

Frequently Asked Questions (From Overdrive)

Q: I heard I can download audiobooks and more from the library.

A: Yes, with your library card you can visit our Virtual Branch website (<http://ncdigital.lib.overdrive.com/>), and download [eBooks, Audiobooks, Music, and Video].

Q: What is OverDrive?

A: OverDrive works with us to provide our Virtual Branch (NC Digital Library) website and titles for download.

Q: How can I find the Virtual Branch (NC Digital Library) website?

A: Look for a link on our library's home page. You may also go directly to our Virtual Branch website: <http://ncdigital.lib.overdrive.com/>. You can also find information on the Ebooks and Online Reference Resources pages of the SPPL site. On both of those pages you can access the instructions document for downloading items with NC Digital Library.

Q: What is an eBook?

A: A digital book, magazine, or graphic novel that can be downloaded and read on a computer or portable device.

Q: What is an Audiobook?

A: A recorded reading of a book that can be downloaded and enjoyed on a computer or portable device.

Q: What do I need to get started?

A: Your valid library card and a computer with Internet access.

Q: What do I need to get set up to download?

- A computer with Internet access.
- Install free software.
(<http://www.overdrive.com/files/odmediaconsolesetup.msi>)
- Valid library card.
- Virtual Branch (NC Digital Library) website address:
<http://ncdigital.lib.overdrive.com/>

Q: How do I find a title to check out?

A: When you visit our Virtual Branch website, you'll see it is organized very much like online shopping. Just browse and search for titles, then add them to your Ebookbag.

Q: What if I don't have a computer at home?

A:You may also use a computer at work, or through a friend or family member.

Q: Can I use the library's Virtual Branch website inside the library?

A: Yes, patrons may browse and check out titles from a public workstation inside the library. However, due to copyrights, patrons may not download at a library computer.

Q: Who should I contact if I have questions?

A:Go to the main Help Page on our Virtual Branch website. From there you can email our library support team with any questions you might have.

Q: Why won't my device work with OverDrive?

A: Not all devices have the same features or support the same file types. In addition, some OverDrive suppliers require copyright protection, and not all devices recognize this protection.

Q: Can I burn audio titles to CD?

A:Yes, many audio titles include permission to burn to CD. While browsing, check the Digital Rights Information.

Q: How do I burn a title to CD?

A: Upgrade OverDrive Media Console to v.3.x. Then select the Burn button to use the Burn to CD wizard.

Q: How many CDs will it take to burn an audio title?

A:For both MP3 and WMA, one part may be burned to one CD –just like the original audiobook. Patrons may also use a CD-RW if it is compatible with their CD Drive; the CD will need to be erased before each burn.

Q: Can I burn audio or video titles to DVD?

A: No. OverDrive Media Console does not support burning to DVD.

Q: Why do I get error messages about digital rights ('A problem has occurred in the Digital Rights Management component')?

A: Invalid information / corruption in one of the Windows Media Player DRM components could cause this error. Please contact library support for NCDL at kloftis@sppl.net

Q: Can I enjoy a checked out title on more than one computer?

A: OverDrive Audio Titles: 3 downloads of the license. OverDrive Video: 2 downloads of the license. Adobe eBooks: 1 download of the license. Mobipocket eBooks: Can register 3 devices / computers.

Q: I am having trouble downloading a Part of an audiobook.

A: Delete the problem part from: ...\\My Documents\\My Media\\ Clear the cache or Temporary Internet Files from the browser. Re-download the Part using the 'Download' button in OMC.

Q: What are OverDrive MP3 Audiobooks? How do they compare with OverDrive WMA Audiobooks?

A: OverDrive MP3 Audiobooks can be downloaded and enjoyed on both Windows and Mac computers.

- Compatible with the iPod, other Apple devices, and cellphones / PDAs that recognize the MP3 file format.
- Currently a growing catalog. Only added August 2008.
- Intended to supplement existing OverDrive WMA Audiobooks.
- File size for OverDrive MP3 Audiobooks is 2x that of OverDrive WMA Audiobooks.
- OverDrive WMA and MP3 Audiobooks offer same playback and listening experience.

Q: What are recommended steps for iPod users to enjoy OverDrive MP3 Audiobooks?

A: Install OverDrive Media Console v.3.x to a Windows-based computer or OverDrive Media Console v.1.x to a Mac.

- Install Apple iTunes version 7.6.2.9 (or newer) and QuickTime 7.4.5 (or newer) to the same computer.
- In iTunes, enable the 'Manually manage music' setting:
<http://www.overdrive.com/software/omc/faq.asp#question12.2>.
- Visit library's Virtual Branch website. Browse, check out, and download OverDrive MP3 Audiobooks. (Look for MP3 icon or try an Advanced Search for OverDrive MP3 Audiobooks.)
- After downloading to a Windows or Mac computer, use the OverDrive Media Console Transfer Wizard to transfer to an iPod.

Q: What devices can be used?

A: Depending on format, choose from a wide variety of devices including: MP3 Players, Smartphones, Pocket PCs, Apple devices, and the Sony eBook Reader.

- OverDrive Audiobooks, Music, and Video:
www.overdrive.com/deviceresourcecenter.
- Adobe eBooks:
www.adobe.com/products/acrobat/readstep2_mobile.html.
(Adobe downloads for compatible mobile devices.)
- Mobipocket eBooks:
www.mobipocket.com/en/DownloadSoft/default.asp?Language=EN.
(Scroll to the bottom of the page, and click the device images in the lower left).

Q: What is the bit rate for OverDrive titles?

- OverDrive WMA Audiobooks: 32 kbps
- OverDrive WMA Music: 64 kbps
- OverDrive MP3 Audiobooks: 64 kbps

Q: After a title is transferred to an MP3 player, does it remain there until I delete it?

A: This depends on the device. Devices running Windows Mobile will expire the title at the end of the lending period. For other devices, you are prompted by OverDrive Media Console to delete the title at the end of the lending period.

Q: Can I transfer Adobe or Mobipocket eBooks to a Sony Reader?

A: Adobe eBooks can be transferred to a Sony® Reader PRS-505+ through Adobe Digital Editions. The patron may first need to complete a firmware upgrade from the [Sony® Reader PRS-505 product site](#).

Q: Can a patron transfer Adobe or Mobipocket eBooks to the Amazon Kindle?

A: No, the Amazon Kindle does not currently support DRM protected PDF (Adobe) or PRC (Mobipocket) files.

Q: Can I return an item before the end of the lending period?

- Adobe eBooks can be returned before the end of the lending period.
- All other formats are held for the full lending period.
- These are permissions set by the publishers.

Tips for Mac Users:

1. Mac users can download and enjoy both OverDrive MP3 Audiobooks and Adobe eBooks.

2. Software: Choose from ...

▶ OverDrive Media Console for Mac: MP3 Audiobooks

▶ Adobe Digital Editions or Adobe Reader: Adobe eBooks

3. Transfer to portable devices ...

▶ MP3 Audiobooks can be transferred to an Apple device.

▶ Adobe eBooks can be transferred to the Sony Reader.