



Troubleshooting OverDrive for Wisconsin's Digital Library

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Indianhead Federated Library System (IFLS)

A decorative graphic on the left side of the slide. It features a dark blue vertical bar on the far left. A black arrow points to the right from the top of this bar. Below the arrow, several thin, curved lines in shades of blue and grey sweep upwards and to the right, creating a dynamic, abstract background element.

The plan for today

- Diagnosis - Polish your Reference Interview Skills
- Solutions - Make Friends with OverDrive Help
- Further Help - Know who accesses OverDrive MarketPlace & OverDrive Tech Support
- Overview of Wisconsin's Digital Library & Common Support Questions (the troubles I've seen 😊)



Discover/Diagnose the Problem

- Interview Questions
 - Symptoms/Error messages?
 - Device?
 - Format?
 - Specific title?
 - Card number/system/email address?
 - How familiar are they with using OverDrive?
- Info gathering checklist for OverDrive Tech Support

<http://wplc.info/sites/wplc.info/files/Support%20Information%20to%20Gather.pdf>

Finding Solutions

- Wisconsin's Digital Library

<https://wplc.OverDrive.com/>

- OverDrive Help

<http://help.OverDrive.com/customer/en/portal/articles>

- Wisconsin Public Library Consortium

<http://www.wplc.info/>

- Google+ WPLC OverDrive Support

Google+



WISCONSIN'S
DIGITAL LIBRARY



WPLC OverDrive Support

private - 343 Members

OverDrive Support thru Marketplace

OverDrive
Marketplace™

Search

SHOP

One Copy/One User & Metered Access

INSIGHTS

ADMIN

CURATE

NEWS 4

SUPPORT

FEATURE

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.

A dark blue arrow points to the right, followed by several thin, curved lines in shades of blue and grey that sweep across the left side of the slide.

Common Support Questions

- Getting started
- Sign in issues
- Searching
- Content
- Formats
- Downloading & transferring issues
- Etc. 😊



Getting Started

For new users, OverDrive Help by Device is a good place to start

<http://help.OverDrive.com/#devices>


For long time users & new devices – be aware of authorization (Adobe ID versus OverDrive Customer Account)

Sign In – #1 issue since upgrade

If you are being asked for a PIN number, please select Indianhead Federated Library System instead of the Arrowhead Library System.

Use the pull-down menu to select Indianhead.

SELECT YOUR LIBRARY FROM THE LIST BELOW:

Arrowhead Library System 

CARD NUMBER

PIN/PASSWORD

REMEMBER MY CARD NUMBER ON THIS DEVICE.

SIGN IN Cancel

Make sure to select Indianhead. Enter your card number.

SELECT YOUR LIBRARY FROM THE LIST BELOW:

Indianhead Federated Library System

CARD NUMBER

REMEMBER MY CARD NUMBER ON THIS DEVICE.

SIGN IN Cancel

For a quick resolution to problems logging in with your library card, [call your local library.](#)



Sign in issues

- Correct barcode (missing a 0?)
- Pin number/wrong library
- Expired cards
- Blocked cards
- Are they really asking about authorizing the device?



Sign In & Authorizing OverDrive App

- http://help.OverDrive.com/customer/en/portal/articles/2166600-which-library-sign-in-option-is-best-for-me-?b_id=15211
- http://help.OverDrive.com/customer/en/portal/articles/1481518-what-does-it-mean-to-%22authorize%22-the-OverDrive-app-for-android-ios-or-windows-8-?b_id=15211

Each app
on different
version #.

The version on a user's device may vary depending on the age of the device and the version of the operating system it is running. Information below that should help you identify what version of the app the user can use. If they do not meet all the requirements listed they will not be able to update the app and an older version may remain.

Mobile app

To install the latest version of the OverDrive app for Android, Chromebook, iOS, or Windows 8 (and up), you'll need:

[Android 4.0 or higher](#), (**Kindle**) which you'll find on devices like:

Newer Android phones and tablets (like Google Nexus 5, 6, 7, and 9)

NOOK HD, NOOK HD+, and NOOK by Samsung tablets

Kindle Fire HD and HDX

Kobo Arc and Arc HD

[Chrome OS 41 or higher](#) and a 64-bit processor, which you can find on many Chromebooks

[iOS 8 or higher](#), which you'll find on:

iPhone 4S or newer

iPad 2 or newer

iPod touch 5th generation or newer

[Windows 8, RT, or 10](#), which you'll find on newer Windows computers, notebooks, and tablets

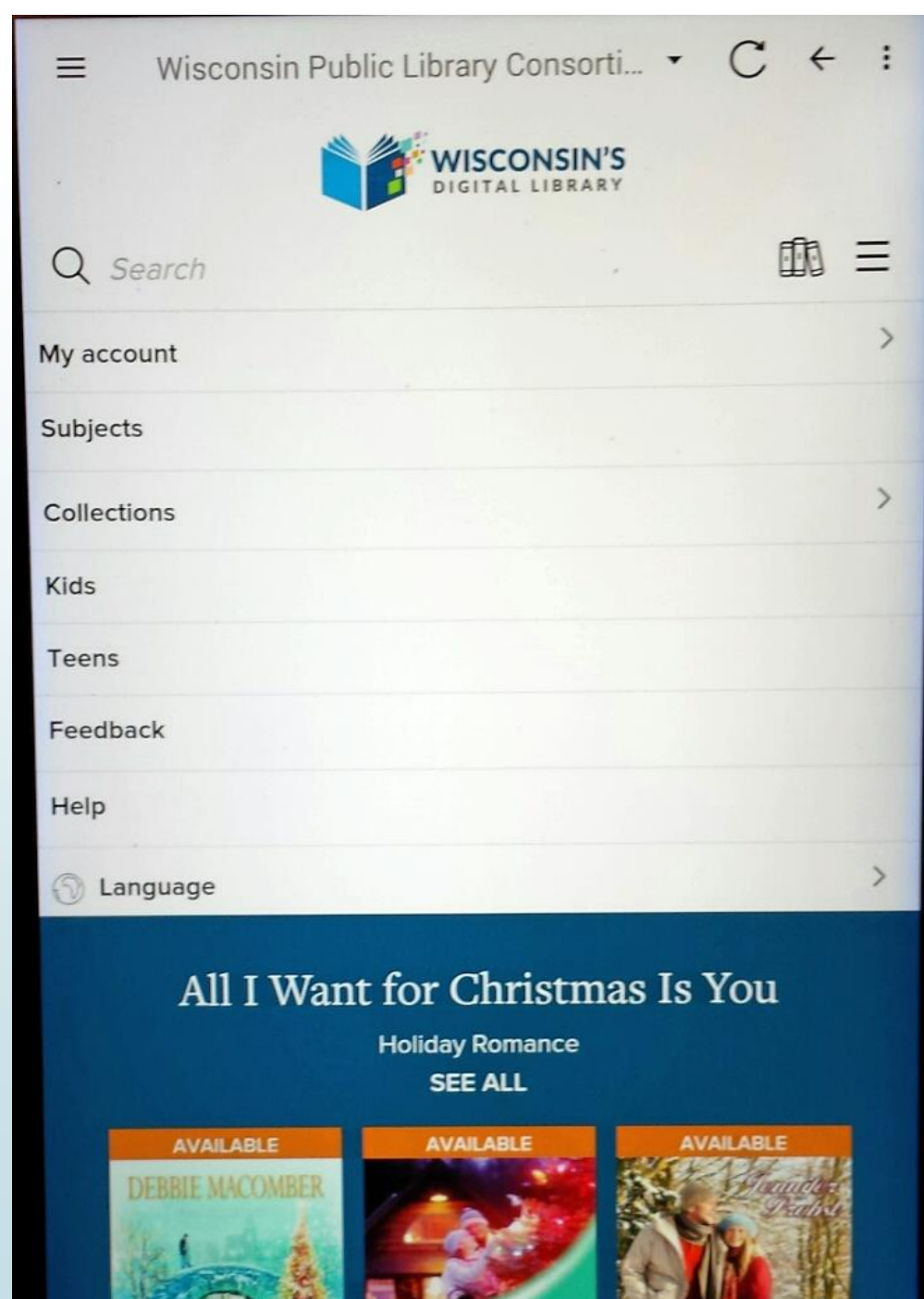
If you're not sure which operating system you're using, you can typically find that information in your device settings. Look for an "about" page.

You can always find up-to-date system requirements for the OverDrive app in your device's app store (like [Google Play](#) or the [Apple App Store](#)).



Searching

- Magnifying glass icon
- No Saved Search Option
- “Not” search not available
- Advanced Search
 - Especially useful if you can only use/want one format

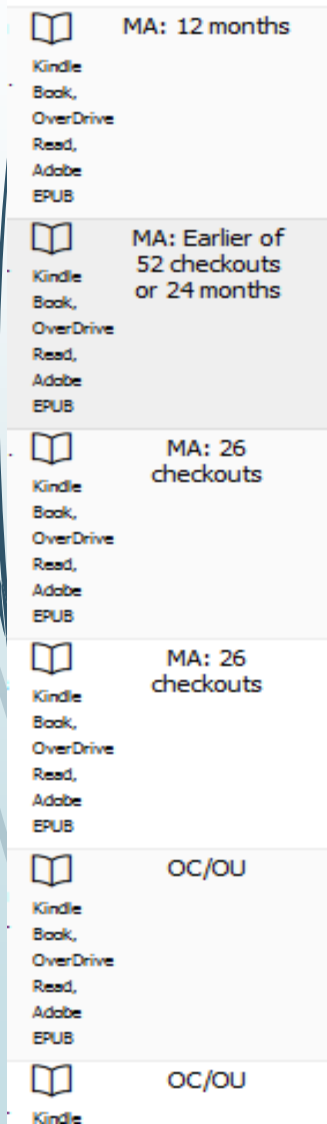


Finding Subject/Collection lists on mobile app.

Picture of my OverDrive App on my Kindle Fire after I clicked on 3 horizontal lines to access WDL menu

Content – Where's the book?

I've been waiting for this book for at least six months.



MA: 12 months
Kindle Book, OverDrive Read, Adobe EPUB
MA: Earlier of 52 checkouts or 24 months
Kindle Book, OverDrive Read, Adobe EPUB
MA: 26 checkouts
Kindle Book, OverDrive Read, Adobe EPUB
MA: 26 checkouts
Kindle Book, OverDrive Read, Adobe EPUB
OC/OU
Kindle Book, OverDrive Read, Adobe EPUB
OC/OU
Kindle

I'm sorry to hear about you have been waiting that long for these titles. I will look at getting these titles re-purchased for the collection. Both of these titles are from a publisher which sells only a certain number of licenses for each purchase and the licenses have all been used.

I will send these titles into the selection committee to get additional licenses purchased.

Thank you for reporting.

0 of 0 copies available



Restricted Content

If you are seeing restricted content, please check the settings in your Wisconsin Digital Library account. The maturity level settings mean that, when logged in and browsing, only the selected range of content will appear. According to OverDrive's help article:

The maturity levels you can choose from are:

- Juvenile: Fiction and nonfiction titles for children.
- Young Adult: Fiction and nonfiction titles for young adults.
- General Adult: General fiction and nonfiction.
- Mature Adult: Fiction and nonfiction for readers over the age of 18 (for example, erotic literature).

<http://help.OverDrive.com/customer/portal/articles/1492447-what-are-the-maturity-levels-i-can-choose-from-on-my-library-site-and-what-do-they-mean->

Audience filters

Choose the type(s) of content you'd like to see while browsing and searching the collection.

All audiences

Juvenile

Young adult

General adult

Mature adult

Formats & Digital Rights

What formats work with what devices with what software?

<http://wplc.info/sites/wplc.info/files/training/Software%20and%20Compatibility%20Matrix.pdf>

Digital Rights

Publishers decide the digital rights for their titles. Digital rights (permissions) outline what you can and cannot do with a borrowed title.

The [new OverDrive](#) only shows digital rights information for streaming videos (since those permissions vary the most).

eBooks

- Kindle Book
- OverDrive Read
- OverDrive Read-along))
- EPUB eBook
- Open EPUB eBook
- PDF eBook

AVAILABLE FORMATS

- Kindle Book
- OverDrive Read
- EPUB eBook

AVAILABLE FORMATS

- OverDrive Read
- EPUB eBook

AVAILABLE FORMATS

- Kindle Book
- OverDrive Read
- Kindle restrictions

AVAILABLE FORMATS

- OverDrive Listen audiobook
- MP3 audiobook

AVAILABLE FORMATS

- MP3 audiobook

- Expires: 48 hours after first play
- Public performance: Not permitted
- Playback limited to: Canada, United States
- Playback limited to: 2 IP addresses

AVAILABLE FORMATS

Streaming video

- Public Performance: Not permitted

- Expires: 48 hours after first play
- Public Performance: Not permitted

A decorative graphic on the left side of the slide. It features a dark grey arrow pointing to the right, positioned at the top. Below the arrow, several thin, curved lines in shades of blue and grey sweep downwards and to the right, creating a dynamic, abstract background element.

Wrong format downloaded

- Format cannot be changed once it is chosen for a current checkout.
 - May need to do a forced return of the title through MarketPlace.
 - Differences between formats
- <http://help.overdrive.com/customer/portal/articles/1482564>

I downloaded a ebook and can't find it on my kindle fire where would it be?

I looked up your account and it looks like you have checked out a book through the Wisconsin Digital Library in the Kindle format. My first question is whether you completed the Get the Book through your Amazon account (instructions with screen shots are in this OverDrive help article

<http://help.OverDrive.com/customer/portal/articles/1481599#thundercontent>)?

If you completed, that get book from Amazon and your Fire is connected via WiFi than the book should have showed up on your Carousel. If not on your carousel, are you seeing the book listed in your Amazon account in the Manage Your Content?

If you have downloaded the OverDrive App to your Fire, on future checkouts you can choose to download the EPUB format directly to your App and read in the App (then you don't have to take the extra step of getting the book through your Amazon account). OverDrive has some how to videos at this link


<http://help.OverDrive.com/customer/portal/articles/1481711>

If you are still having problems finding this book or have any questions, please let me know.



Delete (don't return) a title

- http://help.overdrive.com/customer/en/portal/articles/2242495-how-to-delete-but-not-return-a-title-from-overdrive-for-android-chromebook-and-ios-iphone-ipad-ipod-touch-?b_id=15211
- http://help.overdrive.com/customer/en/portal/articles/1481639-how-to-return-or-delete-titles-from-a-device-or-computer-using-adobe-digital-editions?b_id=15211



Error code: 80131500 Error details: Failed call to fulfill the title. The fulfillment limit (3) for the requested title has been reached.

I'm sorry to hear you are having a problem downloading this Wisconsin Digital Library title. I have reset the download limit for [TITLE] for another 3 attempts. Also, I'm pasting a link to an OverDrive help article about how to resume downloading parts which may help:

<http://help.OverDrive.com/customer/portal/articles/1481634-how-does-the-download-limit-work-at-a-library-website-and-how-do-i-resume-downloads-i-ve-already-started->

If you have any questions or continue to have problems with this title, please let me know.



Corrupt book files

Thanks for contacting OverDrive Support Services.

I appreciate you bringing this to my attention. We were able to duplicate the issue you reported, and we're taking steps to correct it.

Your user may want the title completely removed from their account so they can borrow something else or borrow this title again and choose a different download format (if available). You can remove a title from a user's account using the **Return titles** feature in [OverDrive Marketplace](#) (under the **Support** tab). If you don't have the permission required to return titles, please contact your Marketplace administrator to have this permission enabled, or to request that they perform the return for you.

I'll contact you as soon as this issue is resolved, but I ask for your patience as we sometimes need to work through the original publisher.



Email Notifications

Changing email addresses on holds

<http://help.OverDrive.com/customer/portal/articles/1481146-how-to-change-your-email-address-for-hold-notifications-#thundercontent>

Not receiving email notifications

<http://help.OverDrive.com/customer/portal/articles/1481137-what-to-do-if-your-spam-filter-is-blocking-hold-notification-emails->

WPLC Digital Library <donotreply@OverDrive.com>

WPLC Digital Library user,

Your digital hold has been automatically checked out for you:

[Redacted]
[Redacted]
eBook

To access this title, go to your **Loans** page in our [digital collection](#).

Thank you, WPLC Digital Library

WPLC Digital Library user,

Your digital hold is ready to borrow:

[Redacted] Book 2
[Redacted]
eBook

To borrow this title, go to your Holds page in our [digital collection](#).

This hold will expire in 3 days (72 hours).

Thank you, WPLC Digital Library



Renewals

I'm sorry to hear you are having a problem with the Wisconsin Digital Library. Unfortunately, renewals in the digital library work differently than with a print book. I'm pasting a link to the OverDrive help article about renewing titles:

<http://help.OverDrive.com/customer/portal/articles/1481523-how-to-renew-digital-titles#thundercontent>

The last section says:

Please note that renewing a title does not mean that it is automatically re-downloaded to your computer or device. If you would like to re-download your renewed title, you will have to return to your library Bookshelf and select a Download format.

So the renewals work more as a new hold on that book. The advantage of renewing is allowing you to get that new hold on the material 3 days before it is due in case you need more time but it doesn't change the time/date expiration dates for the book in your device.



Recommendations

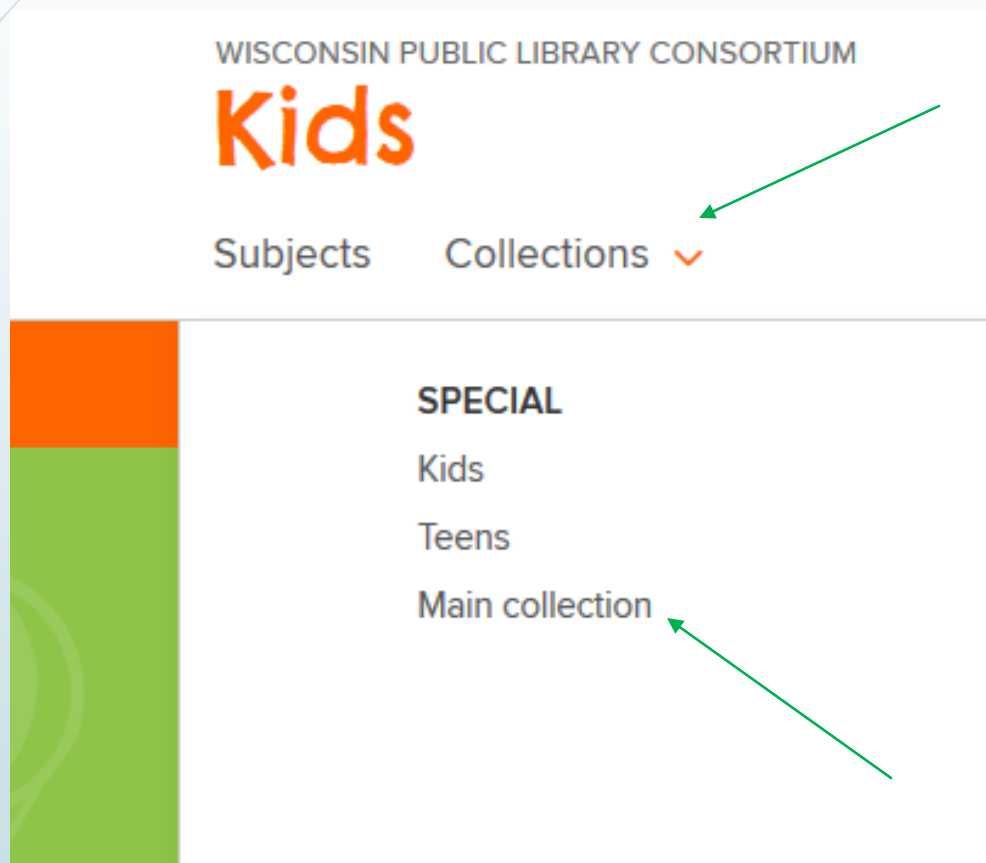
The Wisconsin Digital Library (WDL) has a limit of 3 recommendations per 30 days. So if you have recommended 3 titles recently that is why you are blocked from recommending more at this time. It is a rolling 30 day period.

Another way that you can recommend titles for the WDL is to use the Suggestions for Purchase form on the MORE catalog.

http://www.more.lib.wi.us/screens/suggest_web.html You can choose Downloadable items as the library. Those suggestions for purchase are also shared with the Wisconsin Digital Library selection committee. I don't think that those suggestions will have holds automatically placed on WDL but it is a way to recommend additional titles over the limit of 3.

If you have any questions, please let me know. I hope the Wisconsin Digital Library continues to provide titles that you enjoy reading.

Kids & Teens Collection



If you click on Kids or Teens Collection, you can feel stuck. WPLC has asked OverDrive to add a prominent link back to Main Collection but until then, Click on Collections and choose Main Collection.



Questions?

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