



Frequently Asked Questions about on **OverDrive** from the Ocean County Library

What are eBooks and audiobooks?

An eBook is an electronic book that can be read on computers or portable electronic devices such as smart phones and tablets. An Audiobook is a sound recording of a book that can be downloaded. Thousands of electronic materials are available on ocl.overdrive.com and more are added each month. Only a fraction of printed books exist as eBooks or audiobooks. Additionally, some electronic materials are not available to libraries.

How do I get an eBook or audiobook from OverDrive?

Procedures for getting electronic materials vary depending on the device. Detailed instructions are available on the **OverDrive Help Page** and on the library's website at <http://theoceancountylibrary.org/downloads>. For many devices, you install the **Libby** app, which streamlines finding, checking out and downloading items. Since Libby is not yet available for Kindle, the procedure for reading books on these devices differs.

How many items can I check out?

You can borrow up to 5 items at a time from ocl.overdrive.com (audiobooks and/or eBooks).

How many days do I get to keep the items that I check out?

The default is 14 days. You can change it to 7, 14, or 21 days during checkout or create a new default lending period on the OverDrive website under **My Account > Settings > Lending Period**.

What happens at the end of the lending period?

The title expires and can no longer be accessed. It is removed from your list of items checked out.

Can I renew eBooks and audiobooks?

Yes—you can renew one time if no one else has placed the book on hold. An arrow appears next to the expiration date 72 hours before the due date. On your shelf, select the title, press Manage Loan, then “Renew.” Enter and confirm your email address. If there are existing holds on the item, you will be able to place a hold on the book

Do I have to return eBooks or audiobooks?

No. You don't have to return eMaterials. They “expire” at the end of a lending period, so there are no late fees. **However**, if you finish a title or decide you don't want it, you **can** return it early to free up 1 of your 5 allotted checkouts and make the item available to other customers who may be waiting for it.

How do I return an item early? Methods differ depending on the device:

- In **Libby**, tap Shelf, then Loans, then “Manage Loan” next to the title you wish to return. Then click “Return Loan to Library,” then tap “Return.”
- For **Kindles**, login to your Amazon Account and click on “Manage Your Kindle.” Select the title, click the button on the right called “Actions,” and then click “Return this book.”

Why is there a waiting list for electronic materials?

Electronic materials are like physical books—only 1 person can borrow 1 copy at a time. Sometimes there are waiting lists for popular items, so you may place items on hold for when they become available.

How many items can I place on hold?

You can place up to 5 titles on hold. Simply tap “Place Hold” to request an item. To suspend a hold in the Libby App, go to Shelf, then Holds. Then tap “Manage Hold” next to the book you wish to suspend. Tap “Edit Hold.” Next to Hold State, tap “Active” and choose how long you wish to suspend the hold.

What happens when I join a waiting list to place a title on hold?

When you place a hold, you will receive an email notification when it becomes available. You have 72 hours from the time the email is sent to check out the item. Alternatively, you can opt to automatically checkout the item when it becomes available. At the ‘place hold’ screen, check the box above “Place Hold.” You will receive an email that the item has been checked out.

Can I make a reading list in OverDrive?

In the Libby app, you can tag books to read in the future to create a wish list by clicking on the ribbon icon, then tapping the picture of stacked books. You can also create new tags in the Libby app to make customized lists. Note: the titles you bookmark on the OCL OverDrive website are not currently synched to the tag list on the Libby app.

Can I request an item that is not listed on the OverDrive website?

We will gladly accept suggestions for titles. The OverDrive help document about the Recommend feature gives instructions on how to find OverDrive items OCL doesn't own and how to recommend them: https://help.overdrive.com/customer/en/portal/articles/1481221-how-to-recommend-titles-to-your-library?b_id=15211. If OCL buys the recommended title, the customer recommending it will be added to the wait list and receive an email when the hold is available.

I love this service and I use it a lot—how can I get more electronic materials?

OCL has reciprocal borrowing agreements with **Burlington** and **Monmouth County**. Bring your OCL library card and ID to a branch in these counties and get a card. Access these libraries' collections through their websites. OCL also has electronic materials from other databases on our website*.

Which device should I buy?

We can point you to articles and reviews for you to make an informed decision, but we cannot endorse a particular model. Features, price points and available content vary widely and new models are coming out all the time. Try **Consumer Reports**, **PC World**, and **CNET** for comparisons.

Do I need a computer to read eBooks or listen to audiobooks?

The Libby app is available for most devices, but for some models, you need a computer. You download the eBook to a computer and then transfer it to an eReader via USB. You do not need a computer to read eBooks on tablets, mobile devices or Kindle models with Wi-Fi.

How do I get help when something isn't working right?

First, refer to the Help & Support page in Libby, where you can submit a question, report a problem or offer an idea. Alternatively, go to help.overdrive.com, the Help Site that has answers to many common questions. If that doesn't resolve the issue, contact your local branch or go to click <http://theoceancountylibrary.org/contactus/elibrarynj-support> and complete an online form.

**The library also offers electronic materials from other vendors (RB Digital, hoopla, EBSCO, Tumblebooks, etc). Visit the OCL Downloads page for further information:
<http://theoceancountylibrary.org/downloads>*