

FAQ

Frequently Asked Questions OverDrive Advantage Account Merge



What's going on?

There will be a temporary disruption in local (Prairie Lakes Library System) access to Wisconsin's Digital Library (Libby and OverDrive) from the morning of Monday, April 3 through the morning of Tuesday, April 4, 2023.

Some digital reading history may be lost if patrons do not take action by Sunday, April 2, 2023.

What resources will be affected?

OverDrive app & wplc.overdrive.com

This app is no longer supported.

Libby app & libbyapp.com

Why is this happening?

On January 1, 2023, Arrowhead Library System (ALS) and Lakeshores Library System (LLS) merged to form Prairie Lakes Library System (PLLS), which serves the counties of Racine, Rock, and Walworth.

Each library system in Wisconsin has a dedicated "Advantage Account" within Wisconsin's Digital Library. This allows systems to customize local digital collections.

PLLS has two advantage accounts, one from each pre-merge system. These accounts are going to merge into a single Advantage Account under the PLLS system.

What is the project's timeline?

Monday, April 3, 2023

9 am – Content & patron migration begins

ALS/LLS authentication is deactivated – all local patrons are logged out of OverDrive, Libby, and websites

Prairie Lakes Library System account and authentication goes live – local users may have difficulty logging in and may see incomplete account information

11 am – All active users should be transferred

Local patrons should have no trouble logging in via Prairie Lakes Library System using their same library card and PIN

Holds and checkouts may still be transferring

Tuesday, April 4, 2023

11 am – All migration activities should be complete

What does this mean for me?

Non-digital users:

If you do not use Libby or Overdrive, or their websites, you will not be affected.

All Digital Users:

You will be logged out the morning of Monday, April 3, and will experience difficulty logging in throughout the morning. You will need your library card number and PIN to log back in – select your library or Prairie Lakes Library System. Expect incomplete account information (checkouts, holds, etc.) through the morning of Tuesday, April 4, 2023.

Users of Libby app and/or Libbyapp.com:

Your timeline (reading history) and tags will not be affected.

Users of OverDrive app and/or wplc.overdrive.com:

Your reading history will be lost if you do not export it by the end of the day Sunday, April 2, 2023.

What advance action should I take?

Users of Libby app and/or Libbyapp.com:

No action needed in advance.

Users of OverDrive App and wplc.overdrive.com

(Optional) Download your reading history

If you want a record of your reading history, download reading history from the website and OverDrive app by April 2, 2023.

Note: Reading histories on the OverDrive app are separate from the reading histories on wplc.overdrive.com and must be saved separately if you use both.

(Recommended) Switch to Libby

The maker plans to fully discontinue the legacy OverDrive app on May 1, 2023. At that time, users who try to access the library's collection in the OverDrive app will need to upgrade to Libby. Libby offers the same great collection with a streamlined user experience. Libby offers the same great collection with a streamlined user experience.

Note: Your reading history from the OverDrive app and wplc.overdrive.com will not transfer to Libby.

How do I export my reading history?

Exporting your wplc.overdrive.com borrowing history:

1. Log in at <https://wplc.overdrive.com>
2. Go to **Loans** (icon of books), then **History**
3. Select **Actions**, then **Email history**
4. Enter your email address, then select **Submit**

Exporting your OverDrive app borrowing history:

Note: If you use multiple devices, for example—a smartphone and a Kindle, you will need to perform an export from each.

1. Log in to the app on your device
2. Tap **Menu**, then tap **History**
3. Select **Share All**, then select **SHARE**

Are OverDrive & Libby histories included in my SHARE Reading History?

No. If you have selected to opt-in to track your SHARE history, it is totally separate from your Libby and OverDrive reading histories.

Will I be able to import my reading history?

No, reading histories cannot be imported.

What data will transfer?

Accounts for all patrons that have signed in at any point

Patron current holds and checkouts

In Libby, the timeline will remain intact

All content, with the exception of materials in cost-per-circulation lending model

What data will not transfer?

Reading history from OverDrive app or website. Users can export their reading history to save through April 2, 2023.

Recommendations made in the OverDrive app or on the website.

Cost-per-circulation titles and local content.

Non-traditional content – database and streaming services.

For Library Staff: What about reporting?

Advantage logins for staff under the new account will be available prior to the merge. On April 3, access to everything but reporting and invoices in the ALS/LLS Advantage accounts will be lost. All historic reports will be accessible in the old accounts, with the exception of the *Title Status & Usage, Current Holds*, and any *Advantage Holdings* information.

If you need to retain any of the holdings information, please access those reports after any last purchases are made, and by April 2nd, 2023.

Guide to Digital Library Lending

Use your library card and PIN to register.



Most titles are one patron at a time per copy. Try the Lucky Day collection for popular titles available now. Magazines are available on-demand with no waiting!

Access using Libby app or online at libbyapp.com or wplc.overdrive.com

Title limit..... 10 checked out, 10 on hold

Safety "Audience Filter" by age option

Use with Computer, tablet/eReader, smartphone

Data Stream or temporarily download

Due Dates..... Automatic returns & data deletion

Wisconsin's Digital Library Offers:

- eBooks
- Audiobooks
- Magazines



Enjoy a wider variety of content and a huge selection of titles, all on demand - no waiting, no holds. This is a great choice for you, your book club, and your family!

Access using Hoopla app or hoopladigital.com

Title limit..... Varies by library (6 is average)

Safety Child friendly "Kid's Mode" option

Use with Computer, Tablet/eReader, Smartphone, TV Casting Options

Data Stream or temporarily download

Returns..... Automatic returns & data deletion

Hoopla Digital Offers:

- eBooks
- Audiobooks
- Music
- Movies
- Comics
- TV shows