

## OverDrive Borrowing Basics

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### How many items can I borrow at once?

You can check out up to 20 titles, for three weeks, and you can download each item 3 times. Your Cart will hold up to 8 titles at a time. Titles are removed from your Cart after 30 minutes if so that other users can have the chance to check them out. The [Lending Policies](#) are also available on our website.

### How many do you have?

As of December 31, 2011 we have 32,500 eBooks and 13,600 e-audiobooks available in the OverDrive collection. This number reflects copies, not titles. We are continually adding new titles to our eBook collection. Ultimately, we're limited by what publishers decide to make available to libraries.

### How do I find items that are checked in?

Use the Advanced search option in OverDrive and limit your search using **Only show titles with copies available**. (This option is usually available as you browse the collection). You can also limit your search in other ways, for example by subject, or by format (EPUB or PDF).

### Can I renew my items?

Titles cannot be renewed, but you can check them out again after they expire if there are no holds.

### Do I have to return my borrowed items?

No, you don't have to return your eBooks or audiobooks; they will automatically "expire" on your computer once the loan period ends and the file on your computer will lock so you can't read it anymore. You can delete the locked icon from your device if you like. You'll never have an overdue fine with an eBook!

### Can I return my items early?

You can return some items early – such as Adobe PDF and EPUB eBooks using Adobe Digital Editions and MP3 Audiobooks using OverDrive Media Console. See our device guides for more specific information.

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### What software do I need to use borrow OverDrive items?

To borrow eBooks you'll need Adobe Digital Editions (for Adobe EPUB and PDF files). To borrow audiobooks you'll need OverDrive Media Console (for WMA and MP3 files).

### Which devices are compatible with OverDrive?

Many popular devices will work with OverDrive such as:

- ✓ Kobo
- ✓ iPad, iPhone, iPod
- ✓ Sony Reader
- ✓ Blackberry Playbook
- ✓ Nook

For a searchable list of compatible devices visit: <http://www.overdrive.com/resources/drc/>  
While the **Kindle** works with OverDrive in U.S. Libraries, Amazon has not made the Kindle accessible to OverDrive in Canadian libraries at this time.

### How do I authorize OverDrive® Media Console™ with my Adobe® ID?

You can authorize OverDrive on your device with your Adobe ID by following the simple steps available at: <http://myhelp.overdrive.com/MyHelpINAuthOMCiphone>.

### Can I use my library eBooks overseas?

Yes, you can also download eBooks from OverDrive onto your laptop or PC and transfer them to your device, or use the OverDrive app on your mobile device, from anywhere in the world.

### How do I transfer the eBook/audiobook to my eReader?

For non-WiFi devices you can download your items to your computer and then transfer them to your eReader.

#### Transferring eBooks to your Kobo/Nook/Sony Reader:

- Connect the device to your computer with the USB cable.
- Open Adobe Digital Editions on your computer and click on **Library view**.
- Your reader should appear under 'Bookshelves' in Library view. Titles that you have downloaded will appear on the right.

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- Note: If your Sony Reader is not displayed, it may require additional software, in particular Reader software available at: <http://ebookstore.sony.com/download/>.
- Drag the eBook you want to transfer onto the reader icon on the left.
- After the transfer is complete, safely eject your device.

### Transferring audiobooks to your MP3 Player:

- Connect the device to your computer.
- Open OverDrive Media Console and select the audiobook you want to transfer.
- Click the **Transfer** button at the top of the screen to start the Transfer.
- Select the parts of the book you wish to transfer and click **Next**.
- After the transfer is complete, safely eject your device.

## Holds

Up to 6 titles can be placed on hold at one time. We'll send you an email when a title becomes available. You have 72 hours to check out your hold after we send the email.

### How do I cancel a hold?

1. Go to the [OverDrive](#) eBook link on our website.
2. Click on **My E-Book Account** and log in.
2. Click the **My E-Book Holds** link.
3. Click a title's **Remove** link to cancel the hold.

### How do I change my email address for my holds in OverDrive?

1. Go to the [OverDrive](#) eBook link on our website.
2. Click on **My E-Book Account** and log in.
3. Click the **My E-Book Holds** link.
3. Click a title's **Edit** link.
4. Enter your new email address.
5. Click **Request a Hold** to update your email information.



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### **Why do I have to place a hold on an eBook? Why can't I get it right away?**

EBooks are copyrighted material, just like regular books, so when we purchase eBooks we purchase a set number of digital copies of each book and agree to the terms of use required by the publisher and author.

### **Why can't I suspend my holds?**

The OverDrive system doesn't allow hold suspension, nor does it charge a fee if you don't pick up your hold after three days.

### **I got a new Library card. How do I access my holds and checkouts?**

If you were issued a new library card number you'll need contact us to transfer your checkouts and holds to your new account using this form: <http://overdrive.com/Contact/Form-FrontLineSupport.aspx?Lib=Calgary%20Public%20Library>. Be sure to include your new library card number, your old library card number, and your email address.