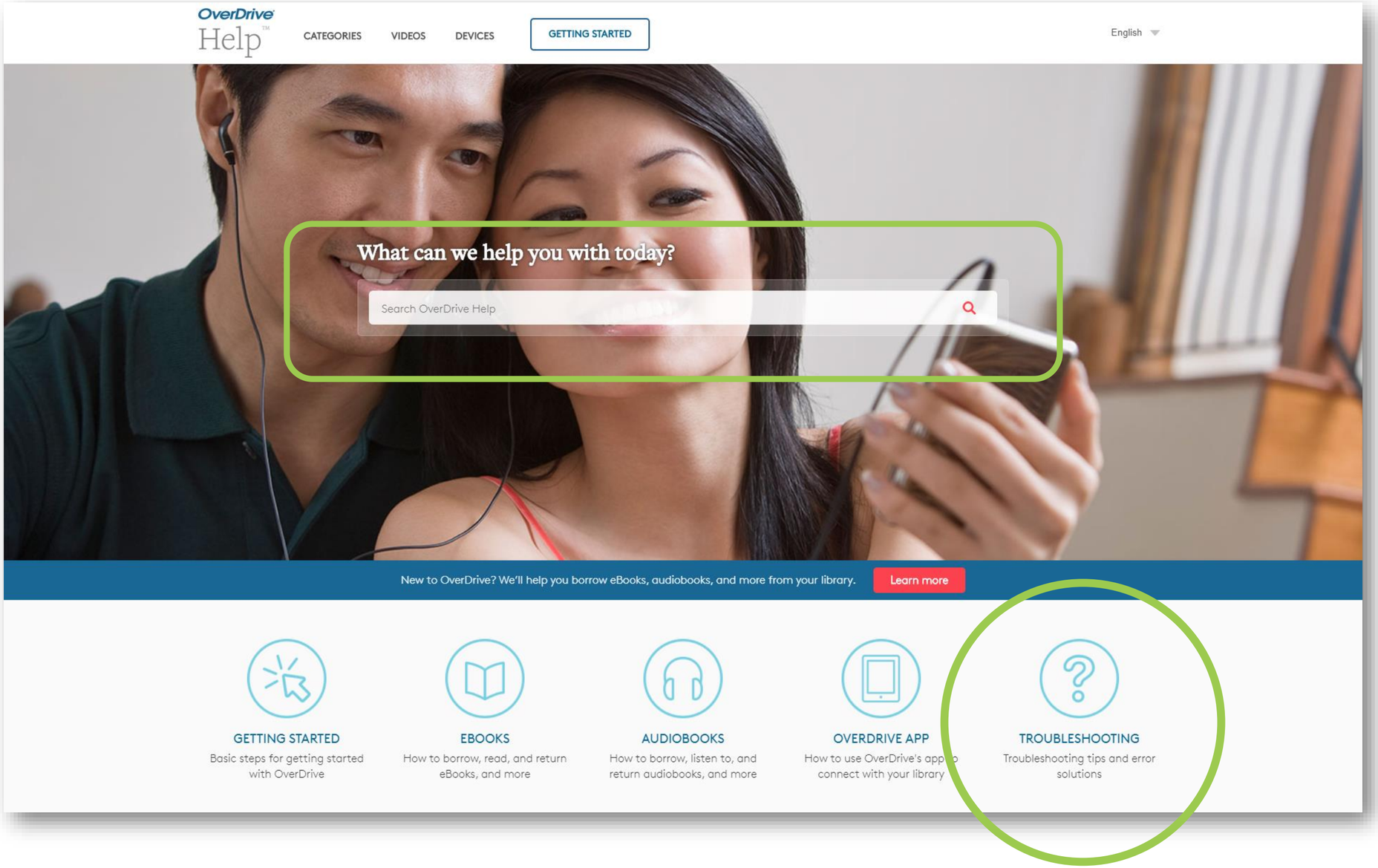
Troubleshooting – OverDrive Help



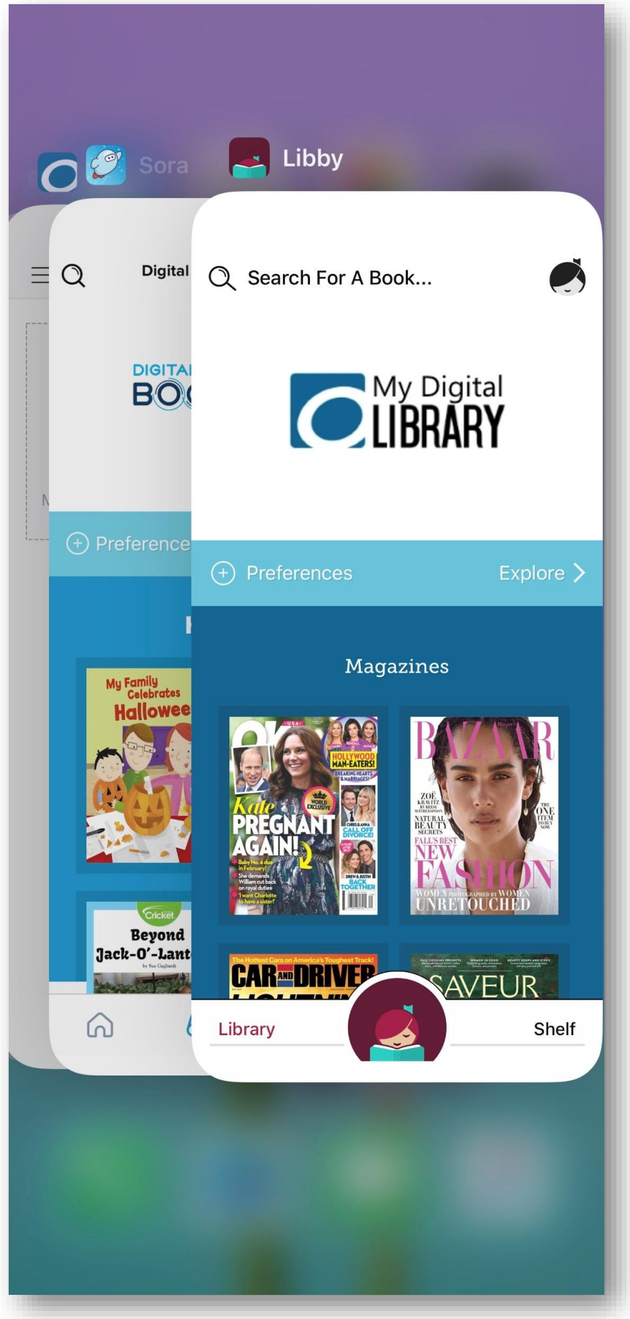
General troubleshooting steps

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.



5 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.

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Demo: OverDrive Marketplace Support tab

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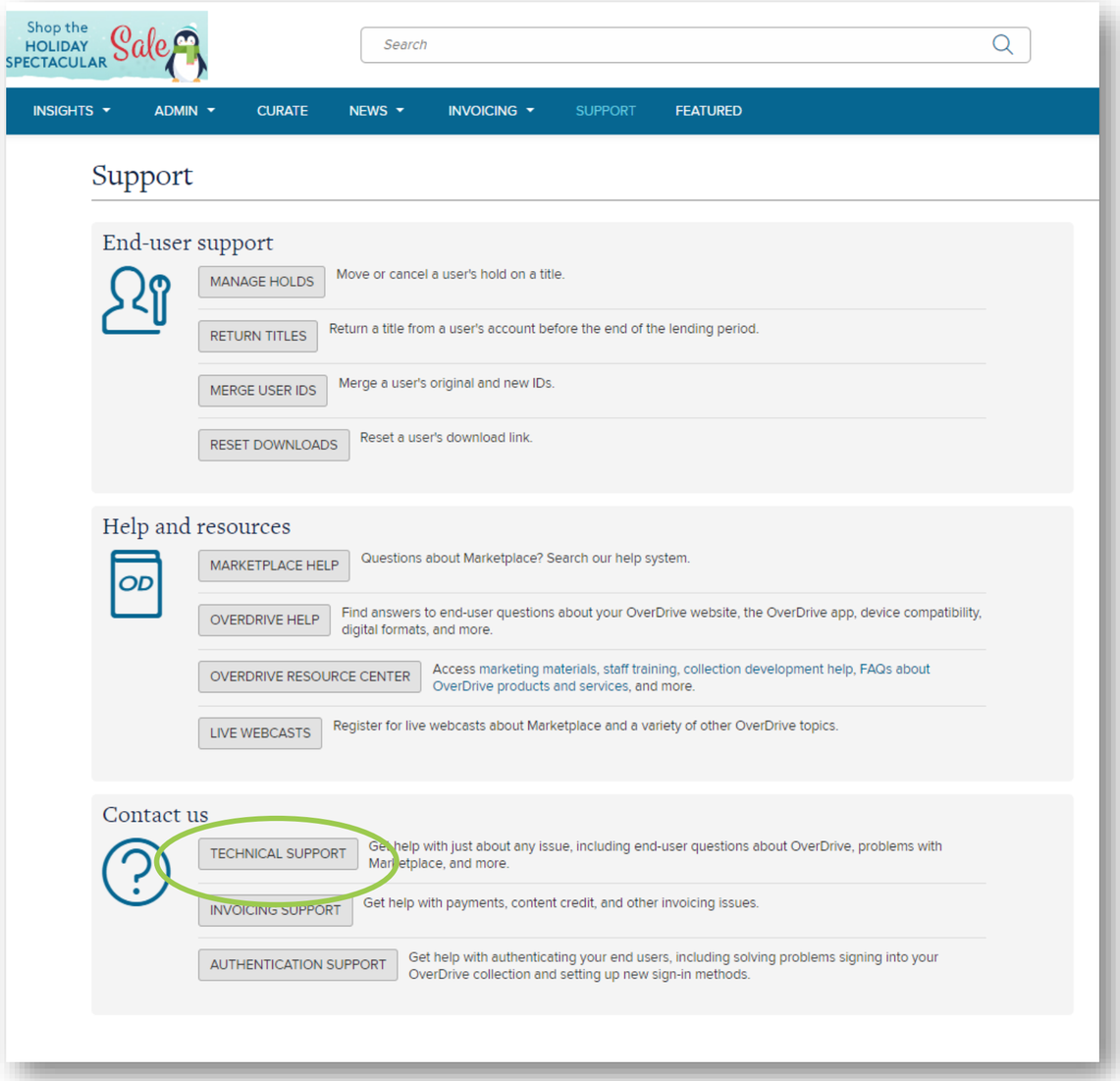
User and library staff are unable to resolve issue



Helpful info:

Steps the user took

Exact error message text

Device information

Screenshots

Reply to your confirmation email.

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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

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Next steps

Support resources

help.overdrive.com

help.libbyapp.com

resources.overdrive.com

marketplace.overdrive.com/Support

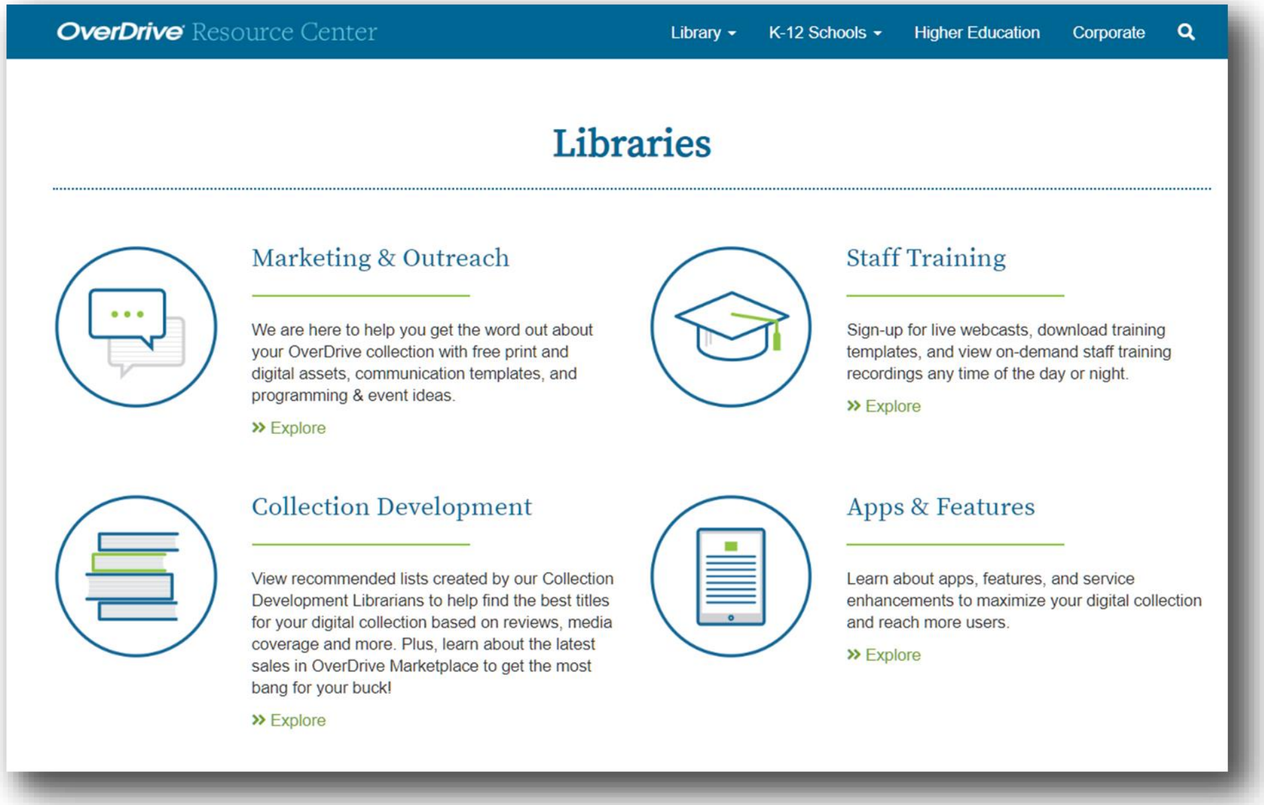
Contact your OverDrive administrator to request a login.

Contact us

Contact your Account Manager.

Email training@overdrive.com.

Follow us on social media.



THANK YOU

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