

Getting Started with Libby or OverDrive

Use these steps to get started downloading free ebooks, audiobooks, and more from Idea Exchange's digital collections using either the Libby app or the OverDrive app:

Setting up an Account

Using the Libby app on mobile devices

- Connect to wi-fi.
- Download the Libby app to your device using the App Store (for iOS users) or the Play Store (for Android users)
- Open the Libby app and follow the prompts to choose your library (Idea Exchange or Cambridge Public Library).
- Enter your library card number to log in. The app will save your card number for future sign-ins.

OR

Using the OverDrive app on select tablets or e-readers

- Connect to wi-fi.
- Download the OverDrive app to your device.
- Follow the prompts to choose your library (*Idea Exchange or Cambridge Public Library*).
- Enter your library card number to log in. The app will save your card number for future sign-ins.

OR

Using the Libby web app on computer, Mac or Chromebook

- Connect to the Internet.
- Go to libbyapp.com
- Follow the prompts to choose your library (*Idea Exchange or Cambridge Public Library*).
- Enter your library card number to log in. You can enable your browser to save your card number for future sign-ins.

How Do These Apps Work?

- The Libby app is an all-in-one application. Move between your *Library* icon (represented by a library card icon and meant for searching and borrowing) and your *Shelf* tab (represented by a book stack icon and meant for accessing your borrowed items and managing items).
- Borrow **up to 15 titles** at a time.

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- Choose between ebooks, audiobooks and other formats like magazines. An icon indicating whether a title is an ebook (book symbol) or audiobook (audio symbol) will appear at the top of the item's title page.
- Choose your borrowing period at check-out by clicking on the borrowing period link. The default is **14 days**. It can be modified to **7 days** or **21 days** based on your preferences.
- Items can be renewed if no one else has a Hold on them.
- Items can be placed on Hold if all copies are currently in use.
- You can **return an item early** by clicking on it in the *Shelf* area and selecting the *Return Early* option. If you don't return your item early, it will be **returned automatically on the due date**. This means **no late fines!**

Frequently Asked Questions

Is my device compatible with the Libby or OverDrive apps?

You can download Libby on:

- iOS 9+ (get it from the [Apple App Store](#))
- Android 5.0+ (get it on [Google Play](#))
- If you have a Windows computer, Mac computer, or a Chromebook, you can use Libby in your web browser at [libbyapp.com](#).

Check compatibility details for OverDrive here: <https://help.overdrive.com/en-us/devices.htm>

How do I see my borrowing history?

Go to the Clock icon to see a full timeline of what you previously borrowed on Libby.

How can I see an in-depth item description?

Click on the item's cover image and you can see more details on the content, including a brief summary and information on length, formats and potential series titles.

Why do I have to place some ebooks on hold?

The library purchases copies of ebooks from publishers. These have digital rights management (DRM) that will often limit the number of people who can download the file at one time. Library ebooks are much more expensive than the e-books purchased for individual use. This model is one way that publishers use to make money on selling e-books to library collections.

How can I suspend a hold in the app?

Go to the Book Stack icon representing your book shelf. Click on the grey button that says, "Holds". Click *Manage Hold* beside the item you want to suspend your hold on. Click *Suspend Hold* and use the slider to choose the number of days for which you want to suspend the hold.

Click *Update Hold* to confirm. You can always repeat this process again to change the period your hold is suspended or re-activate it.

How can I see titles that are available for immediate borrowing?

Go to the library card icon representing your *Library* area. Click on the grey button that says *Available*. A new version of the page will load showing you all titles available for immediate use. Click on the *Refine* option to select additional filters such as Format, Language or Audience. Click the back arrow to go back to the Library home page where you started.

How do I do a basic search?

Go to the *Search* area (represented by a spyglass icon). Select the three stacked dots icon for more options. Select the *Availability* filter. Complete your search. The items returned will only be those available to borrow right away.

Can I use Libby or OverDrive anywhere?

Yes, although you will want to be connected to wi-fi when you are borrowing and downloading new items. Once an item is fully downloaded to your device, you can access it without an Internet connection.

How can I get support using Libby or OverDrive?

Online support is available for Libby here: <https://help.libbyapp.com/en-us/index.htm>

Online support is available for OverDrive here: <https://help.overdrive.com/en-us/home.htm>

You are also welcome to contact Idea Exchange staff in person or via phone, chat or email and we will provide support for learning or installing the apps.

Why isn't my favourite title available as an ebook?

It's possible that the publisher hasn't made an ebook copy available for Canadian libraries to purchase. Please feel free to [contact us to Suggest a Purchase](#) if you are interested in seeing a particular title in Idea Exchange collections and we can investigate the feasibility of acquiring it.