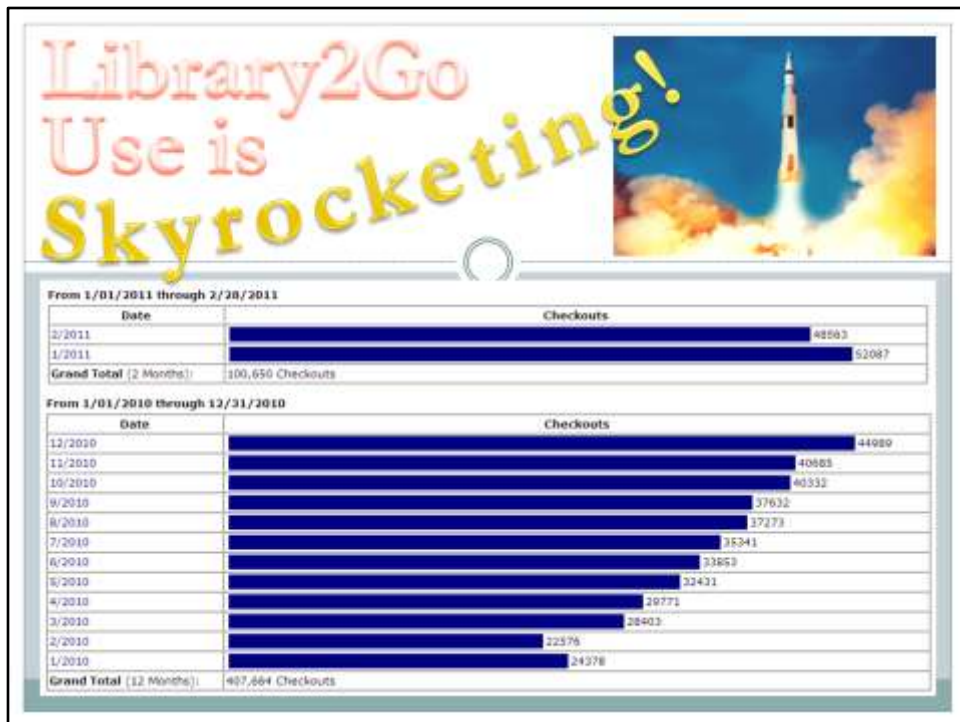# Library2Go

THE MOST IMPORTANT THINGS YOU NEED
TO KNOW WHEN HELPING PATRONS

Library2Go use continues to skyrocket.  In general there is a steady increase in number of checkouts as time goes on.

In January 2010 users checked out 24,378 items, while in January 2011 users checked out 52,087 items!  Marketing by companies like Sony, Amazon, and Barnes and Noble have made many people aware of eBooks and other digital materials, and have doubtless driven up demand for Library2Go.

Library2Go vs. OverDrive

Library2Go is Oregon branding for OverDrive services.  Other libraries and consortia call it something else like "My Media Mall" (North Suburban Library System – Illinois), "Digital Media Catalog" (Harris County PL), or "Media On Demand" (Illinois consortium).  In Oregon we call it "Library2Go."

OverDrive is the company we purchase the media from. They also handle the website.

I'm a PC.  I'm a Mac.

The first question to ask a patron is if they use a PC or a Mac. This will determine what media is available to them on Library2Go.  No Linux options except for hackers.

Patrons must download software to their computer or mobile device in order to use Library2Go. The software is where they access the titles they download.

Overdrive Media Console (OMC) is necessary for using downloaded audiobooks and videos. It is not necessary to have the Overdrive Media Console if a patron **only** wants to use eBooks.

Adobe Digital Editions is necessary for using eBooks on a computer. An Adobe ID is necessary for computer and mobile users, but mobile users only need to download the OMC app.

The Overdrive Media Console app is necessary for mobile users:

•iPhone/iPad/iTouch – app handles ePUB eBooks and MP3 audiobooks

•Android – app handles ePUB eBooks and MP3 audiobooks

•BlackBerry – app handles MP3 audiobooks (no eBooks yet)

•Windows Mobile – app handles MP3 & WMA (audiobooks) and WMV videos (no eBooks yet)

The key to who can use what type of media depends on the patron's computer's **operating system** (Mac or Windows). The operating system trumps the type of devices they want to transfer to (like iPod or an MP3 player or a Blackberry).

•WMA = Windows Media Audio, usable with PCs but not Macs

•iPod-compatible WMA = usable with PCs but not Macs. PC users may transfer to an Apple device.

•MP3 = audio file format, usable with PCs and Macs

•WMV = Windows Media Video, usable with PCs but not Macs

•PDF = eBook format that retains the book's original page layout (like columns and images)

•ePUB = eBook format that is reflowable. It's kind of like a scroll.

•DRM = Digital Rights Management. OverDrive materials use DRM to manage the check out process and other authentication stuff. Amazon and Apple have their own DRM that doesn't work with OverDrive which is part of the reason the Kindle is not compatible.

# iPods & WMAs

- Question: Why can't I play this iPod-compatible WMA audiobook on my iPod?

- Answer: Your iPod must be formatted for Windows.
  - If you use a Mac at home, you iPod is formatted for Mac.
  - If you use a PC at home, your iPod is formatted for Windows.

What formats can I enjoy?

| | If you have ... | OverDrive Media Console | Adobe Digital Editions |
|---|---|---|---|
| Computer | Windows | MP3  WMA  (video) | EPUB  PDF |
| | Mac | MP3 | EPUB  PDF |
| | If you have ... | OverDrive Media Console Mobile | |
| Mobile | Android | MP3 | EPUB |
| | iPhone / iPad / iPod touch | MP3 | EPUB |
| | BlackBerry | MP3 | EPUB |
| | Windows Mobile | MP3  WMA  (video) | coming EPUB |

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"Device" in this case refers to portable devices that are used in conjunction with a computer. It does not refer to mobile devices that may be used independently of the computer via an app (see previous slide for mobile device info).

*Some eReaders do support MP3s and allow transfer of MP3 audiobooks to the eReader.

We've heard rave reviews from staff and patrons about the MyHelp! Feature. Make sure to try it! It helps patrons get started depending on the device used and format desired.

## The Mobile Experience

### Phones, iPads, & Tablets

- List of compatible devices

- How to download eBooks directly to your Android/iPhone/iPad device. Instruction videos from Multnomah County Library

- Mobile site vs. Regular site

The mobile website come up automatically on mobile devices.  The site differs from the regular website in several ways:

•Only displays content usable by the device

•No advanced search feature

•No links to "available titles" like on the regular site

•No way to change default lending period from mobile site

•Checkout limited to default – cannot change on title by title basis

•Cannot return eBooks early if not transferred from a computer

We have requested that Overdrive add a link to the "regular" Library2Go  website on the mobile site.  That way users could still get the full features of the regular site on their mobile device.  There is no timeline on this.  In the meantime, here are instructions on how to access and bookmark the regular site on a mobile device.

http://thebestlibrary.net/wordpress/blog/archives/3077

# Tips for Using Library2Go

- Advanced Search
  - Search by subject, format, language, awards

- Placing Holds
  - Click title to see how many patrons are in queue
  - Must check out held item within 72 hours of email time stamp. Don't have to download, but have to check out.
  - Must complete check out within 30 minutes of adding held title to cart.

# How to Troubleshoot

- Find out as much as possible about the problem and patron's equipment
- Search FAQ pages on Library2Go (Ctrl-F to search for a keyword)
- Google the problem – Examples:
  - 0XC00D2772 (error code)
  - Overdrive nook
- If you still need help, have patron email the library's tech support contact on Library2Go.

# Help from ODLC & Member Libraries

ODLC Toolbox
- http://corvallis.libguides.com/odlc

Member Library Online Guides
- Corvallis - eBooks
- Eugene – Welcome to eBooks
- JCLS – Library2Go:Welcome to the 24/7 Library
- Multnomah County
  How to download eBooks directly to your Android/iPhone/iPad device
- WCCLS – Library2Go

# Useful OverDrive Links

OverDrive Training Materials
http://overdrive.com/trainingcenter
   Includes *Mobile Update* & *Download Station* presentations

OverDrive Blog
http://overdriveblogs.com/library

OverDrive Digital Dispatch Newsletter sign up
http://www.overdrive.com/resources/publications.aspx

List of Compatible Devices
http://www.overdrive.com/resources/drc

Patron Handout:  eBook Devices Cheat Sheet
http://overdrive.com/files/ebook-cheat-sheet.pdf

Patron Handout:  eBook How to Guide
http://overdrive.com/files/eBookHowToGuide.pdf

# Download Station

Access the OverDrive Download Station presentation here:
http://overdrive.com/trainingcenter

Tips for iPod users:
1. Apple devices must be Windows-formatted.
(i.e. User syncs their Apple device with a Windows computer at home.)
   Note: The Apple iPhone is not compatible with OverDrive Download Station.

2. User must enable 'Manually Manage Music' setting from their home computer.
   . Connect their Apple device to their home (Windows) computer.
   . Open iTunes. Click the device link on the left hand sidebar.
   . Check the 'Manually manage music...' box.
   . Click the 'Apply' button.

3. Formats OverDrive Download Station will transfer to an Apple device:
   . MP3 Audiobooks
   . WMA Audiobooks

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