

# CORPORATE SOCIAL RESPONSIBILITY REPORT

JANUARY 2023

**OverDrive®**

Strengthening communities  
through our products, practices,  
and investments



# A Message from our Founder & CEO



To all our teammates, partners, and stakeholders, I am proud to share this report on the work we lean into every day serving readers and communities near and far.

**OverDrive contributes to society with technology, content, and business leadership in service to all our stakeholders.** We are focused on how we invest, manage, and deploy our people and resources to deliver results that matter. We also hold ourselves accountable to all those who trust and rely on OverDrive. This includes our talented team; authors, publishers, and content partners; public libraries, schools, and institutions; and tens of millions of readers worldwide.

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Books, reading, and literacy are the core of our vision: **A world enlightened by reading.**

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OverDrive serves more than 86,000 public libraries, schools, universities, government agencies, and corporate knowledge centers globally. We seek to overcome barriers to reach underserved populations through partnerships with public institutions and government agencies. For 2022, we initiated a series of campaigns under the theme "Access for All." These programs are designed to expand access to digital content, advocate on behalf of readers and libraries for fair and reasonable business terms for digital content, and invest in advancing technologies that deliver improved access and more equitable user experiences.

OverDrive is now celebrating 5 years as a Certified B Corporation. We challenge ourselves every day to improve how we contribute to a healthier and more informed world. Our online platforms and OverDrive Marketplace are a key source of premium digital media for schools and libraries. OverDrive's award-winning apps and services – Libby, Sora, Kanopy, and TeachingBooks – deliver millions of ebooks, audiobooks, magazines, films, media, and materials to readers worldwide.

This report provides a summary of OverDrive's global and local impact as a purpose-driven company. We are honored to share our report.

- **Steve Potash, CEO** (he/him/his)



OverDrive's commitment to empower every library and school includes expanding access for all, tireless industry advocacy, and consistently innovating. Founded in 1986, OverDrive is in Cleveland, Ohio USA.  
**[www.overdrive.com](http://www.overdrive.com)**

# WHAT WE DO

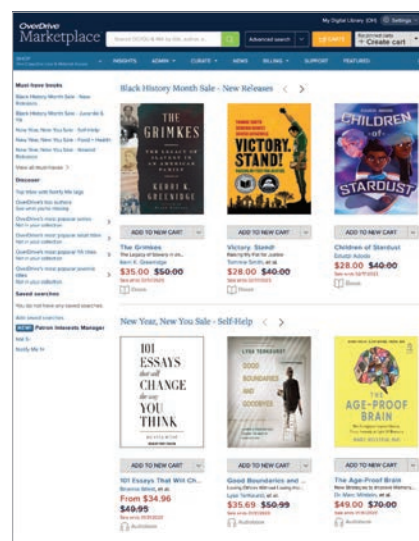
OverDrive  
Marketplace™

OverDrive is the leading supplier of digital books/content for libraries and schools worldwide, delivered via our award-winning digital library platform and apps (Libby, Sora, and Kanopy). With OverDrive Marketplace, a library or school can discover, select, and curate an exceptional collection of diverse digital titles in all subject areas – tailored to their budget and community. Authors and publishers can reach a global audience of readers in more markets.

OverDrive Marketplace enables our institutional partners to build their collection from a growing catalog of more than 5 million premium in-copyright titles, from more than 81,000 content suppliers – including the world's leading publishing houses: Penguin Random House, HarperCollins Publishers, Simon & Schuster, Macmillan, Hachette, Sourcebooks, Blackstone Audio Books, Marvel Comics, Scholastic, Lerner, Capstone, John Wiley & Sons, and more. Formats include ebooks, audiobooks, magazines, and films in more than 100 languages.

Readers and students can then check out and enjoy titles from their digital library with OverDrive's apps, including Libby, Sora, and Kanopy.

Below is a sampling of some of our thousands of key publishing partners.



# WHO WE SERVE

**We serve readers everywhere – all ages, all reading levels, all abilities, in more than 100 languages.** Our growing network includes more than 86,000 public libraries, schools, colleges, universities, and corporations in 103 countries.

Our digital marketplace allows every OverDrive school and library to create a diverse catalog of titles for their community—including titles for early readers, students, fiction and nonfiction readers, film lovers, language learners, and more. Popular selections include OverDrive Read-Alongs, best-selling titles in all genres, popular backlist books, learning and entertainment resources, reference materials, and academic materials from university presses.

In addition to directly promoting reading and literacy through our catalog and reading apps, we also lean into opportunities to play a part in enabling communities to improve access to information for all.



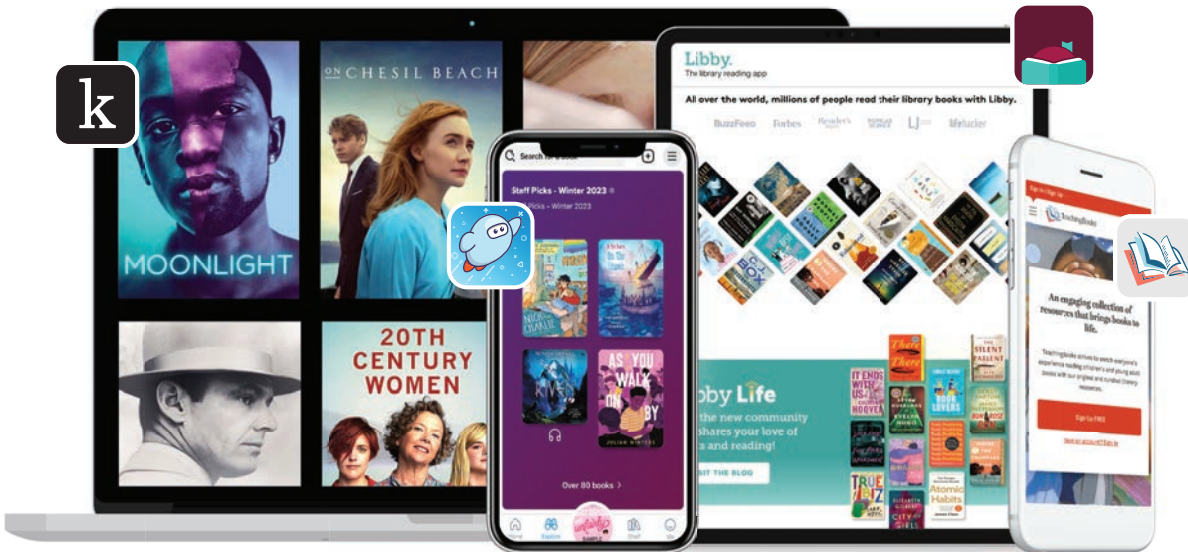
## ACCESS FOR ALL

OverDrive continues to prioritize innovative tools and resources to help librarians provide access for all. This means targeting and closing the most pressing gaps for those not benefiting from the digital books and materials we offer and reaching all readers – children, students, adults, seniors, people with visual impairments, individuals who are incarcerated, people experiencing homelessness, and language learners.

Leading the outreach to underserved audiences are the dedicated educators and librarians we work with every day. Together with our partners, we dedicate ourselves to advancing access, education, and equity for all.







# Digital Content:

audiobooks, ebooks, magazines,  
films, & more

- 100+ languages
- 103 countries served with our digital content
- 81,776 content suppliers
- 86,889 institutions, schools, libraries
- 5,535,495 available titles
- 27,427 imprints

12,233,732  
digital books donated



## A world enlightened by reading

As a result of the dedicated educators, library professionals, and institutions we proudly partner with, all the books loaned through OverDrive's apps would wrap around the world 1.6 times!

As of 12.31.2022. Books shelved side by side.  
Average 300 pages per book.



## Advancing access for all:

In support of the campaigns of educators and library partners, OverDrive works to provide access to information for children, students, adults, seniors, people with visual impairments, individuals who are incarcerated, people experiencing homelessness, and language learners.

**7,497**  
librarians and educators  
attended OverDrive live  
trainings in 2022

**116**  
live webinars and trainings hosted by OverDrive  
in 2022 to empower professionals, educators,  
and librarians in service to their communities

# INVESTING TO IMPROVE ACCESS FOR ALL



## Accessibility features

Screen reader support  
Keyboard shortcuts  
Text scaling  
High contrast mode  
Dyslexic font option  
Playback speed controls  
And more.



## Diversity audit

OverDrive librarians work with our partners to assess and build a diverse and inclusive collection. They help identify gaps and ensure materials are inclusive of the community being served.



## Everyone Reads

OverDrive donates curated collections of digital books to libraries and schools, helping them meet demand in their communities.



## INSTANT DIGITAL CARD

### Instant digital card (IDC)

For patrons without a library card, IDC connects readers with a public library's digital collection using their smartphone.



## NIMAC

OverDrive developed and manages the National Instructional Materials Access Center (NIMAC), a searchable online catalog of K-12 print textbook content in the XML-based NIMAS format.



## OverDrive Max

Innovative purchasing option that provides deeper discounts for purchasing select titles in bulk. A growing solution for community reading events and high demand titles.



## Public Library CONNECT

This joint program enables a student logged into their school Sora account immediate access to browse and borrow age appropriate materials from their public library.



## Public Access Connect

A series of pilot programs designed to bring access to books and information to a variety of public locations enabling the facilitation of campaigns for our local partners.



## Incarcerated Individuals

OverDrive partners with federal, state, and local prisons and detention centers to enable access to books and education on approved digital devices.



# OUR GLOBAL IMPACT

Through corporate sponsorships, donations, global reading events, and our Digital Bookmobile outreach, OverDrive is advancing our vision of *a world enlightened by reading*.

Books donated to schools/libraries/institutions for serving readers	All-time total	12M+
Corporate sponsorships in support of industry organizations	2020 - 2022	\$530K+
Donations to libraries, educational partners, and other nonprofit organizations	2020 - 2022	\$484K+
Digital Bookmobile outreach & events	All-time total	\$3.9M+
Participants in global reading events like Big Library Read	2020 - 2022	2.6M+



## CORPORATE SPONSORSHIPS



The Libraries Transform campaign is an initiative of the American Library Association focused on increasing public awareness of libraries and the critical role they play in transforming lives and communities through education.



OverDrive underwrote the American Association of School Librarians School Leader Collaborative which aims to generate sustained dialogue and strategies to champion the school librarian's integral role in teaching and learning.



The Panorama Project is a cross-industry research initiative working towards purposeful collaboration and transparency to more accurately measure the role public libraries play in the book business.



In support of our British library partners, OverDrive sponsors Libraries Connected which believes in the power of libraries to change lives. Their vision is an inclusive, modern, sustainable, and high quality public library service at the heart of every community in the UK.

OverDrive provides financial support and participation for professional associations and conferences in service to our partners in the industry. These include American Library Association (ALA), Public Library Association (PLA), Association of College & Research Libraries (ACRL), Special Libraries Association (SLA), Chartered Institute of Library and Information Professionals (CILIP), Bibliothek und Information Deutschland (BID), The Australian Library and Information Association (ALIA), Library and Information Association of New Zealand Aotearoa (LIANZA), International Federation of Library Associations (IFLA), and Pen America.



## GLOBAL & COMMUNITY READING EVENTS

We develop, manage, and support dozens of local, regional, and national reading events at no cost to our readers worldwide. These events enable readers of all ages to discover the benefits of digital books. Notable events include:

**Sora Sweet Reads** is a summer reading program that aims to keep students reading all summer long with a fresh collection of juvenile and young adult ebooks and audiobooks.



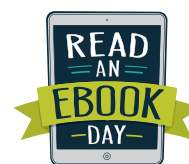
**Big Library Read** (BLR) is a worldwide digital book club that connects readers around the world with a featured ebook at the same time without any wait lists or holds. Readers can join through one of OverDrive's library or school partners – all that is needed is a library card or student ID.



**Together We Read** (TWR) is a digital book club that connects readers in a region with the same book, simultaneously. During the two-week program, the selected book is available to borrow online through participating libraries in a participating country.



**Read an Ebook Day:** In this celebration of modern storytelling, libraries and schools virtually come together each year on September 18 to share the joys of digital reading. Readers are encouraged to spend time with a favorite book or discover their next great reading adventure, then post on social media with the hashtag #ebookLove.



## DIGITAL BOOKMOBILE

Since 2008: 267,436 miles | 249,449 visitors | 1,291 events | 52 states and provinces

OverDrive's Digital Bookmobile is a high-tech update to the traditional bookmobile. Inside the Digital Bookmobile, readers of all ages can experience digital books from their local school or library. Since the 2008 launch of the Digital Bookmobile in Central Park, OverDrive has allocated over \$3.9 million toward the operations and support of Digital Bookmobile events. All events are free to host and attend.

DIGITAL  
**BOOKMOBILE**  
powered by OverDrive



# WHAT WE STAND FOR

OverDrive invests in our communities, our planet, and our people. Through our outreach efforts, we help build better lives for others and become better humans ourselves.

- **Lori Franklin, COO** (she/her/hers)



## BUSINESS AS A FORCE FOR GOOD

As a Certified B Corporation since 2017, OverDrive is committed to using business as a force for good.

This means actively reaching beyond our individual work lives to help solve social and environmental challenges. Through our products, practices, policies, and investments, we aspire to:

- Advance reading and literacy
- Empower our communities
- Preserve our planet
- Care for our team members

## ADVANCING READING & LITERACY

To advance reading and literacy for all, we partner with global organizations including Imagination Library, VocalID, and United through Reading. Our local partnerships include Cleveland Kids' Book Bank and University Hospitals Baby's First Books Program.

## EMPOWERING OUR COMMUNITIES

We actively empower our communities through volunteering, board participation, and direct economic investment, including:

- Company sponsorships of local events
- Donations / drives to benefit local organizations
- Sponsorship of causes important to team members
- Paid volunteer hours for company outreach events
- Participation on local boards and in advisory roles
- Individual volunteer commitments

## PRESERVING OUR PLANET

In 2012, OverDrive broke ground on our world headquarters in an inner-ring suburb of Cleveland, Ohio – Blue Sky Campus. From the start, we imagined and built our facilities to be LEED-certified – a globally recognized symbol of sustainability achievement and leadership. In addition to our high-efficiency facilities, acres of green space invite walking, jogging, gardening, and connecting with the natural world.





Our LEED-certified campus includes:

- Use of natural light
- High-efficiency HVAC and LED lighting
- Energy Star compliant computers and appliances
- Enterprise-wide recycling
- Green and biodegradable cleaning supplies
- High-efficiency Dyson hand driers
- Low-automatic-flow faucets and toilets
- Reusable cups
- Premium parking for low-emission vehicles
- Rainwater harvesting system

**CARING FOR OUR TEAM**

We promote the health and wellness of our team members by offering a range of opportunities to advance health, fitness, and overall wellness.



Hybrid workplace



Health benefits



Employee ownership



401(k)



Training & development



Wellness incentives



Fitness classes



Recognition programs



Parental leave



Social events



Digital library



Green spaces

# COMPANY CULTURE

**OverDrive is a company founded on the belief that reading, knowledge, and learning make the world better.** We contribute to a more just and equitable world by facilitating access to information, promoting the free exchange of ideas, and leveraging technology and innovation to advance learning and exploration.

We care about our people. We prioritize learning about, understanding, and supporting our team members for who they are and where they are in their careers and life.

We strive to ensure our Diversity, Equity, and Inclusion (DEI) initiatives are thoughtful, aligned with our culture, and poised to make a real and lasting impact on our team members' lives. Our programs include employee resource groups (ERGs), inclusive recruiting programs, educational events, and company training.

*OverDrive's Employee Resource Groups (ERGs) host workshops and discussions, book and media clubs, and social activities throughout the year. They help plan and promote company-wide celebrations, raise funds for local and national causes supported by their members, and advocate for policies and practices that make OverDrive more inclusive.*

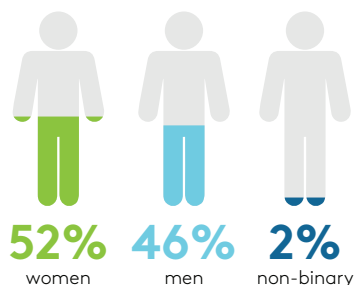
**561**  
TOTAL EMPLOYEES

**534**  
UNITED STATES

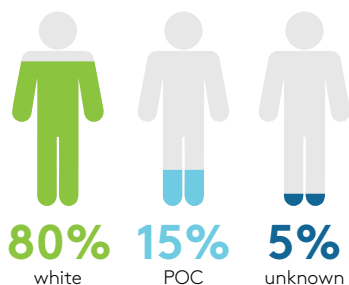
**27**  
OTHER COUNTRIES



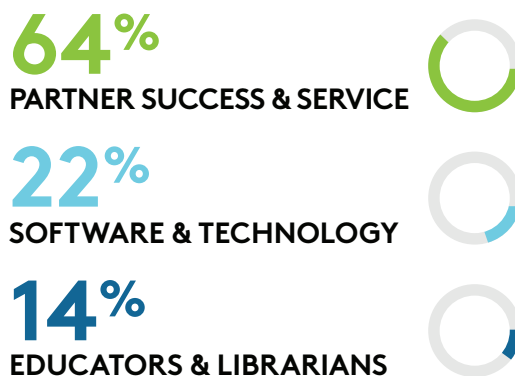
## GENDER



## RACE



## ROLES



# LOCAL COMMUNITY IMPACT

**OVERDRIVE COMMUNITY OUTREACH EVENTS 2020-2022** (IN OVERDRIVE HQ COMMUNITIES CLEVELAND, OH, MADISON, WI & SAN FRANCISCO, CA)

**\$135K+**

PORTION OF OVERALL DONATIONS THAT WENT TO LOCALLY BASED NONPROFITS NEAR OVERDRIVE HQ LOCATIONS

**32**

OVERDRIVE HOSTED VOLUNTEER EVENTS & PROJECTS

**334**

UNIQUE OVERDRIVE TEAM MEMBER VOLUNTEERS

**2,548**

VOLUNTEER TIME OFF (VTO) HOURS USED BY OVERDRIVE TEAM MEMBERS

In addition to partnership and support for industry organizations, these are some of the local groups and projects we serve in the communities where our team members live and work.



## LITERACY

To advance reading, literacy, accessibility, data and information, OverDrive has partnered with:

- Cleveland Kids' Book Bank
- Imagination Library
- LibriVox
- Literacy Cooperative
- Room to Read
- United Through Reading
- University Hospitals Baby's First Books
- VocalID
- Zooniverse



## DIVERSITY, EQUITY, AND INCLUSION

To advance diversity, equity, and inclusion, OverDrive has partnered with:

- Girls Who Code
- Ohio Progressive Asian Women's Leadership
- TechGirlz
- The Diversity Center of NEO
- The Equality Ohio Education Fund
- Trevor Project



## ENVIRONMENT

To enhance and preserve local green space, OverDrive has partnered with:

- Alliance for the Great Lakes
- Cleveland Botanical Garden
- Cleveland Metroparks
- Cleveland Cultural Gardens Federation
- Rid-All Green Partnership
- Vel's Purple Oasis
- Western Reserve Land Conservancy



## CHILDREN & FAMILIES

To build a better world for all, OverDrive has partnered with:

- Big Brothers Big Sisters of Greater Cleveland
- Boys Hope Girls Hope
- Business Volunteers Unlimited (BVU) Homeless Stand Down
- Cleveland Kids in Need Resource
- Dress for Success
- Goodwill
- Garfield Heights Food Pantry
- Greater Cleveland Food Bank
- Homeless Hookup CLE
- MedWish
- PALS for Healing
- Rise Against Hunger
- Second Harvest Food Bank
- SF-Marin Food Bank
- University Settlement



## ANIMALS

To benefit life-saving services for homeless animals, OverDrive has partnered with:

- Cleveland Animal Protective League
- Cuyahoga County Animal Shelter





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Every year, we get to work with [OverDrive's] team of professional book lovers to sort and process our donated children's books .... OverDrive volunteers sorted, stickered, and packed hundreds of children's books that were distributed free of charge for kids to take home and build their home libraries. It's because of groups like OverDrive that the [Cleveland Kids'] Book Bank exists today.

**- Colleen Watt, Operations Director, Cleveland Kids' Book Bank**

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## THANK YOU

In 2023 and beyond, OverDrive will continue our focus on being a leader for our partners and the communities they serve to enable information access for all. Thank you to our many publishing and content partners, public libraries, schools, higher education institutions, and other partners for the work you carry out each day to educate and inspire. We share your commitment to access to knowledge and the collective responsibility we all have for the betterment of our world.

**OverDrive®**

World Headquarters  
One OverDrive Way  
Cleveland, OH 44125 USA

**PH:** +1 (216) 573-6886

**FX:** +1 (216) 573-6888

**overdrive.com**

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**Certified**



**Corporation**