

## RBdigital/OverDrive – FAQs

### Why are you transferring from RBdigital to OverDrive?

In 2020 RBdigital who supply some of our eMagazines and eAudiobooks was taken over by OverDrive, a world leading supplier of digital library resources. As a result of this takeover our RBdigital service will be transferring to Overdrive's Libby app on Wednesday 10 March 2021.

### What is Libby?

Libby is a free, award-winning app where you can borrow and enjoy digital content from your public library. It is also available as a website by going to [libbyapp.com](https://libbyapp.com) You can use Libby with your Leicestershire library card to borrow eAudiobooks and eMagazines.

### When can I start using Libby with my Leicestershire Library card?

You will be able to login to Libby using your Leicestershire library card once the transfer has been completed on Wednesday 10 March 2021. More information about using the service will be available on our website: [Digital Library Services: What you will need](#), from March.

### When will RBdigital stop working?

This will happen sometime after 10 March 2021. There will be messages in the RBdigital app, on the RBdigital webpages and our website to let you know when RBdigital will become unavailable. RBdigital will email all customers in advance to alert them to this change.

### What will happen to my current RBdigital loans, holds, loan history and wish lists?

Any items on loan at the time of the changeover on 10 March will remain available until the end of the loan period.

Holds will not be transferred but you can place them again using the new Libby service, if you want a record of your RBdigital holds, you can export your Transaction History from RBdigital websites under **My Account > Profiles**.

Loan history will not be transferred but you can export your loan history from RBdigital by going to **My Account > Profiles > Export My Transaction History**.

Wish lists will not be moved to Libby, if you want a record of your RBdigital wish list, you can export your Transaction History from RBdigital websites under My Account > Profiles.

### What devices are compatible with Libby?

The Libby app is available for Apple devices (OS 9.0 or later), Android devices (5 or later) and Windows 10. Unfortunately, it is not available for Kindle Fire devices, but the [older OverDrive app](#) is.

If you have a Windows computer, Mac computer, or a Chromebook, you can use Libby in your web browser at [libbyapp.com](https://libbyapp.com). We suggest using the latest version of Chrome, Safari, Firefox, or Edge (Chromium).

If you still aren't able to use Libby or [libbyapp.com](https://libbyapp.com), you can use [the original OverDrive app](#) or [your library's OverDrive website](#) instead. These alternatives have the same titles as Libby, but offer slightly different features and device compatibility.

### **Will I have to set up a new account to use Libby?**

Yes, but it's quick and easy to do. You will need your library card number and PIN.

### **What if I can't remember my PIN or my library card isn't recognised?**

You can contact Leicestershire Libraries on 0116 305 2695 or by emailing [libraries@leics.gov.uk](mailto:libraries@leics.gov.uk) and we will be happy to help you.

### **How many eAudiobooks can I take out at once using Libby?**

You can borrow up to 10 eAudiobooks for three weeks. You may return them early if you've finished with them or renew if you would like longer.

### **How do I access eMagazines using Libby?**

eMagazines can be borrowed for three weeks using Libby in the same way eAudiobooks are borrowed. eMagazines can be renewed and borrowed again at any time by the same user without having to wait. There are no limits on the number of eMagazines you can borrow and eMagazines don't count towards your checkout limit so will not affect the number of eAudiobooks you can borrow.

### **Will the same titles be available?**

Most of our current titles will transfer to Libby. The magazine collection will be much larger, existing titles will be available, along with up to 3,000 new UK and international titles.

### **Can I set eMagazines to checkout automatically?**

Unfortunately, not at the moment, but OverDrive are working to provide this function.

### **Will eMagazine back issues be available?**

**Yes**, there will be 3 years' worth of back issues, including for newly available titles.

### **Will eBooks be available to borrow using Libby?**

**No**, Leicestershire Library eBooks and the majority of our eAudiobooks are available from our [Borrowbox service](#).