

WPLC OverDrive Instant Digital Card (IDC) Program Fact Sheet

Overview of IDC For a Fee

- OverDrive's Instant Digital Card (IDC) uses an end-user's name and mobile phone number to validate that they have a recent residential address within the boundaries of WI.
- 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.
- OverDrive will charge a fee of ninety cents (\$0.90) each time a Digital Library Card is issued to a patron.
- OverDrive will invoice the consortium monthly via OverDrive Marketplace for the GLC Fee incurred during the previous month.

Overview of IDC For Free

- OverDrive has offered this program to the WPLC for free if we are willing to validate on mobile phone number **area code only**.
- It was noted the only information we would get about the patron would be phone number and optional email address.

Additional IDC Questions and Answers received from OverDrive

- When a patron gets an IDC card, their history is recorded as the IDC Branch. When they get an actual library card with a new barcode, new checkouts with that card will be recorded to the new, correct branch. If their card number remains their phone number, it will remain as IDC. Old checkouts on the IDC card statistics are retained as IDC branch, they are not transferred and associated to the new library branch.
- WPLC asked if we could obtain the patron's nine-digit zip code to help determine service area if we used the for a fee program. OverDrive informed us this is not possible to get. As of today, it also can't capture the same geolocation data that Google grabs when you search for books or libraries. This is on the roadmap, though.
- We have control over how long the IDC cards are valid. We could potentially say the card is valid for a month instead of a year, for instance.
- It is possible to customize the checkout/hold limits for IDC users as well. So, if we wanted to allow fewer checkouts to encourage users to upgrade to full library cards, that is possible.
- When IDC user cards expire, OverDrive SMS messages them (no email). Because of length restrictions, they do not customize those messages. But they can customize the message displayed if the user logs in with an expired IDC card.
- IDC users will not have access to any Advantage account materials, unless they are shared to the consortium collection.
- If an IDC user does get a full card, their mobile phone account can be merged with their new library card, just like staff can do now for any user who gets a new card via OverDrive Marketplace's end-user support tools.
- Users who first download the Libby App, without a library card, can complete the IDC process and obtain access within Libby and do not need to use the website.