

Frequently Asked Questions



RBdigital/OverDrive Transition at the Free Library of Philadelphia

- **Why are RBdigital audiobooks moving to OverDrive?**

OverDrive has acquired RBmedia's library business, RBdigital. This means that audiobooks from RBdigital will be transferred to the OverDrive platform. You will be able to access these titles through the [OverDrive website](#), the classic [OverDrive app](#), and the [Libby app](#). When this transfer is complete, audiobooks will no longer be available through the RBdigital platform and app.

- **When will audiobooks be transferred from RBdigital to OverDrive?**

RBdigital audiobooks will be transferred to OverDrive on Tuesday, September 8, 2020. The process will take approximately 24 hours. During this time, RBdigital audiobooks will not be available.

- **What happens if I have a title(s) currently checked out on RBdigital?**

Current checkouts will be available through the remainder of their lending period in the RBdigital app. Current checkouts will not be moved to OverDrive. This will allow you to finish your title without disruption or risk of losing your place in the book.

- **What happens to holds I have through RBdigital?**

Holds will not be moved to OverDrive. You can export your Transaction History from the RBdigital websites by accessing [My Account > Profiles](#).

- **Can I move my holds to OverDrive?**

Yes! You can manually place yourself on a new holds list in OverDrive. Please follow the instructions below:

1. Check to see if the audiobook you'd like to place on hold is already in the Free Library's [OverDrive collection](#).
2. If the title is already in the collection, place a hold on this title again in OverDrive or Libby to add yourself to the list.
3. If the title is not in our collection, add yourself to the holds list by using the [Recommend to Library](#) feature. When the title transfers from RBdigital to OverDrive, you'll be added to its wait list automatically and will receive an email when your hold is

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available. (The Recommend to Library feature is available in the classic OverDrive app and the OverDrive website only. It is not currently available via Libby.)

- What happens to my checkout history from RBdigital?

Checkout history will not be moved to OverDrive. However, you'll be able to [mark titles you've already read using Tags in Libby](#). You can export your Transaction History from the RBdigital websites by accessing My Account > Profiles.

- What happens to my wish list from RBdigital?

Wish lists will not be moved to OverDrive. You can export your Transaction History from the RBdigital website by accessing My Account > Profiles. You can recreate your wish list in Libby using [Tags](#) or in OverDrive using the [Wish List feature](#).

- Does OverDrive work with screen readers?

The [OverDrive website](#) is compatible with screen readers like [NVDA](#) or [JAWS](#). You can use these screen readers to navigate the site, browse for content, and download borrowed titles.

The classic [OverDrive app](#) for [Android](#), [iOS](#), and [Windows 8/10](#) is compatible with most accessibility programs and apps (including native ones like [Android Accessibility Suite](#), [VoiceOver](#) for iOS, and [Narrator](#) for Windows). You can use these screen readers to navigate the app, browse for content, and listen to audiobooks.

[Libby's](#) navigation does not currently work with most screen readers. OverDrive is working to release a screen reader-friendly version that supports iOS's VoiceOver and Android's Talkback.

If you need accessibility features, we recommend using the classic [OverDrive app](#), or using the Library's [OverDrive website](#).

- How can I learn to use OverDrive or Libby?

Follow these links for more information about getting started with the [OverDrive website](#), the classic [OverDrive app](#), or the new [Libby app](#). You will need your library card and PIN numbers to log on.

- Will digital magazines through RBdigital be available from OverDrive?

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OverDrive is working to integrate RBdigital magazines. We will provide updates when details are available. In the meantime, you can continue to use RBdigital to access magazines.

- What should I do if I forgot my library card or PIN numbers?

We can help if you forgot your [PIN](#), forgot your [library card number](#), or need to report a [lost or stolen card](#).

- What if I need more help?

Visit the [OverDrive](#) and [Libby](#) help pages for more support. If you'd like to connect with someone, Free Library staff are available by [email, chat, and phone](#).