

# OverDrive Libby Webinar Q&A

Friday, July 14<sup>th</sup>, 2017

## **Should we be directing patrons to the old OverDrive app if they use Kindle Fire devices or Windows 7 or 8?**

Yes, for the time being OverDrive App is still the best solution for Kindle Fire users. Windows 8.1 or higher users could use Libby if they update their device.

## **Can you get the Libby app on a Kindle Fire?**

Currently, Kindle Fire is not available in the Amazon app store currently, but it will be coming soon so please look out for it.

## **Is there a way to change your loan period defaults in Libby or do you have to change it on each book you check out?**

Libby uses the default lending periods the user has set in their account on the website, or they can change for each individual checkout. The next time they borrow a title, Libby will use the lending period they last used.

## **Can you have different download setting depending on the device the app is on? I have the app on my phone, and on my Kindle, and may want to make the kindle a device preference for the app on that device.**

Yes, those settings are device-specific.

## **Are you going to have each person's wishlist available on the app as well?**

Unfortunately, we do not have the wishlists in Libby at this time, but we will let the developers know of your request and keep you updated.

## **My patrons are now used to using the Overdrive app. What are the advantages/benefits of using Libby vs Overdrive?**

In short, it's a more streamlined, faster experience.

## **Many of our questions need local library help to resolve as the question are related to library cards. Do you refer the question back to the library or tell the patron to contact the library for those issues?**

Yes, absolutely. Our support team is familiar with those types of questions because of the Front-Line support they already provide to some of our other partners. They will direct users to their own local library for any library card type questions that we can't help with.

## **Why can't I see videos in Libby?**

We currently do not have Streaming Video support in Libby, but we will let the developers know of your request for it and keep you updated. Streaming video users can use the OverDrive app or their web browser.