

Libby FAQ

Updated January 2018

This document aims to help you answer some common, and not-so-common, questions about Libby, OverDrive's new mobile app for Wisconsin's Digital Library. More help with specific features can be found by visiting <https://help.libbyapp.com/>.

What is the point of Libby when there is an existing OverDrive app?

The primary goal of Libby is to attract new users to OverDrive - and keep them as active users - by reducing user confusion and obstacles to reading. Libby seeks to achieve this goal by streamlining workflows throughout the app, focusing on unifying the experience for browsing, borrowing, and reading ebooks and audiobooks.

- Improved renewal process
- Activity history
- Format simplification

Will Libby replace the OverDrive app?

Not anytime soon! OverDrive has no plans to remove the OverDrive app.

What devices are compatible with Libby?

Libby is available for:

- iOS 9+
- Android 4.4+
- Windows 10 (for [desktops/tablets](#) and [mobile](#)), versions 1607 (Anniversary Update) and 1703 (Creator's Update)

Will Libby be available for Kindle Fire?

Yes, soon.

Which features from the existing OverDrive app are not yet available in Libby?

These features are not yet available, but will be in the future:

- Recommend to Library
- Syncing tags across devices
- Wish lists
- Title ratings
- eReading rooms
- Sign in with OverDrive and Facebook account options
- Ongoing accessibility improvements
- Multilingual navigation

How do I send a book to my Kindle e-reader?

From your Shelf, tap the book you'd like to send to your Kindle, then select "Send to Kindle" and follow the prompts from Amazon. You can also send titles to your Kindle by default by selecting the menu, Device Preferences, and selecting Kindle for your Reading Preferences.

What are account preferences and how do I change them?

You can apply your account preferences to Libby by tapping the maroon plus sign from any page in the Library. Account preferences you can set are availability (available titles only or everything), a default sorting of search results, language, audience (juvenile, young adult, general content, mature content, or all), and compatibility (Libby or Kindle). Once these account preferences are set, they will apply to all your library searching and browsing – anywhere you see the maroon plus sign.

How do I change my default lending period?

In Libby, unlike the existing OverDrive app, you cannot change your default lending period. Lending periods are established per title when they are checked out and the last lending period used will be the lending period used for the next check out.

Can I access and/or play streaming video titles in Libby?

No. There is no plan to implement streaming video into Libby.

Can Libby be used on my desktop?

Yes, visit <http://libbyapp.com> to use Libby in the browser. However, the WPLC OverDrive-powered website is still the recommended desktop experience – Libby is intended to be a mobile device experience.

How do I sign out of Libby?

Unlinking a card effectively signs you out.

Can I see the book order for a series?

Yes! OverDrive recently added this information to Libby. Visit this help article to learn more:

<https://help.libbyapp.com/searching/finding-series-information/>

How do I see my place in line for a hold?

After you place a hold, view your place in line by going to Shelf > Holds, and tapping "Wait List." This will display your approximate wait time for the title, as well as total holds, total copies, and the number of people waiting per copy.

Can I sort books in series order?

Not right now, but OverDrive is actively exploring ways to add this information in the next few months.

How do I increase the text size in Libby?

You can increase the text size to your preferred reading proportions from the Reading Settings menu panel within the reader.

There isn't currently a way to set a larger (or smaller) text size for the "user interface" parts of the app — in the Library or Shelf or menus, for instance. Libby will eventually use your platform settings to determine the appropriate text size for these items. That behavior matches most other mobile apps.

Why can't I return my loan before it's due?

This is almost always because the loan has been format-locked — you have sent it to your Kindle, or you have downloaded it as an Adobe EPUB to read in the OverDrive app. If you plan to use Libby exclusively, you shouldn't run into any format-locking or early-return problems.

Can I download parts of an audiobook?

Libby does not offer per-file audiobook download management. In Libby, you can stream the book if you're storage-conscious, and you can download the book if you're data-conscious (or often offline). These two simple options are typically more useful to the majority of users, for whom file management is confusing and intimidating and error-prone.

What are Tags vs. Wish List?

Tags are a feature of Libby. They're specific to your device, meaning they don't sync if you use Libby on more than one device. However, they do work for all of your libraries on each device, so you can tag titles from multiple libraries using one set of tags.

Wish lists are a feature of the OverDrive app and website. They're specific to your library, meaning you have one distinct wish list per library.

At this time, there's no way to sync your wish list(s) with the tags in Libby. OverDrive is actively working on syncing tags between devices and syncing wish list(s) with tags.

Can I transfer my downloaded titles to another device?

While Libby does not transfer titles between devices, you can transfer audiobooks from your computer to your device using OverDrive for Windows (desktop).

How do I remove a downloaded title from my device without returning it?

In Libby, tap Shelf. Next to a borrowed book in your Shelf, tap the check mark and select Stream (when online). You'll be prompted by messaging that will advise "This will wipe your download. Are you sure?" Tap Yes, Wipe Download to confirm. This process can be done for either audiobooks or ebooks.

How do I do an Advanced Search?

1. Tap **Library** from the bottom-left of the app.
2. Tap the search bar at the top of the screen.
3. Tap the **more** button.
4. Fill out your desired criteria, then tap **Search**.

How do I sync my Shelf?

Libby automatically syncs between devices, as long as you've added your library card(s) to each device. If you need to manually sync for any reason, go to your Shelf and tap the sync icon. 

How do I disable or delete my Activity history?

At this time, you cannot disable the Activity feature in Libby. However, you can delete the events in the Activity log by swiping from right to left on the title and tapping Remove.

Does Libby let you speed up audio play?

Yes. Drag down the "speedometer" to change audio playback speed.

Does Libby work with my screen reader?

Some of Libby's navigation currently works with screen readers, with more to come in 2017. We're hard at work to release a more screen-reader friendly version that will support iOS's VoiceOver and Android's Talkback.

If you use a screen reader and require more accessibility features than are currently available in Libby, we recommend the Kindle Book option (U.S. only) or using the OverDrive app.

Is Libby available in languages other than English?

Adding languages other than English to Libby is an active focus for OverDrive and should be available in early 2018.

Does Libby work with Android Auto or Apple CarPlay?

Not right now, but OverDrive is investigating both.

Can I store downloads on my SD card?

Yes, and this happens automatically. If external storage (like an SD card) is available on your Android device, Libby will try to save downloads there.

Note: Android's "App info" for Libby may report that all of Libby's storage is internal, but that isn't the case.

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