

Libby Frequently Asked Questions

1. Has Libby replaced the OverDrive app?

Yes, the OverDrive app was discontinued in early 2023. The OverDrive website (<https://nlb.overdrive.com>) continues to be accessible to users via web browser.

New users looking for the OverDrive app will be directed to the Libby app.

2. What is the difference between NLB Mobile, and Libby?

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

NLB Mobile is an NLB app designed for content discovery, access and making transactions. It lets you borrow and read or listen to eBooks / audiobooks online, but does not have an in-built e-Reader for borrowed and downloaded eBooks / audiobooks. Additionally, the app provides access to NLB's other eResources such as eNewspapers/ eMagazines as well as eLearning courses, and also allows you to check your library account.

Libby is the primary app developed by OverDrive, as the legacy OverDrive app was discontinued in early 2023. It also lets you borrow and download eBooks / Audiobooks, but with a simpler user interface which offers many unique features including tags to track wish lists and push notifications.

3. What are the features unique to Libby app?

Libby offers many unique features and options. Features unique to Libby include:

- **A central Shelf:** Loans and holds from all your Overdrive libraries are automatically added to your Shelf.
- **Improvements to navigating book series:** Easily find the next book in a series from search results, title details, and your Shelf. Libby makes it easier to discover books in a series.
- **Unlimited tags:** Create custom tags to categorize books however you'd like, and use Libby's smart tags to track what you've borrowed or get notified about new issues of your favourite magazines.
- **More notification options:** Get push notifications on your mobile device (or emails from libbyapp.com) for available holds, expiring loans, and more.

4. What eBook/ audiobook format is Libby using?

Libby downloads eBooks / audiobooks in the Read or Listen formats respectively. By default, all eBooks under 20 MB will download to Libby automatically for offline reading. To automatically download audiobooks, you can adjust these settings by selecting 'Change Download Rules' under 'Settings'.

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

Libby only supports digital books in OverDrive Read. Titles that are only available in Adobe PDF formats are in the 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.

6. Can I use Libby or OverDrive on eReaders?

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

A built-in OverDrive feature is available in Kobo eReaders. Since Nov 2019, this feature has been compatible in Singapore. **The built-in OverDrive feature is only available for some models of the Kobo eReaders and does not include the borrowing of audiobooks.**

For the full list of Kobo eReaders with built-in OverDrive feature, please click [here](#).

Patrons can log in with their myLibrary username under Settings > OverDrive on their Kobo devices to read NLB eBooks. Titles do not need to be available in Kobo format to be downloaded on a Kobo device. However, only NLB eBooks which are found in the Kobo store, in the exact edition, can be borrowed directly from the Kobo device. For titles to successfully sync to Kobo devices, the editions must match between the edition borrowed from the library and the edition on the Kobo site.

Patrons may transfer library eBooks from a computer using Adobe Digital Editions for earlier models of Kobo eReaders such as below:

- Kobo Aura
- Touch 2.0
- Glo

How to transfer using Adobe Digital Editions (ADE)?

- i. Connect your eReader to your computer
- ii. Install and authorise ADE on your computer
- iii. Download an EPUB or PDF eBook to ADE from your library's digital collection. Downloaded eBooks should open automatically in ADE.
- iv. In ADE, make sure you are in "Library" view. Your eReader should show up under "Devices". You may need to accept a file-transfer prompt in your eReader in order to appear in ADE.
- v. If your eReader is not detected by ADE, you might have to update to the most recent version of ADE. For more information, please refer to <https://help.overdrive.com/en-us/0047.html>

For more information, please refer to the Kobo Help links:

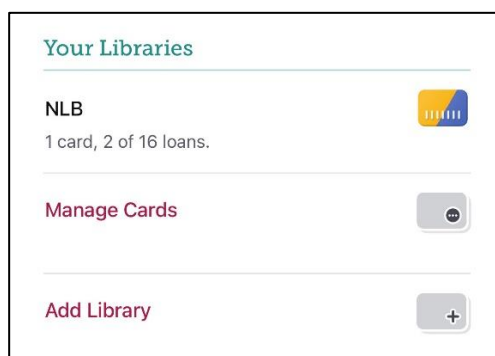
- <https://help.kobo.com/hc/en-us/articles/360018019214-OverDrive-Common-questions>

- <https://help.kobo.com/hc/en-us/articles/360018160953-Which-Kobo-eReaders-have-OverDrive>
- <https://help.kobo.com/hc/en-us/articles/360017814074-Add-eBooks-with-Adobe-Digital-Editions>

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.

7. 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 service). Open the menu, then select '1 card +' or 'Add 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.

8. I tried to 'Add Library' 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 username.

9. 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.

10. 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:

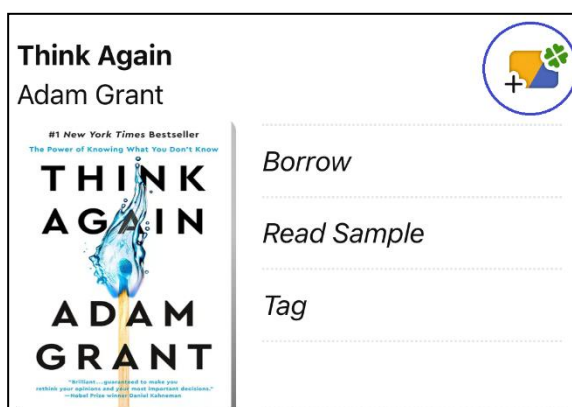
- Libby automatically synchronizes your loans, holds and book progress between devices, as long as you have an internet connection and your library cards are on each device. To manually sync your Shelf, go to Shelf > Actions. Select 'Synchronise Shelf'.

If using NLB Mobile app with Libby:

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

11. What does the four-leaf clover icon mean?

Titles with the four-leaf clover icon refer to ***Skip the line*** copies.



12. What is ***Skip the line***?

Skip the line books are specially selected copies of titles set aside for immediate access on a first-come-first-serve basis. These books are usually high in demand and waitlisted.

Skip the line copies have special rules:

- Unlike other eBooks or audiobooks that have a 21-day loan period, *Skip the line* copies are only valid for a 7-day loan period.
- Users are only able to borrow 3 *Skip the line* copies at any one time. To be eligible for another *Skip the line* loan, users with 3 *Skip the Line* loans must return at least one *Skip the line* copy currently on loan. To return titles earlier, please click [here](#).
- *Skip the line* titles do not have waitlists and hence users will not be able to reserve these titles.
- They are non-renewable.

For more information on *Skip the line*, please click [here](#).

13. How do I access the ***Skip the line*** collection on Libby app?

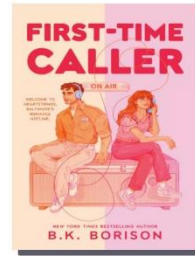
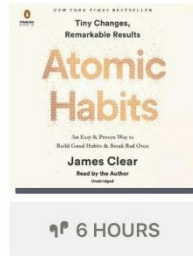
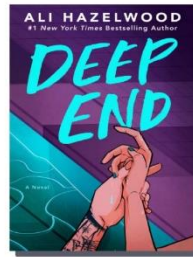
To access all *Skip the line* titles, click on the Home icon highlighted (see screenshot below) and scroll to the *Skip the line* collection:

Skip the Line!



Skip the line is made up of specially selected copies of high demand titles set aside for immediate access on a first-come-first-serve basis. These copies are only valid for a 7-day lo...

See over 320 titles >



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

Updated as of: 9 May 2025