

Frequently Asked Questions (FAQ's) about OverDrive

1. What is OverDrive?

The Lloydminster Public School Division now has a beginning collection of eBooks and audiobooks that can be downloaded by students to multiple types of electronic devices. Some examples are: computer, Chromebook, Kindle, Nook, iPad, iPod Touch, tablet or smart phone. This new service is free for all students and staff.

2. What is the web address for our OverDrive Collection?

The address is <http://apssdcca.libraryreserve.com>

There is also a link for the collection through Destiny Library.

3. How do students/staff check out titles through OverDrive?

Students and staff log in to OverDrive with the same username and password they would use to log on to the school network for computer use.

If your child is not sure of their username and/or password, please check with their teacher or Mrs. Rousson in the library.

4. Can students check out all books in the collection?

Even though students can see all materials in our collections when searching, at the checkout point, some students will be restricted from downloading materials based on school grade level.

Our collection is organized in the same way our school physical libraries are organized: K – 6, 7 – 9, 10 – 12. Students in high school have access to all materials in the collection; middle school students have access to middle school and elementary titles while elementary students have access to elementary titles only.

5. What is the lending period?

The lending period is two weeks.

6. Do multiple users have access to one title?

No. Due to digital rights management (DRM), titles are checked out on a one to one model meaning one book, one user. When the lending period is over, the title expires and is available for another user to check out. It operates very much like a physical library book or material.

7. Can I renew a title?

Renewing digital titles works a little different than renewing physical books from a library. When you renew a digital title, it lets you borrow the title again right after your current checkout expires.

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

8. How many books can I check out at one time?

Students and staff may check out up to 3 eBooks at a time. This in an addition to the physical books they are able to check out in their school library.

9. How many titles can you have in your cart at once?

Your cart will hold up to 5 titles at a time. Titles are removed from your cart after 30 minutes if you have not checked them out so that others may access them.

10. Can I return a book early?

Yes. You can return a book early by logging in to your OverDrive account, selecting account at the top of the screen and then clicking return title below the book you wish to return early.

11. How do I place a hold on a book if it is already checked out?

You place a hold the same way that you would borrow a book, by hovering over the book you are interested in and selecting place hold.

You may place a hold on up to 3 titles at a time. When you place your hold, you have the option to click “automatically borrow this title when it becomes available”.

If you already have three title checked out, or do not opt to automatically borrow the title when it becomes available, OverDrive will send you an email when your title becomes available. You will have 3 days to check out your hold after you receive notice that it is available. If you fail to check it out within that time frame, it will be released for others to check out.

12. Why does it ask me for a birthday when I try to place a hold?

In order to notify you when a hold is ready, the system requires an email address. The first time you place an item on hold, it will ask you to put in your birthdate. Students age 13 or over can proceed to the next screen and place the hold. Students who put in a birthday who are age 12 or below will be prompted to get a parent and have the parent put in an email (for privacy reasons). The request for a birthday will only occur the first time you try to place a hold.

13. How can I cancel a hold?

Login to OverDrive

Click My Account

Click the My Holds link

Click the Remove link below the title you wish to cancel the hold on.

14. How can I change the email address that I entered when I placed a hold?

Log in to OverDrive

Click My Account

Click the My Holds link

Click a title's Edit link

Enter the new email address in the 'Email address' and 'Confirm Email address' fields.

Click Submit to update the email address for the selected title.

15. Where can I view tutorials or get help in using Overdrive?

The help button within our collection has links to Overdrive tutorials.

Video Tutorials

<http://omc.overdrive.com/>

Guided Tour

<http://company.overdrive.com/libraries/corporate-libraries/user-resources/>

16. Is our OverDrive collection mixed with the Public Library's OverDrive collection?

No, our collection is separate from the public library and for our students and staff only. Our policies and collection may be different because school and public libraries operate differently.

We use a different username and password for access to our OverDrive collection. If you wish to use the OverDrive collection at your local public library, you will need to have a public library card.

The good news is that once you learn how to use OverDrive, you can check out both collections for resources and use whichever one has the title you need available.