

Overdrive FAQs



What do I need to use OverDrive?

To check out eBooks and downloadable audiobooks from OverDrive, you need the following:

- A full-access Irving Public Library card in good standing and PIN number
- Internet access to read or listen to OverDrive titles
- A computer or mobile device
- You may also need the Libby App, OverDrive app or Adobe Digital Editions. For device-specific information about how to check out items from OverDrive, see this [help page](#)

How do I check out and read or listen to an eBook or downloadable audiobook from OverDrive?

The check out process varies by device, please see this [help page](#) and choose your device.

Is there a check out limit?

Yes, 5 items on the card at any time (includes Simultaneous Check out items*)

***Coming Soon! Simultaneous Check Out items:** limit 3 books and 3 audiobooks per month

Simultaneous Check Out items are classic works and public domain titles immediately available in OverDrive to readers with no wait times or hold lists (like Hoopla, if you're familiar with that service). These items do count toward the checkout limit of 5 items at a time. If a reader has exhausted their limit of 3 eBooks and/or 3 audiobooks, they can still enjoy OverDrive. However, they will be limited to the regular collection of non-simultaneous check out items for the remainder of the month.

How long is the checkout period?

You have the option of checking out e-Books and Audiobooks for either 7, 14, or 21 days (Default:14 days). You can change the default checkout time in the Account > Settings page.

How do I return an OverDrive title?

Titles you check out are returned automatically at the end of the lending period. (21 days)

To return a title early, tap or click return icon below the title, for details visit the [OverDrive Help site](#)

Is there a hold limit?

Yes, 8 items.

How do I change my email address for OverDrive hold notifications?

1. Sign into your account
2. Under Account tap select Holds
3. Select Edit email address from options under title cover
4. Enter and confirm your new email address, then select **Update**

Please see [Overdrive help site](#) for more details.

How do I know when to pick up my hold?

You will be notified that your hold is ready with a notification sent to your e-mail. Please note that this notification will be sent to the e-mail address you registered with OverDrive, not the e-mail address on your library account. Holds must be picked up within 72 hours.

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How do I renew an OverDrive title?

The **Renew** option becomes available three days before a title expires and appears next to the title on your **Checkouts** page (under your **Account**). If the title already has holds, you can't renew it, but you can request a hold.

How do I suggest an eBook or downloadable audiobook purchase?

1. Log in to our OverDrive catalog with your library card number and pin.
2. Titles that aren't part of the digital collection have a 'Not owned' banner. Tap or click the 'Recommend' link.
3. A pop-up will open where you can choose to be placed on the wait list or just be notified if your library purchases the title.
4. Select 'Recommend' to complete your recommendation.

(Limit: 3 titles every 7 days)

If you don't see the title you're looking for, it will not be able to be purchased

Do I need an Internet connection?

Once titles are downloaded, no Internet is needed

How do I watch a video from OverDrive?

Video Streaming will not be available on OverDrive, we recommend checking out Hoopla or Kanopy

What if my library card is expired?

If your library card is expired, you will not be able to access the OverDrive site.

I checked out the wrong eBook format; what should I do?

If you have checked out the wrong eBook format (i.e. you are using an iPad but you downloaded the Kindle version), please contact our library via the [Digital Downloads Troubleshooting Form](#)

What if I need help with something not listed here:

Try the [OverDrive help page](#), our [Digital Downloads Troubleshooting page](#) or complete our [Digital Downloads Troubleshooting Form](#) and we will return your message during regular business hours, Monday to Friday, 8 A.M. to 5 P.M. The form will ask that you please provide the following information:

- Your name
- Library card number
- The service you're using (AXIS 360, Hoopla Digital, etc.)
- The title of the item you're having problems with
- The type of device you're using (Apple, Android, Kindle Fire, etc.)
- A brief description of the problem.

This information helps us to quickly locate the right instructions, and attempt to replicate your problem. We will provide you a written response within in a couple of business days. If the problem persists, we can set up an appointment with you and your device at one of our libraries.