OverDrive Updates

For WPLC Steering Committee, November 2017

Get a Library Card Feature

Get a Library Card is now available for consortium, but only if the entire consortium participates. This cannot be turned on for only certain libraries/systems. Text of the enrollment form is below.

Get a Library Card Service Enrollment Form

INTRODUCTION TO GET A LIBRARY CARD
OverDrive, Inc. ("**OverDrive**") and my library ("**Library**") have a platform services agreement for OverDrive to provide digital content lending services to Library.

Library seeks to participate in OverDrive's Get a Library Card service ("**GLC**"). GLC is OverDrive's online service that enables qualifying end-users to access digital content from Library's OverDrive digital collection.

GLC uses an end-user's name and mobile phone number to validate that they have a recent residential address within the boundaries of the geographic area Library was established to serve ("**Service Area**"). If the end-user is validated as having a recent residential address within the Service Area, the patron's mobile phone number will serve as a digital library card that enables them to borrow digital content from Library's OverDrive digital collection (the mobile phone number of a validated patron is hereinafter known as a "**Digital Library Card**").

GLC TERMS & CONDITIONS
OverDrive agrees to grant Library access to GLC under the following terms and conditions:

1. Library will to provide OverDrive with the 5-digit zip codes comprising its Service Area. The zip codes will be provided to OverDrive in a Microsoft Excel or CSV file (Excel is preferred).

2. Within ten (10) business days from Library's provision of all required information (e.g., zip codes) to OverDrive, OverDrive will add GLC to Library's OverDrive-hosted website and/or any other OverDrive apps or OverDrive-hosted web services.

3. Once GLC is live for Library, end-users will be able to submit their name and mobile phone number (only U.S. mobile phone numbers are eligible) to GLC. OverDrive will send the submitted name and mobile phone number to Cognito, a third-party verification service provider. Cognito will use the name and mobile phone number to return an address, if any, to OverDrive. If no address is returned, the end-user will be asked to submit their date of birth to GLC. OverDrive will send the date of birth to Cognito to aid the verification process and increase the likelihood that an address is found.

4. If an end-user has a recent residential address within the Service Area, GLC will send a one-time code to their mobile phone number via SMS. The end-user must enter the code into GLC to be issued a Digital Library Card by GLC.

5. If a patron is issued a Digital Library Card, such patron will be able to use it to checkout digital content from Library's OverDrive digital collection for twelve (12) months from the date the Digital Library Card is issued, unless no other actions are taken by the patron or Library, such as the Library converting the Digital Library Card to a full library card for access to Library's additional resources, or Library terminating

patron's ability to use their Digital Library Card. For the avoidance of doubt, Digital Library Card holders will have access to Library's entire OverDrive digital collection.

6. OverDrive grants Library access to an account in OverDrive's authentication service ("**Library Card Manager**"). Library Card Manager is used by GLC to store user information and status for the purposes of authenticating the user's access to the library's digital collection. Library's use of Library Card Manager is required for participation in GLC. Library will have access to its Library Card Manager account free of charge, for as long as it is enrolled in GLC.

7. Library Card Manager stores Digital Library Cards for authenticating checkouts of digital content from Library's OverDrive Digital collection. Library, in its sole discretion, may terminate a patron's ability to use their Digital Library Card by deleting it from Library Card Manager. Library Card Manager also stores a patron's name and residential address for GLC to validate that the patron is in the Service Area and for Library to be able to contact the patron. Such information is subject to OverDrive's Privacy Policy and Terms and Conditions.

8. Reporting is available in Library's OverDrive Marketplace account using the branch name 'Mobile Phone Users'.

FEES

OverDrive will charge Library a fee of ninety cents ($0.90) each time a Digital Library Card is issued to a patron ("**GLC Fee**"). For the avoidance of doubt, Library will not be charged the GLC Fee if a user does not obtain a Digital Library Card through GLC.

OverDrive will invoice Library monthly via OverDrive Marketplace for the GLC Fee incurred during the previous month.

TERM AND TERMINATION

The term of this Enrollment Form commences on the Effective Date and continues for twelve (12) months. The Enrollment Form automatically renews for additional terms of twelve (12) months. OverDrive may give written notice of termination to Library no less than thirty (30) days prior to the expiration of the then current term. OverDrive is relying on third party services from Cognito to provide identification verification for GLC. In the event these third-party services or a commercially reasonable replacement are not available, OverDrive may terminate this Enrollment Form, and discontinue GLC at any time, with written notice to Library. Library may suspend or terminate this Enrollment Form at any time, in its sole discretion, by providing OverDrive with written notice. If Library provides OverDrive with written notice of suspension or termination, OverDrive will suspend or disable GLC within a commercially reasonable period of time, not to exceed five (5) business days. In the event of suspension or termination, Library will be responsible for all GLC Fees incurred up to the date GLC is disabled.

After suspension or termination of Library's access to GLC, end-users will no longer be able to submit their name and mobile phone number via GLC to obtain Digital Library Cards. Patrons who were issued a Digital Library Card prior to the date of termination will continue to be able to use their Digital Library Card for their remainder of the twelve (12) month card validity period.

FEEDBACK AND CONFIDENTIALITY

From time to time, OverDrive may ask Library for feedback and opinions on GLC. Library agrees to provide such feedback and OverDrive will treat it as confidential and only use it for the internal purpose of evaluating GLC. OverDrive will not publicly share or disclose Library's feedback without Library's prior written consent.

PATRON PRIVACY AND LIMITED USE OF INFORMATION

If a patron is issued a Digital Library Card, such patron's name, address, and mobile phone number will be stored in Library Card Manager and will be secured and protected by OverDrive in accordance with its Privacy Policy and

Terms and Conditions. If a patron is issued a Digital Library Card, their date of birth, if submitted to GLC, is not stored in Library Card Manager or anywhere else by OverDrive.

OverDrive will use end-user names, addresses, mobile phone numbers, and dates of birth solely for the purpose described herein. OverDrive does not use end-user names, addresses, mobile phone numbers, or dates of birth for marketing or sales purposes, nor does it share names, addresses, mobile phone numbers, or dates of birth with third parties for marketing or sales purposes. The above notwithstanding, if a patron opts-in to receive marketing messages from OverDrive, such patron's information may be used by OverDrive to contact them with certain marketing communications.

If an end-user is not issued a Digital Library Card, such end-user's name, address, mobile phone number, and date of birth will not be stored in Library Card Manager or anywhere else by OverDrive.

Cognito, formerly known as BlockScore, Inc., is a trusted identity verification and anti-fraud service provider located in the United States. They have achieved SOC 2 compliance through their strict information security policies and procedures related to the processing and confidentiality of end-user information.

Cognito uses end-user names, mobile phone numbers, and dates of birth solely to confirm an identity and return an address, if any, to OverDrive. Cognito does not use end-user names, mobile phone numbers, or dates of birth for marketing or sales purposes, not do they share names, mobile phone numbers, or dates of birth with third parties for marketing or sales purposes.

GENERAL
GLC uses commercially reasonable fraud deterrent measures in order to prevent and detect end-user fraud and/or abuse of GLC.

GLC is provided without warranty of any kind, expressed or implied, including warranty of merchantability and fitness for a particular purpose.

Issuance of Digital Library Card depends upon the verification of address information, date of birth (if applicable) and other confirmatory factors. OverDrive makes no warranty or representation that any or all end-users will be validated through GLC. OverDrive has no further obligation to Library or end-users who are not validated through GLC.

OverDrive may, at any time: (a) make updates to GLC; (b) modify the functionality, operation, or performance of GLC; and (c) add, remove, or replace supported features of GLC.