User Assistance
Become an OverDrive Specialist

We'll help take your understanding of your OverDrive service to the next level so you can share your knowledge through support and training. We'll review frequently asked questions, support tips, and online help resources.

Contact: training@overdrive.com
Agenda

1. Overview
2. What can I learn here?
3. Getting Started
4. User assistance scenarios
   - Universal
   - Desktop/laptop
   - Mobile devices
   - More support tips
5. Staff resources
How does it work?
1. Borrow and enjoy using a library card.
2. Read in browser with OverDrive Read.
3. Download to computers, tablets, and mobile devices.
4. Transfer to devices like the Apple® iPod® and Barnes & Noble Nook®.
5. Plus, eBooks for Kindle®! *For U.S. library partners*
6. Accessibility features for the visually impaired.

What assistance is available?
1. Expert training, collection assistance, and promotional assistance.
2. Real-time reports track circulation online.
3. OverDrive Support: *Content Reserve > Support tab.*
What can I learn here?

Information Services
Comprehensive knowledge of your OverDrive service.

Training & Outreach
How to explain and demonstrate your digital library website.

Support & IT
How to troubleshoot some of the most common issues.
Getting started

My library just got the OverDrive service. How do I use it?
How it works...

- Browse and check out.
- Read in browser, download, and transfer.
- Responsive design.
- Book recommendations.
- Accessibility features.

Enjoy on Windows®, Mac®, mobile devices, MP3 players and eReaders.
Software you should know

OverDrive Media Console
► Desktop/laptop version - audiobooks, music and video.
► Mobile version – EPUB eBooks and MP3 audiobooks.

Adobe Digital Editions
► Desktop/laptop computers only.
► Read or transfer EPUB/PDF eBooks to an eReader.

Kindle reading apps (US libraries only)
► Free apps for desktop/laptop and mobile devices.
OverDrive Read

Instantly sample and read eBooks
Live or coming soon for your library

1. No Adobe ID or software to install.
2. No device activation.
3. Works best with Chrome, Firefox, IE10 and Safari.*
4. Read online and offline.
5. Customize the font, size, justification, spacing and theme.
6. Reading position and bookmarks sync across sessions and devices.

*Will need Google Chrome Frame plug-in or OverDrive Read Basic with older browsers (IE 7, 8, 9).
Help resources

Discover the Next Generation Experience
Learn about the new user experience.

OverDrive Help
Help articles, videos, and more.

Software
Download required software for digital titles.

Device Resource Center
Explore computer and devices that can be used.

Library Lending Policies
How many items you can check out, how long, and more.

Support
Still need help? Contact Support.
User Assistance Scenarios
Universal scenarios
I click on ‘Read (in your browser),’ but it says my browser does not support it.

Older browsers like IE 7, 8 and 9 do support Read titles, but will need the Google Chrome Frame plug-in to access all the features.

Use a different browser (Firefox, Chrome), install the plug-in, or use OverDrive Read Basic.
How do I return a title?

**Scenario**

The return button disappeared from my Bookshelf. Can I still return it?

**Explanation**

Users will be able to return titles from their bookshelf before downloading. After downloading, most titles can still be returned, but it must be done through the software (Adobe Digital Editions, OverDrive Media Console).

**Resolution**

Visit OverDrive Help to find out how to return titles on a computer and/or mobile device.
What happened to my hold?

**Scenario**

I received an email notification that my title on hold is available, but I can't find it.

**Explanation**

Using different library cards, and letting the time period lapse are the most common causes.

You will receive an email when the title becomes available. You will then have 2 days to borrow the title.

**Resolution**

You can request to move patrons to the top of the waiting list; for further explanation view [this help article](#).
Why can’t I borrow any more titles?

Scenario: I got a 710 error saying I’ve checked out and returned too many titles within a short period of time.

Explanation: A user will see this error if they try to check out items after they’ve returned an excessive number of titles within the past 7 days.

Resolution: Instruct your user to wait several days before trying to borrow a title. Also, you can increase the checkout limit for your library or contact your Account Specialist for other options.

We’re sorry, but there have been too many titles checked out and returned by your account within a short period of time. Please try again in several days. If you are still not able to check out titles after 7 days, please contact Support. (User Error 710)
eBook / audiobook download scenarios
Why do I need an Adobe ID?

First-time eBook users downloading to a computer or device will be prompted to authorize with an Adobe ID.

Authorizing with an Adobe ID allows a user to access a title on up to 6 computers and devices.

Want to see exactly how it’s done? Watch our videos on OverDrive Help.
Need an ID or forget password? Visit Adobe’s site.
Why can’t I download my eBook?

Scenario

I got an error about a license or Adobe ID when trying to download my eBook.

Explanation

The user did not authorize all computers and devices with one Adobe ID.

Resolution

Have the user authorize their computer or device with the same ID they used when first downloading the title. You can also contact support to clear the transaction data.
Why can’t I re-download my title?

It says I’ve reached the fulfillment limit for my title.

The user has maxed out the allowed number of downloads.

If this problem persists, please contact support, providing the exact text of the error message displayed on this page.

Click here to return to the previous page to try again.

Have the user send their library card and the title to the support address on the main Help page.
The library's support team can reactivate a download link.

- **Content Reserve > Reports > User Statistics.**
- Enter the library card number, title or checkout ID.
- Click 'View' next to the title to open the Checkout Details.
- Click ‘Reset patron’s download link.’

*Note: If you don’t see the link, either the download link is still active or the title has been returned to the library.*
Where did my download go?

**Scenario**

*Instead of the audiobook or eBook I expected, I downloaded an 'ODM' or 'ACSM' file.*

**Explanation**

These are necessary parts of the download process, but should automatically prompt the appropriate software to open.

**Resolution**

See the following help articles on how to associate the files to open the correct program:

- ACSM for Windows
- ODM for Windows
- ACSM for Mac
- ODM for Mac
**Why can’t I complete the upgrade?**

**Scenario**

I tried to complete the Windows Media Player Security Upgrade and nothing happened.

**Explanation**

This might be caused by pop-up blockers or security settings.

**Resolution**

Follow the instructions from this help article that detail how to complete the upgrade by running Internet Explorer as an administrator.
DRM error messages (OMC)

**Scenario**

I received a parameter error when trying to access my WMA title.

**Explanation**

Corruption in one of the Windows Media Player DRM (Digital Rights Management) components causes this error.

**Resolution**

Have the user reset the Windows DRM using this article. If the problem persists, submit a support request through Content Reserve.
Transfer scenarios
How to transfer to eBook readers

- Install Adobe® Digital Editions on Windows or Mac computers.
- Download eBooks.
- Drag and drop, or use the menu to transfer.

DEMONSTRATION
Transfer to a NOOK
My audio / video device isn’t recognized...

Scenario

I have a compatible device, but it’s not recognized when I connect it to my computer.

Explanation

The user may need to install software or complete a firmware upgrade for the device. Sometimes it’s as simple as connecting the device before or after the program is opened.

Resolution

Have the user check for updates for the device or program, and check OverDrive Help for troubleshooting articles.

OverDrive Media Console:
The Transfer Wizard displays an alert if your device is not found.
I provide support for our library. Any other tips that might help me?
It shows WMA compatibility with my Apple device, so why can't I download to it?

WMA audiobooks are compatible with Apple devices, but must be transferred using a Windows computer.

View this help article that shows how to transfer to an Apple device, including information on manually managing your music and changing the AAC settings.
I have Windows 8 or Windows RT. Do I need OverDrive Media Console (OMC) for Windows or Windows 8?

With Windows 8, a user can install both versions. With Windows RT, they can install OMC for Windows 8 only. This app is similar to other mobile versions of OMC (Android, iOS, etc.) in functionality but has the new Windows interface.

View this help article to learn more about OMC and Windows 8, including the differences between the apps, and how to know if you’re using Windows 8 or RT.
Accessibility features

OverDrive Media Console.
- Navigate using keyboard shortcuts.
- Compatible with popular screen readers.

Adobe Digital Editions
- EPUB - increase text size.
- PDF - zoom in.
- Now compatible with screen readers.

Immediately find cover and watch the door I just came through. I
never samed restaurant twice, and I always find a table with a view of the
sea. I use the cell phone only for routine matters, and I assume someone
I pay cash for a laptop, set up three Gmail accounts, and do my bro-
ternet cafés using their servers. I begin experimenting with prepaid credit cards
I buy at a Walgreens pharmacy. I install two hidden cameras in my condo, just
How to submit a support request

1. Log in to Content Reserve.
2. Click the ‘Support’ Tab.
3. Click ‘Support.’

Amazon will provide technical support for Kindle Book related issues.
Staff Resources
Any recommendations on a device?

With OverDrive Test Drive, your library can offer eBook devices for demonstration and lending.

- Staff education and training
- Demo devices at the library
- Lending devices to users

Enrollment information, recommended devices, guidelines, promotional kit and more …
http://partners.overdrive.com/service-enhancements/test-drive/
OverDrive's Learning Center

- **On Demand**: View our trainings anytime.
- **Live Sessions**: Register for live courses.
- **Resources**: Free promotional materials.

http://partners.overdrive.com/learning-center
OverDrive's Partner Services can assist with your promotional efforts.

- Business cards.
- Bookmarks.
- Brochures.
- Posters.
- Press releases.
- Web link for your home page and catalog.
- ... and more!

Visit our online marketing kit or contact us for more information:

http://partners.overdrive.com/marketing-outreach/libraries/promotional-resources/
Try this …

☐ Check out a title using a computer
☐ Check out a title using a device.
☐ Watch How-To videos.
☐ Transfer an eBook to an eBook reader.
☐ Review the Support Request form in Content Reserve.
☐ Watch the Top 10 Support Solutions module for even more help!
Contact us

- **Collection Development:** collectionteam@overdrive.com.
- **Training:** training@overdrive.com.
- **Library Partner Services:** partnerservices@overdrive.com.
- **Support for library staff:** Content Reserve > Support tab.
- **Support for users:**
  Users should contact Support via the email link on the main Help page of your OverDrive library website.