

## Libby Frequently Asked Questions

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

Yes, the OverDrive app will be discontinued in early 2023. Existing OverDrive app users may continue to use the OverDrive app till end 2022 but are strongly recommended to access the OverDrive collection from the [Libby app](#) instead. The OverDrive website (<https://nlb.overdrive.com>) will continue to be accessible to users via a browser.

New users looking for the OverDrive app will be directed to the Libby app. NLB will keep users updated on the latest developments, with the goal of delivering an enjoyable experience for users.

### 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 / audiobooks online, but does not have an in-built reader for downloaded eBooks / audiobooks. Additionally, it lets you access eNewspapers / eMagazines as well as eLearning courses, and check your library account.

**The OverDrive app** lets you borrow and download eBooks / audiobooks from the library. You can use the in-app features to read downloaded eBooks and listen to eAudiobooks. **As the OverDrive app will be discontinued in early 2023, NLB strongly recommends users to switch to the Libby app now.**

**Libby** is the primary app developed by OverDrive, as the legacy OverDrive app will be discontinued in early 2023. It also lets you borrow and download eBooks / eAudiobooks, but with a simpler user interface which offers many unique features including a unified bookshelf for all holds and loans, tags to track wish lists and push notifications. **NLB strongly recommends users to switch to the Libby app due to the eventual retirement of the OverDrive app.**

### 3. What are the features unique to Libby app?

Libby offers many unique features and options that are not available in the OverDrive app. Features unique to Libby include:

- **A central Shelf:** Loans and holds from all your 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 favorite 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 (basically eBooks only) 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](mailto: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 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 via the OverDrive integration 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 Kobo store can be borrowed directly from the Kobo device.

Patrons will need to 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're 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>

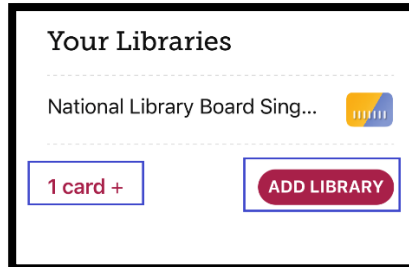
For more information, please refer to the Kobo Help link:

- <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>

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:*

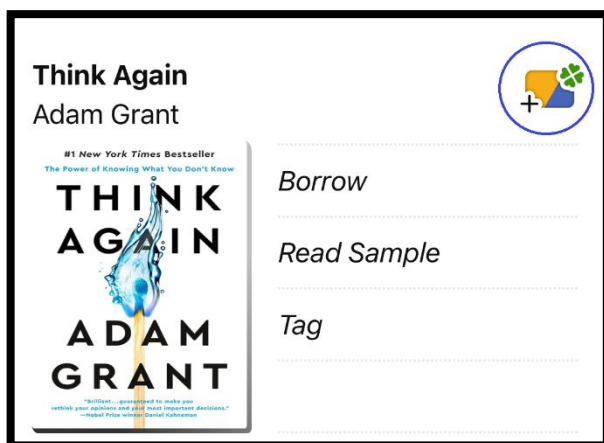
- Libby automatically synchronizes your loans, holds and book progress between devices, as long as you have an internet connection and your library cards are on each device. To manually sync your Shelf, go to Shelf > Actions. Select 'Synchronise Shelf'.

*If using NLB Mobile app with Libby 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.

## 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.

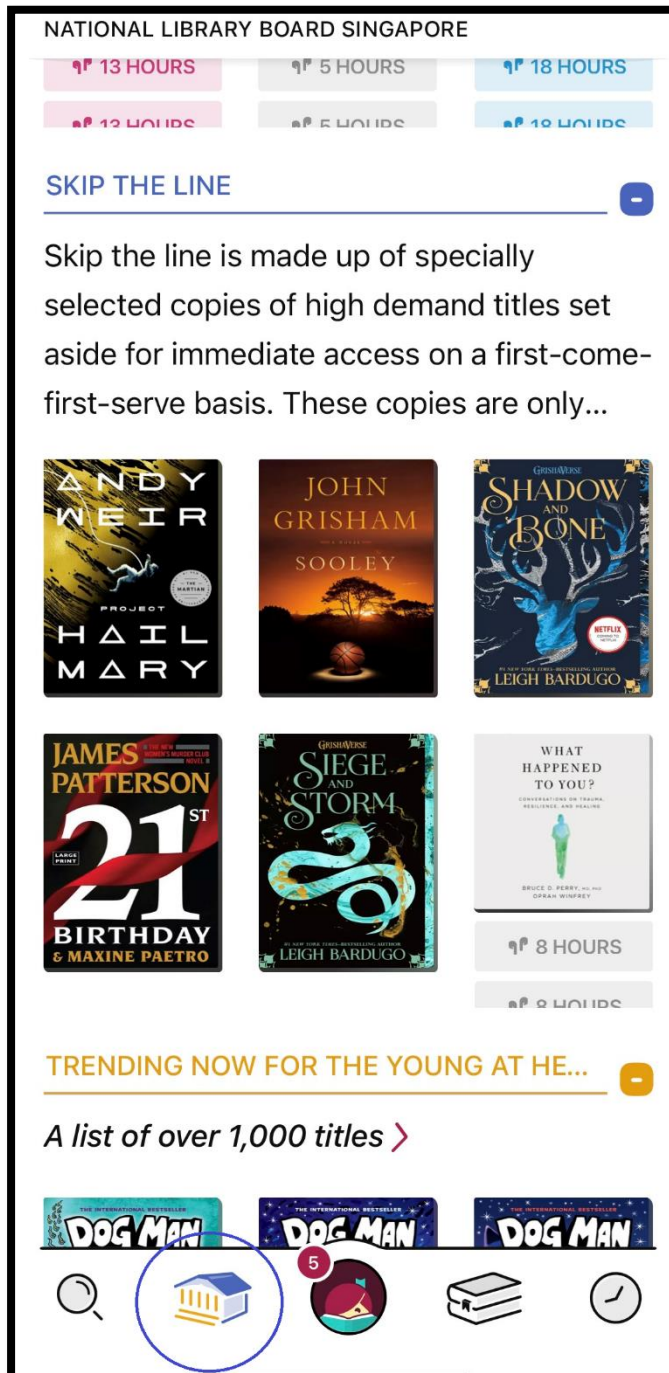
*Skip the line* copies have special rules:

- 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 1 *Skip the line* copy at any one time. To be eligible for another *Skip the line* loan, users must return the first *Skip the line* copy. To return titles earlier, please click [here](#).
- *Skip the line* titles do not have waitlists and hence users would 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:



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