FAQs about eBooks & audiobooks

What is the difference between the Libby app and the OverDrive app?
Libby is a user-friendly app developed by OverDrive. This new app provides the same downloading services as the OverDrive app and offers many new features. If you are currently using the OverDrive app, you can learn more about Libby by viewing the Libby help guide. If you require assistance, please contact your local Idea Exchange branch.

Can I use my screen reader with the Libby App?
OverDrive is in the process of developing a more screen reader friendly version of the app that will support iOS' VoiceOver and Android's Talkback. Keep up-to-date on the app's progress at Libby Help. If you use a screen reader or require accessibility features, use the OverDrive app.

What do I need in order to check out and download eBooks or audiobooks?
You need to have a valid library card to check out and download eBooks and audiobooks. You also need to have a computer with internet access and/or an eReader or other mobile device.

How do I know what software to download and how to get set up?
For help on getting set up to read eBooks or listen to digital audiobooks, see our "Getting Started Guides" on our eBooks page, or visit Libby Help and search for your device.

Why can't I get the new bestsellers in electronic format?
If there's a title you were hoping for, please contact Idea Exchange to make your suggestion. You may be interested to know that many new blockbuster titles are only offered to libraries in audio format when they are first released and some are not offered at all.

Why are there so many holds on one copy of a title?
We routinely add copies as holds lists grow. In some cases, however, publishers withdraw the rights for libraries to purchase e-content. This means more copies cannot be purchased to meet the customer demand. As well, buying multiple licenses to fill holds reduces the budget available for purchasing new and diverse content.

Why can only one person at a time borrow an eBook or audiobook, and why are there limits on the number of copies and the length of time they can be borrowed?
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What is the format-type for eBooks and audiobooks?
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this format. If you are wondering whether your device is compatible, visit Overdrive's [Device Resource Center](#).

There are two types of **audiobook** formats available in downloadLibrary: MP3 files and WMA files. They sound exactly the same but the file types differ in these ways:

- Size: MP3 files are twice as large, so WMA audiobooks download and transfer more quickly.
- Compatibility: MP3 audiobooks are compatible with more devices, including Apple devices. Not all devices support WMA files.
- Returns: MP3 audiobooks can be returned early (except on OverDrive Media Console for Mac), but WMA audiobooks cannot. [Check here](#) to see which files are compatible with which devices.

How many eBooks or audiobooks can I sign out?
You can have up to fifteen (15) digital items signed out on your library card at one time.

How long can I check an eBook or an audiobook out for?
Audiobooks and eBooks can be borrowed for 7, 14, or 21 days – you can select the loan period that works best for you. You can change the default loan period when you are signed in to your account by clicking on "Settings" on the right hand side of the account page. You can also adjust the loan period after you click Borrow on a specific title. A new screen will appear informing you that "You are borrowing…for 21 days." Click on the underlined text and select the preferred loan period then click Borrow.

Can I place items on hold that are not currently available?
You can place a Hold on up to fifteen (15) downloadable items at one time.

What do I do at the end of the loan period?
For both **eBooks** and **audiobooks**, the licence will expire at the end of the loan period and although the eBook or audiobook may still physically be on your computer and/or device, you will no longer be able to turn pages or otherwise access the book. At that time you can delete the eBook or audiobook. There are never any overdue fines.

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Whether you can return a digital title early depends on the format of the item and the device you are using. **eBooks** can always be returned early. When it comes to **audiobooks**, WMA audiobooks cannot be returned before the end of the lending period, but MP3 audiobooks can be returned early. OverDrive Media Console for Mac, however, does not support the return feature. For help on how to return eBooks or digital audiobooks early, see our [Returning eBooks & audiobooks early](#) guide. We encourage people to return items as soon as possible as a courtesy to others who may be waiting for a title.

How do I retrieve an item I placed on Hold that is now available for me?

Once an item you have placed on Hold becomes available you will receive an email notification. To access the Hold item, go to downloadLibrary and sign into your account or open the Libby app. Go to **Loans** to access the title.

Can I renew a loan if I am not finished with the item at the end of the loan period?

If there are no pending Holds on an item, you may be able to renew the item up to three days before the title expires. To do this, sign into your account at downloadLibrary and go to **Loans.** Tap the cover of the item that you wish to renew and select **Renew Loan**. NOTE: Renewals can only be made three days before the title expires.

Are all of the books in the library also available in eBook or audiobook format?

Downloadable content is a subset of a library's holdings. The library may offer a title in various formats including print, audio, eBook, or audiobook but not necessarily all formats. In addition, some publishers are choosing not to sell digital content to libraries. The library community is working with publishers to address these concerns.

Can I request digital titles?

Yes! You are encouraged to contact Idea Exchange to make your purchase suggestions.

If my library doesn't have a particular eBook or audiobook available can I borrow it from another library?

downloadLibrary is a consortium of libraries for Kitchener, Waterloo, Cambridge, Region of Waterloo and Perth County Information Network established to provide digital content to all library card holders from the participating libraries. If the eBook or audiobook you are looking for is not in the downloadLibrary, it cannot be borrowed from another library system. You can contact Idea Exchange to request the title.

How often is new content added to the downloadLibrary site?

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Do you have more than one copy of a title?

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Why don't you have all the books in a series?

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