The CW MARS OverDrive Collection
Libby App Instructions
For Android, Apple & Windows 10 Devices

The Libby app is a one-tap reading app for borrowing digital books, magazines and audiobooks from the CW MARS OverDrive Collection. Whether you are a new user or a current OverDrive app user interested in a new reading experience, give Libby a try!

Note:

- If you would like to use the streaming video collection or use a Kindle Fire device, you must use the OverDrive app.

For OverDrive app instructions and additional Libby app information, go to our website: harvardpubliclibrary.org and click on eBooks. Scroll down until you see the OverDrive icon. Under every collection’s logo is a Learn More link. Tap the Learn More link to access detailed app instructions, helpful links and more.

- CW MARS is participating in a new OverDrive Reciprocal Lending Agreement with several other Massachusetts library networks. Patrons can now use their Harvard Public Library card in other Massachusetts library networks’ OverDrive collections!

Download and Set-Up the Libby App

1. Search for Libby, by OverDrive in your device’s App Store.
2. Install the Free App. When it has finished installing, tap Open.
3. Libby’s first question is do you have a library card? Tap Yes.
   (If you do not have a library card, just stop by the Circulation Desk! Bring proof of your current address and a photo id.)
4. The next step is to add the Harvard Public Library as a library in the app. Tap I’Il Search For A Library. Type in Harvard Public Library. Tap on CW MARS – Harvard Public Library.
5. Next, under Let’s add a library card for CW MARS tap Enter Library Account Details.
6. Enter your Harvard Public Library card number (the barcode on the back of your card – enter with no spaces and if it begins with a "D" use a capital D).
7. Tap Sign in.
8. Libby will confirm you are signed in. Tap Next to go to the collection.
Explore the Collection

1. Libby has two areas, **Library** and **Shelf**.
   - **Library** lets you explore titles to check out.
   - **Shelf** shows you everything you have out.

2. In the **Library** side, you can search for a title you wish to borrow—scroll down the page to browse by **what’s new**, **popular** or **available** or tap the search box at the top of the page to search by author, title, or keyword.

3. Every search provides a summary of the results. You can narrow your search from that summary by tapping the underlined terms.

4. Filtering by format

   Want to see only books or audiobooks? You can set list preferences, filter lists and search results, or do an advanced search to show only books or only audiobooks.

   - **Setting list preferences**
     List preferences filter the entire catalog to show only books or only audiobooks.
     - Tap **Preferences** at the top of the home screen or any list.
     - Change the "Format" option to **Books** or **Audiobooks**.
     - Tap **Apply Preferences**.

   - **Filtering lists and search results**
     - Tap **[number] books** or **[number] audiobooks** at the top of a list or search results. This only filters your current list.
• Advanced search
  o Tap the search bar.
  o Tap More Options.
  o Change the "Format" option to Books or Audiobooks.
  o Enter any other criteria (if desired), then tap Search.

If you don't enter any other criteria, you'll see the library's entire collection of books or audiobooks.

5. Setting list preferences

You can also set list preferences to filter the catalog. That way, you'll only see content you’re interested in when browsing and searching.

• To set list preferences:
  o Tap Preferences at the top of your home screen or any list.
  o Adjust your filters (like availability, format, language, audience, and compatibility) and default sorting option.
  o Tap Apply Preferences.

6. Refining lists and searches

To sort or filter a specific list or search results you can:

• Tap [number] books, [number] audiobooks, or [number] magazines at the top of a list to only show titles in that format.

• Tap subgenre links (like Fiction, Romance or Young Fiction Fiction) at the top of a list.

• Tap Refine, then:
  o Tap Format, Language, Audience, Compatibility, or Availability to add filters.
  o Tap Sort By to choose another sort option (Popularity, Relevance, Release Date, Title, Author, Date Added and more).
  o Tap Search Within Results and enter a term to search with.

  **Tip:** under Availability tap Available Now to limit your search results to items that are currently available for checkout.

**Borrow**

1. When you find a Book/Audiobook/Magazine you are interested in, you can tap on the title’s cover to learn more, or tap Borrow to check the title out.
**Default Lending Periods**

Note: the default loan period for Books, Audiobooks and Magazines is **14 days**. You can change the loan period for each title to **7 or 21 days** before you borrow it. After you tap **Borrow**, tap the underlined loan period on the confirmation page (before you tap **Borrow!** again). Then, select a new loan period for that title.

To permanently change your default lending period, go to **cwmars.overdrive.com** and sign into your account (select **CW MARS Patron** from the drop down and enter your Harvard Public Library card number). Next click or tap the books icon , then select **Settings**. Under "Lending periods," choose a default lending period for each format. Your settings are saved automatically.

If a title is unavailable you can always **Place a Hold**.

1. When you tap **Borrow**, you will be given the option to **Open Book/Audiobook/Magazine**, **Keep Browsing**, or **Go to Shelf**. If you choose to keep browsing, you can find all your items, including both loans and holds, under the **Shelf** section of the app.

2. When you are done browsing, tap **Shelf** at the bottom of the page. Tap the title's cover to open the title. You may be given the option of "**Where you would like to read [book]**" Select "**Libby This App.**"

**Managing Holds**

**What is a hold?**

If all the copies of a digital book are checked out, you can place a hold on it instead. This will put you on a wait list for the book. Once the book is available for you, you will be notified by email.

**Why do I need to wait for a copy of a digital title?**

In most cases, libraries buy individual "copies" of digital titles from publishers. Publishers often require that each digital copy is only loaned to one person at a time (just like physical library books). This ensures that authors, narrators, and other creators are paid fairly for their work, even if it's consumed digitally.
If all copies of a digital title are checked out, you can place a hold and wait for it to become available.

**Borrowing holds automatically**

By default, holds are automatically borrowed and added to your **Shelf** once they're available. You'll receive an email when this happens.

To turn off automatic borrowing for your holds, go to **Shelf > Holds > Actions > Manage Hold Notices**. Turn off the Borrow automatically setting. Tap **Update Existing Holds** (if you have any holds to update).

Once you turn off this setting, you'll need to manually borrow holds when they become available, within a certain period of time (typically 2 days). If you don't, the hold will lapse and go to the next person in line.

**Changing your hold email**

To change your hold email address go to **Shelf > Holds > Actions > Manage Hold Notices**. Enter your email address in the "Send hold notices to" box. Tap **Update Existing Holds** (if you have any holds to update).

**Canceling a hold**

To cancel a hold, go to **Shelf > Holds**. Tap **Manage Hold**. Tap **Cancel Hold**, then tap **Cancel Hold** again.

**How do I see my place in line for a hold?**

After you place a hold, go to **Shelf > Holds** and tap the calendar icon to see your place in line. You'll also see your approximate wait time, the number of copies in use, and the number of people waiting.

**Suspending a hold**

Suspending a hold lets you move up a title's waitlist without the title becoming available for you. If you reach #1 in line, you'll be in the first position to get the book once your suspension ends. You may want to suspend a hold if you have too little time to read or too many books in progress.

To suspend all your holds:

Go to **Shelf > Holds > Actions > Suspend All Holds**. Use the slider to choose how long you'd like to suspend your holds. Tap **Update Holds**.

*Tip: When you drag the slider to the right edge, tap the underlined 180 days for more options.*
To suspend a single hold:
Go to Shelf > Holds. Tap Manage Hold, then Suspend Hold. Use the slider to choose how long you'd like to suspend your hold. Tap Update Hold.

To remove suspensions from all holds:
Go to Shelf > Holds > Actions > Suspend All Holds. Drag the slider to the left edge until it says Active. Tap Update Holds.

To remove a suspension from a single hold:
Go to Shelf > Holds. Tap Manage Hold, then Suspended Hold. Drag the slider to the left edge until it says Active. Tap Update Hold.

Are there any other options if the wait for a hold is long?
It depends on the item. Some publishers restrict their digital copies (eBooks/audiobooks) to only one collection, while other publishers have no restrictions. Some eBooks and audiobooks will be in multiple digital collections while some will only be available in one collection. If the eBook or audiobook you are looking for is checked out or not available in the CW MARS OverDrive collection it may be available in another digital collection the library subscribes to.

The Harvard Public Library offers patrons four digital collections to checkout eBooks, audiobooks, videos and magazines from: CW MARS OverDrive Digital Collection, Hoopla, Freading & RBdigital.

Digital collection suggested search order:
1. C/W MARS OverDrive Digital Collection (Libby App)
2. RBdigital (Audiobooks and Magazines)
3. Hoopla (eBooks, Audiobooks and Video)
4. Freading (eBooks)
5. Partner Library Network OverDrive Collections (see page 7)

Digital collection links and Apple, Android and Kindle Fire device app instructions to RBdigital, hoopla and Freading are available on our website:
- Go to www.harvardpubliclibrary.org
- Click on or eBooks or eAudiobooks
- Click on the digital collection’s logo to go directly to the collection.
- Under every digital collection’s logo is a Learn More link. Click the Learn More link to access detailed app instructions, helpful FAQs, video tutorial links and more!
FAQs:

Do I need an internet connection?
Only to browse the catalog and to download. Your download settings should automatically be set to download only when Wi-Fi is available. To view your settings, tap the Libby icon 📚 in the upper right corner of the screen. Then, tap Set Up Libby > Change Download Rules. Make sure the box next to Download only on Wi-Fi is checked in order to reduce your data usage.

What happens when a title expires?
The titles will automatically return themselves; no action is needed on your part.

Can I renew a book?
Yes! If there are no holds on the title, you can renew two days before it is due. Go to Shelf > Loans. Tap Manage Loans. Tap Renew Loan, then Renew!

Can I return an eBook early?
Yes! Go to Shelf > Loans. Tap Manage Loan. Tap Return Early, then Return.

Looking for Additional Tips and Tricks?

Libby Academy

The Libby Academy highlights features within the app through quick training videos. Each video is 20-40 seconds long and walks you through the simple steps of performing actions including:

- Adjusting the play speed of an Audiobook
- Jumping forward and backward in an audiobook
- Setting a sleep timer
- Viewing book progress
- Turning pages
- Defining words
- Zooming into magazines

To view Libby Academy videos, tap the Libby icon 📚 button in the upper right, then scroll down to Learn Libby.

Need More Libby Help? Tap the Libby icon 📚 button in the upper right, then scroll down to Help & Support. From here, you can ask a question or go to the Libby Help page.

You are also always welcome to call the Reference Desk at 978-456-4114 or bring your device to the Reference Desk, and a librarian will be happy to assist you.
Borrowing from Other Library Network’s OverDrive Collections

Use Your Harvard Public Library Card
In Other Massachusetts Library Networks’ OverDrive Collections!

CW MARS is participating in a new OverDrive Reciprocal Lending Agreement with several other Massachusetts library networks. Patrons can now borrow available OverDrive titles from these library networks.

Searching OverDrive Library Network Collections

Always start your search in the CW MARS OverDrive Collection: cwmars.overdrive.com

If the item you are looking for is unavailable or not in the CW MARS OverDrive Collection, you can then search any of the participating Massachusetts library networks’ OverDrive Collections:

- Boston Public Library: bpl.overdrive.com
- CLAMS Library Network: clamsnet.overdrive.com
- Merrimack Valley Library Consortium: mvlc.overdrive.com
- Minuteman Library Network: minuteman.overdrive.com
- NOBLE – North of Boston Library Exchange: noble.overdrive.com
- Old Colony Library Network: ocln.overdrive.com
- SAILS Library Network: sails.overdrive.com

Note, each collection has to be searched separately.

In the C/W MARS OverDrive Digital Collection website, cwmars.overdrive.com, links to each collection are available under Partner Libraries.
If you want to search using the Libby App you will need to add each library network separately to the app under the Add a Library link.

**Adding Partner Libraries in the Libby App**

1. Tap the Libby icon on the upper right.
2. Next, tap Add A Library
3. Search for the Partner Library Network you want to use in the search box and select the Partner Library Network’s record.
4. Next, search the collection. To borrow an item tap Borrow.
5. Select **I'm Visiting From Another Library**.

6. Select **CW MARS**.

7. Enter your Harvard Public Library card number and tap **Sign In**.

8. Tap **Borrow**.

The Partner Library Network will now appear in your Libraries list when you tap the Libby icon on the upper right.

*Reminder, there is no "single sign on" and you will have to sign in and add each library network separately.*

**Loan Periods**

The loan periods are subject to the rules of the Partner Library Network from which you are borrowing.

If you have adjusted your default lending period loan settings in your CW MARS OverDrive account, the setting adjustments do not carry over into other networks’ OverDrive "settings". You will have to log into each network separately and adjust the default settings.
Checkout Totals

Each checkout counts towards the checkout limit for that particular Partner Library Network.

Holds

Patrons can place holds on materials in other Partner Library Networks.

In fulfilling holds, the system will always give preference to cardholders of that Partner Library Network (as opposed to cardholders from outside the Partner Library Network).

For example, a CW MARS cardholder placing a hold in the Minuteman collection, will always have his or her hold ranked lower than a Minuteman cardholder’s hold on the same title.

If you are looking for a popular title with a lot of holds, your best bet is to always place a hold on the CW MARS copy.

Each hold counts towards the holds limit for that particular library network.

Questions?

Email the Reference Desk at reference@harvardpubliclibrary.org, call us 978-456-4114, or stop by the Reference Desk anytime and we will install library apps for you!

Bring your smartphone, tablet and/or laptop to the Reference Desk and the Reference Staff will help you install the apps and checkout digital materials!

Don’t forget to also bring your Apple, Google Play or Amazon password needed to install apps.