

## **Libby Frequently Asked Questions**

### **1. Is Libby replacing the OverDrive app?**

Libby will not be replacing the OverDrive app. OverDrive has no plans to remove the OverDrive app. NLB will keep users updated on the latest developments from OverDrive, if any.

NLB strongly recommends Apple iPhone users who have upgraded their device OS to iOS13 software update to download eBooks/audiobooks via Libby app.

### **2. What is the difference between NLB Mobile, OverDrive app and Libby?**

NLB Mobile, OverDrive and Libby are apps that let you borrow and read NLB's eBooks / Audiobooks.

**NLB Mobile** is an NLB app designed for access and transactions. It lets you borrow and read or listen to eBooks / eAudiobooks online, but does not have an in-built reader for downloaded eBooks / eAudiobooks. Additionally, it lets you access eNewspapers / eMagazines as well as online courses, and check your library account.

**OverDrive** lets you borrow and download eBooks / eAudiobooks from the library. You can use the in-app features to read downloaded eBooks and listen to eAudiobooks.

**Libby** is a new app by OverDrive. It also lets you borrow and download eBooks / eAudiobooks, but with a simpler user interface.

### **3. What eBook/ eAudiobook format is Libby using?**

Libby downloads eBooks / eAudiobooks in the Read or Listen formats respectively. By default, all eBooks under 20 MB (basically eBooks only) will download to Libby automatically for offline reading. To download audiobooks, you need to tell Libby to start downloading. You can adjust these settings by opening the menu and selecting 'Set Up Libby' then 'Change Download Rules'.

### **4. Why are some of the titles that were previously available no longer found on Libby?**

As Libby only supports digital books in OverDrive Read format to improve mobile accessibility, titles that are only available in Adobe PDF formats, are in process of being converted to OverDrive Read formats.

NLB strives to improve the quality of patrons' user experience and will continuously work towards building a comprehensive digital collection for our patrons. Meanwhile, patrons may wish to submit eBook recommendations to [enquiry@nlb.gov.sg](mailto:enquiry@nlb.gov.sg).

### **5. Can I use Libby or OverDrive on Kindle, Kobo or Nook e-Readers?**

NLB currently does not purchase and support eBooks in Kindle, Kobo or Nook formats as they are not officially available to the Singapore market.

Format availability for eBooks is subject to the negotiations between OverDrive and the eReader companies, e.g. Amazon. NLB will purchase eBooks in the best formats that are available in Singapore.

Hence, Libby and OverDrive are not supported on such eReaders in Singapore for now.

#### **6. Can I use more than one library card or cards from different libraries in Libby?**

Yes, you can! Libby makes it easy to switch between library cards or between different libraries (for e.g. for users who are not only members of NLB but also members of school libraries that use the OverDrive platform). Open the menu, then select 'See Library Cards' or 'Add A Library'. All your digital checkouts from different cards and libraries are on the same virtual shelf, so there is no need to switch between libraries or cards to read your books.

#### **7. I tried to 'Add A Library Card' and was prompted to enter a 'User ID' when entering my 'Library Account Details'. What is my User ID'?**

Your 'User ID' refers to your NLB myLibrary ID.

#### **8. Is there a device limit for Libby?**

There is no limit to the number of devices that you can use to sign in to Libby.

#### **9. Will my loans, holds and book progress (e.g. *bookmarks*) be synced across multiple devices and apps if I am using Libby or NLB Mobile app?**

*If using Libby across multiple devices:*

- Libby automatically synchronizes your loans, holds and book progress between devices, as long as you have an internet connection and your library cards are on each device. To manually sync your Shelf, go to Shelf > Actions. Select 'Synchronise Shelf'.

*If using NLB Mobile app with Libby and/or OverDrive app:*

- Only the loans and holds will be synced across these apps.
- Bookmarks from NLB Mobile will not be synced in Libby/OverDrive apps as they serve different functions. 'Bookmarks' on NLB Mobile refer to bookmarks of favourite physical and digital items, while 'Bookmarks' on OverDrive and Libby refer to the bookmarking of pages or timestamps within the digital items.

Please visit <https://help.libbyapp.com/index.htm> for more information.