

## OverDrive FAQs

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### **General:**

#### **1. What is OverDrive?**

OverDrive is a digital distributor of eBooks, audiobooks, and other digital content. Through OverDrive, MVLC has purchased over 16,000 eBooks and eAudiobooks with more titles being purchased every week.

#### **2. Why doesn't the library buy every bestselling title in eBook format?**

Not all publishers make their content available to OverDrive or sell eBooks to libraries and library consortia.

#### **3. What file formats does OverDrive offer?**

For eBooks, it offers EPUB, PDF, OverDrive READ and Kindle format. For eAudiobooks, it offers MP3 and OverDrive LISTEN.

**4. What do I need to be able to access OverDrive?**

Patrons need a valid MVLC library card in good standing and either a computer or Smart Device to view or listen to electronic resources.

**5. What devices does OverDrive support and how can I get more help?**

View a list of compatible devices [here](#).

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**6. How do I find a title to borrow?**

You can search the OverDrive digital catalog [here](#). You will need your library card number to login.

OR

You can see OverDrive materials by searching the [OPAC](#). Use the filter on the left side at the bottom to select OverDrive under Vendor's and click "include"

**7. Can I check out a digital title when I'm signed into the OPAC?**

Yes, the "Available" count will be 1 or more and there will be a button to the right of the title "Download." You will be prompted to choose a format. If the title you want is not available you can "Place Hold" by clicking on the button. You will be prompted for an email to send a notification to when the title becomes available.

**8. How many titles can I check out at any given time?**

5 digital titles

**9. How long is the checkout period?**

It varies depending on the type of content you have checked out and sometimes from title to title. Normally eBooks and eAudiobooks are checked out for 7, 14, or 21 days as a default. Video can be checked out for 3, 5, or 7 days as a default. Lending periods can be set to your personal preference on a format-by-format basis within your Settings.

**10. What happens when my items are due, how do I return them to the library?**

When titles are due, they expire off your account, no action is required.

**11. Can I return items early?**

Yes, follow these [instructions](#).

**12. Can I renew a title I have checked out?**

Yes, when a title is 2 days from its due date you will see a "Renew" button appear on your loans page if there are no other people waiting for it.

**13. Can I get charged overdue fines?**

No, titles expire off your device on their due date so you will never have overdue items.

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**14. How do I place a hold?**

When you have found an item you want to check out but it is not available, on the right side of your screen you will see a button to "Place a Hold".

- 15. After placing a hold, how do I know when it comes in for me?**  
At the time of placing your hold, you were asked for an email address. When your item is available, OverDrive will send you an email to that address. At this time it will also be automatically checked out to you if you have the checkbox marked to "Automatically borrow this title when it becomes available" (found in your Settings). Otherwise, you have 72 hours to check out the title before it moves on to the next person in line.
- 16. How many titles can I put on hold at any given time?**  
10 digital titles
- 17. How do I cancel a hold I no longer want?**  
When you are signed into OverDrive, go to your Holds page. Find the hold you want to remove and select "Remove."
- 18. How long will I have to wait for a title if I am on hold?**  
Just as with physical items in the library, the wait time depends on how many patrons are on hold for the item. However, unlike physical items, digital titles can't be returned late or renewed so your wait won't be extended by those factors as.
- 19. Why do I have to wait for an eBook at all? If it's electronic don't we have unlimited copies?**  
Libraries have to purchase an eBook in the same way they purchase physical books. The publishers require us to abide by one copy/one user model just as we do with physical books. We try to anticipate which titles will be popular by purchasing extra copies but we don't have the funds to buy enough copies to fill every patron request immediately.
- 20. eBooks are less expensive than print books. Why doesn't the library own more?**  
The price that we pay to the publishers for eBooks is higher than the price charged to consumers. In many cases the publishers charge the library more than the cost of a print copy. While the libraries in MVLC have more than doubled what they are spending on eBooks there is still a financial limit on how much we can spend.

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- 21. Can I read my eBook in my browser without downloading anything?**  
Yes, through OverDrive READ you can read your checked-out eBook right in your web browser, you just need an internet connect. After checking out a title, go to your Loans page and select "Read now in browser." You can also listen to eAudiobooks in your browser with OverDrive LISTEN.
- 22. What if I selected the wrong eBook format?**  
You will need to return it and check the item out again in the correct format.
- 23. My library card has been replaced, can I still use my OverDrive account?**  
OverDrive loans, holds, and wish lists are tied to specific library cards. If you have replaced yours, you will need to contact your local library and have them move everything from your old card to your new card.