

ACC OverDrive Digital Library -FAQ

Getting Started

Q.1 What is the Overdrive / Libby Digital Library and how does it work?

The ACC Overdrive digital library is a custom digital collection of e-books and, audiobooks, that is open to ACC members 24/7. You can search titles and subjects from the ACC OverDrive web site at <https://accairo.overdrive.com/> or via the OverDrive or Libby apps.

You can borrow books for up to three weeks at a time. Titles are automatically returned at the end of the loan period, and there are no late fees.

If you are interested in a title that is checked out by another ACC member, you can put it on hold. It will be automatically checked out to you when it becomes available.

Q.2 How do I check out titles from OverDrive?

Click on a title's cover. If the title is available, click " **Borrow** ". If you are using the Libby app, your title should load immediately. If you are using the OverDrive app, go to your " **Loans** " page and select a download format. Your title will now start loading.

Go to your " **Bookshelf** " to access the titles you have checked out. You may check out up to three titles at a time.

For more information about checking out and downloading titles, visit the [OverDrive Digital Help page](#).

Q.3 What do I need to use OverDrive?

- Your email address and your American Center Cairo membership card number
- Supported Devices
 - All internet browsers
 - Apple iOS (iPhone/iPad)
 - Android (Smartphones/Tablets)
 - Windows Phones
 - Mac Desktop
 - Windows Desktop

Q.4 What is Libby?

Libby is a reading app for borrowing e-books and audiobooks from the ACC's OverDrive collection. This free app is available for Android, iOS (iPhone/iPad/iPod touch), and Windows 10 devices. Libby is highly recommended for those new to borrowing e-books and audiobooks.

Here are the steps to install and use the Libby app.

- Install the **Libby** app from your device's app store.
- Open the app and find American Center Cairo.
- Browse the ACC's collection and borrow a title. When prompted, sign in with your ACC membership number and email address.
- Borrowed titles appear on your **Shelf** and download to the app automatically so you can read them when you're offline.
- From your **Shelf**, you can: Tap **Start Reading** or **Start Listening** to open a title.

If you can't get **Libby** on your device, you can try using the original **OverDrive** app. For more help, visit help.overdrive.com.

Libby Frequently asked questions :<https://help.libbyapp.com/en-us/categories/frequently-asked-questions.htm?tocpath=Home%7CFrequently%20asked%20questions%7C0>

Q. 5 What is the difference between Libby and the OverDrive app?

Libby is an app from OverDrive. It has the same collection of titles as the OverDrive app - it's just a different way to access the same digital library collection.

OverDrive is the "classic" app, and is compatible with more devices, including Kindle Fire, Macs, PCs, and Windows mobile devices. It also allows for transfer to MP3 players from computers.

Libby is new, and doesn't yet have all of the features that the OverDrive app does, such as robust accessibility features.

Browsing OverDrive

Q.1 Can I browse Overdrive by genre?

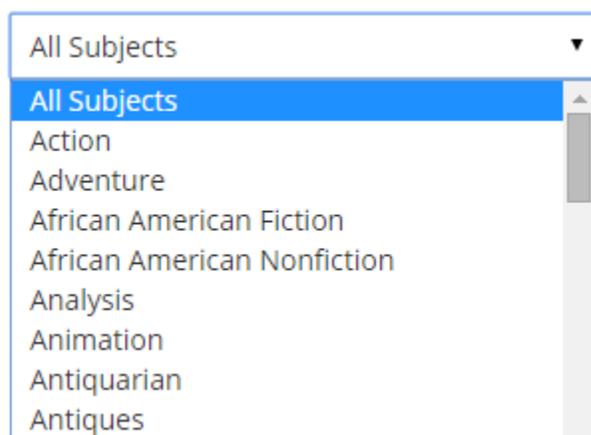
Overdrive offers Subject categories that include genres as well as more specific subject headings. From Overdrive, just select Subjects in the top, left corner to view the subjects. From there you can also limit your results by format.



On a smaller screen (such as a phone), you'll have to tap the menu icon to find the **Subjects link**. You can also browse genres and subjects using advanced search:

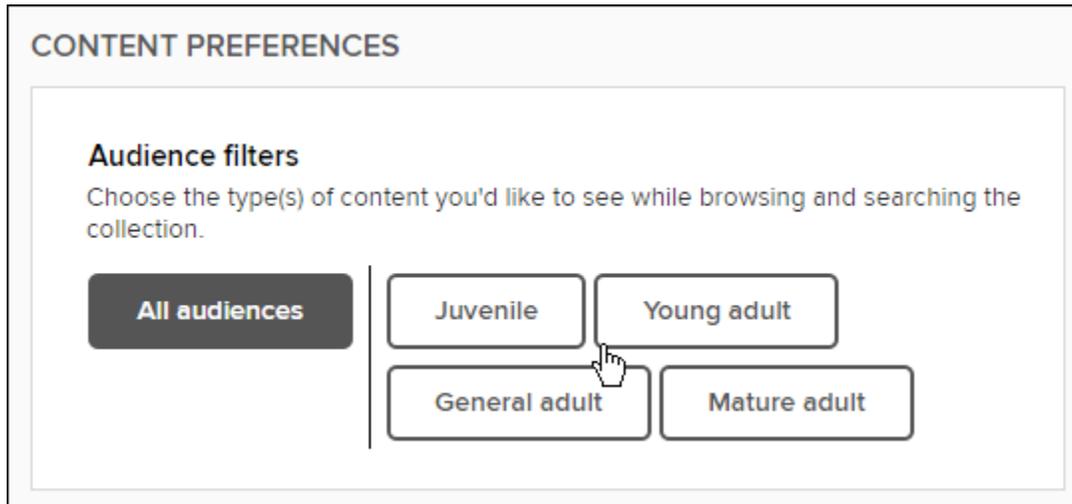
Go to **OverDrive's advanced search** by clicking or tapping on the **magnifying glass** and then select Advanced Search.

Choose a genre under All Subjects.



Make any other desired selections and click **Search**.

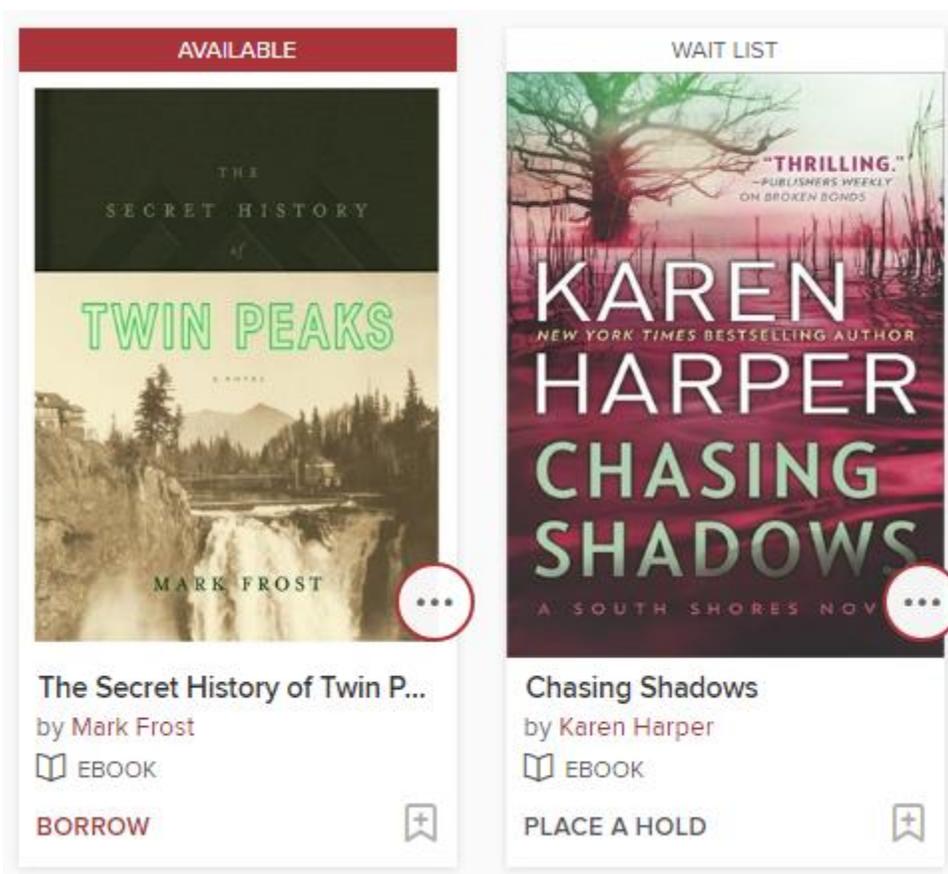
1. **Don't forget your audience setting!** This has a major impact on the kind of results you see. You can set your preference to show or hide materials for children, teens, adults and mature audiences. Go to **OverDrive**.
2. Click **Sign in** and enter your Library card number and email.
3. Click **My account**.
4. Click **Settings**.
5. Under **CONTENT PREFERENCES**, choose the **Audience filters** you prefer:



6. When you are logged in, OverDrive will remember the setting the next time you search or browse.

Q. 2 How can I search Overdrive for available titles only?

In **OverDrive**, a bar at the top of the item will indicate whether the title is Available or if there is a **Wait List**.



You can **place holds on unavailable titles**, but you can also limit your search to only items that are available right now. There are three methods:

Choose from Collections:

1. Look for the Collections option at the top of the page.
Under e-books or, audiobooks, choose Available now.

If you are on a smaller device/screen, you may need to click the three lines at the top right

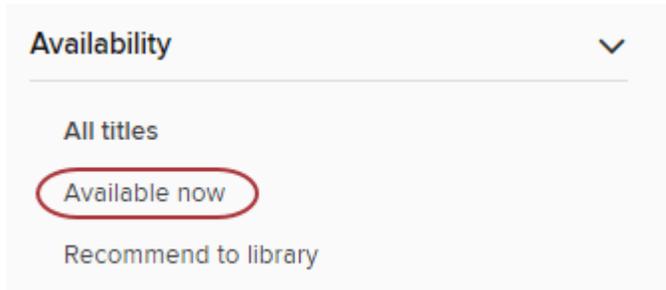


to expand that menu.

2. Limit results to Available now:

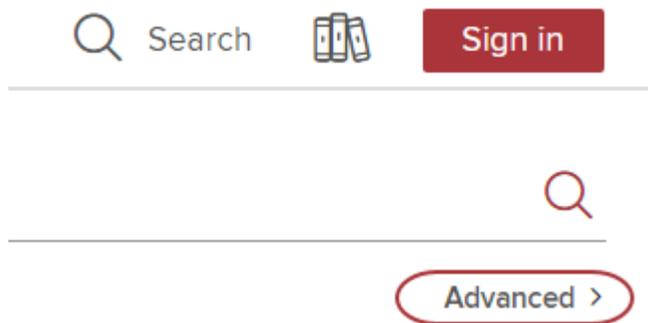
Search by title, author or topic first OR browse by collection or subject.

After getting initial results, under **Availability** choose **Available now**. If you do not see these options, first tap or click filters near the top.

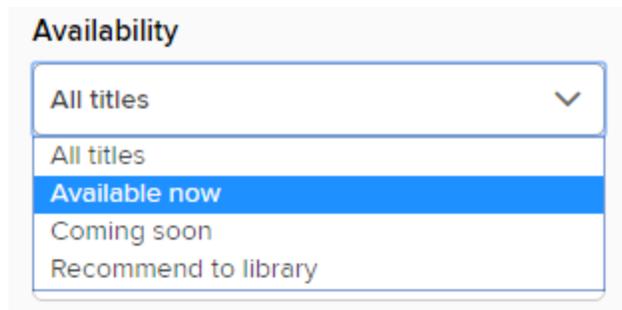


3. Use the Advanced Search:

- a. Go to OverDrive's **Advanced Search**, which is linked under the search box. You may need to click within the Search box or click the magnifying glass to see this option.



- b. Near the bottom, look for **Availability**. Choose **Available now** from the menu.



- c. Choose any other criteria of interest and click **Search**.

Checking Out

Q1.How do I check out titles from OverDrive?

Click on a title's cover. If the title is available, click "Borrow." If you are using the Libby app, your title should load immediately. If you are using the OverDrive app, go to your "Loans" page and select a download format. Your title will now start loading.

Go to your "Bookshelf" to access your title.

For more information about checking out and downloading titles, visit the OverDrive [Digital Help](#) page.

Q.2 How many titles can I check out at once?

You can check out up to 3 titles at one time.

Q.3 What is the loan period for OverDrive items?

OverDrive eBooks and audiobooks can be checked out for 7, 14 or 21 days.

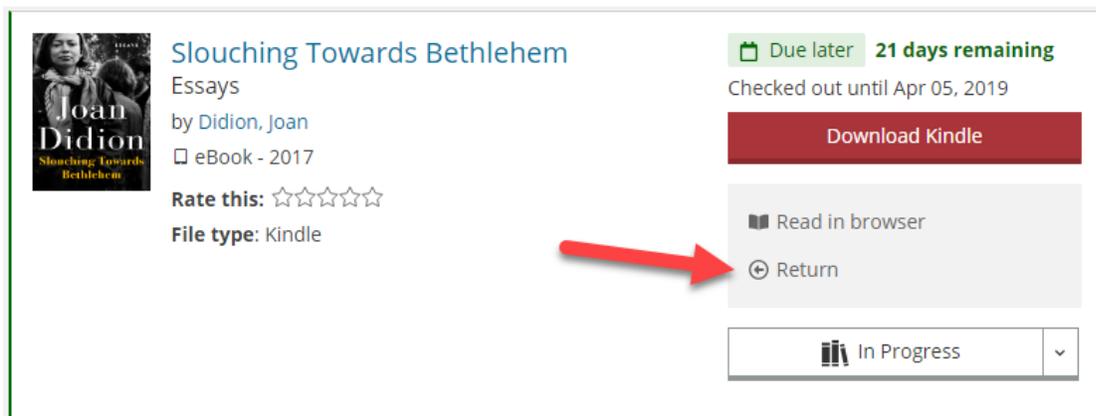
Q.4 How can I View my checkouts:

- **See checkouts in the OverDrive catalog (through an internet browser)**
 1. Go to OverDrive.
 2. Click on Access Now
 3. Click the red Sign in button in the upper right.
 4. If prompted, log in with your Library Card number and PIN. Your checkouts will be under My account > Loans.
- **See checkouts the OverDrive app**
 - 1- Open the OverDrive app on your device. If you don't have the app, learn about it here. [Get help with the OverDrive app](#)
 - 2- Tap the icon in the upper left: .
 - 3- Tap American Center Cairo from the top of the slide-out menu. If you don't see it, here's how to add it.
 - 4- The ACC OverDrive catalog will load. Tap the  icon to the right of the ACC logo. Tap the red Sign in button. After signing in, go to My account > Loans. You'll see your checkouts there.
 - 5- Once you're signed in, tap the  icon and go straight to your loans.

Q.5 How do I return an OverDrive title early?

Most OverDrive titles can be returned early. This can be accomplished in the My Account area of our main catalog or from Overdrive (website or app). You can return items before or after they have been downloaded.

From the catalog, log in and go to your Checked-Out page. You'll see a return button under the Download and Read in browser links.



From Overdrive, log in and go to your bookshelf. From there you can select **Return** under the **Read now in browser** button.



***Note to Libby app users:** in Shelf view you can tap on the days until due notice to see a menu which includes a Return Early button.

Q.6 How do I renew an OverDrive item?

The option to renew in OverDrive appears three (3) days before an item expires. If an item has holds, you will see the option, also three (3) days before an item expires.

To Request again to be added to the holds list to get the next available copy. **You must renew in your OverDrive Account.**

Here's what it looks like in your OverDrive account:



Titles you've requested again will appear on your Holds page, and you'll get an email when they're available to borrow.

Q.7 Where is the Overdrive title I put on hold?

You can see your Overdrive holds from Overdrive, from the app, or from the main catalog (accairo.overdrive.com/) See holds in the OverDrive catalog:

1. Sign in to OverDrive.
Click My Account.
2. If you don't see My Account, first select. 
3. Click Holds.

***See holds in the OverDrive app:**

- Open the app.
- Tap the menu icon in the upper left: 
Tap American Center Cairo
- Tap  on the right, next to 
- Tap My account.
- If you do not see this, tap Sign in and do so, and then tap  again to see and tap My account. Tap Holds.

Q.8 What do I do when I receive notice that my hold is ready?

Be sure to read the instructions given in the email. Go to the link provided in the email and proceed to check out the item. Once you receive the email, you have 72 hours to check out your holds item before it expires and is given to the next patron on the holds list.

Q. 9 What is the difference between Borrow and Place a Hold in OverDrive?

Borrow means the book is available. **Place a Hold** means all the copies that we own are checked out. You can place a hold and when a copy becomes available for you, you will receive an email, which will include a link to borrow the book. From there you can download it or read/listen to it in a web browser.

Publishers require us to treat eBooks like physical books. Thus, if we own two copies of an eBook that means two customers can use it at a time. If another customer would like it, that customer can place a hold to get it next.

Q.10 Will you be adding more titles to the OverDrive collection?

We purchase hundreds of titles in a frequent basis newly added titles appear at the top of the <https://accairo.overdrive.com/> [website](#).

Q.11 Can I use an OverDrive book without an Internet connection?

All OverDrive items require an internet connection to initially borrow them. Most items can then be downloaded for offline use—it depends on the format and your device.

Q.12 Where can I get help or troubleshooting tips for OverDrive?

Please submit your request via ACC OverDrive request form(troubleshooting) and we will get back to you shortly.

If you have any questions related to OverDrive please contact us accairo@state.gov

OverDrive also has [an extensive support site](#) including step-by-step instructions and videos.