# **Getting Started**

**OverDrive** offers our largest selection of bestselling **eBooks** and **eAudiobooks** for adults, teens, and children. Titles are available in English, Chinese, Spanish, and Russian.

**eBooks** are available in the following checkout formats:

- ePub eBook
- Kindle eBook
- PDF eBook
- Read Now (web browser only)

**eAudiobooks** are available in MP3 and Listen Now formats.

Titles expire after 21 days by default, so there is nothing to return. There are no late fees. Titles can usually be renewed 3 days before the loan period ends.

For your convenience, there are <u>3 ways</u> to borrow **eBooks** and **eAudiobooks** from **OverDrive**. Step-by-step instructions appear in the following sections of this brochure.

### **Using the OverDrive App**

- Go to your app store and install the OverDrive app.
- Locate the San Francisco Public Library by name or zip code (94102) and select it.
- Register with your email address and password. Other registration methods are listed (e.g. Facebook, library card number), but these are not recommended.
- Click "Add a Title" to access the library's OverDrive collection.
- Use the search box or click the three horizontal bars on the right for other search options.
- Click "Borrow" and sign in with your 14-digit library card number and PIN/password.
- Go to "Loans" and select a viewing or listening option.

**TIP:** If you're new to eBooks, consider using the **Libby** app instead (available from your app store).

### **Using the OverDrive Website**

- Go to sfpl.overdrive.com.
- Sign in with your 14-digit library card number and PIN/ password.
- To borrow titles, look for covers that display AVAILABLE."
   If the title is unavailable, it will display "WAIT LIST."
- After you have borrowed a title, go to your "Loans" to choose a reading, listening, or download option.
- Install the OverDrive app on your computer or mobile device to access the title.

### **Kindle Users**

If you select the Kindle format, you will be redirected from the library's website to Amazon.com to manage your digital loan.

For instructions on how to transfer eBooks to your Kindle Paperwhite or Voyage, search our FAQ pages at *sfpl.libanswers.com*.

**TIP:** You may use the OverDrive app on up to six different devices. Be sure to use the same sign-in method each time (e.g. email address) to prevent errors.



### **Using BiblioCommons Catalog**

- Go to sfpl.org.
- Use the search box at the top of the page. TIP: Use the search term "eBook" or "eAudiobook" for specific results (e.g. Brave New World eBook).
- Look for eBOOK OVERDRIVE or eAUDIOBOOK OVERDRIVE in the title results.
- To borrow a title, click "Checkout Now." For a wait-listed title, click "Request this Download."
- Sign in with your 14-digit library card number/username and PIN/ password.
- To borrow a title, click the "Checkout Now" button.
- Select a reading, listening, or download option.
- If you choose an ePub eBook, an .acsm file will download to your computer or mobile device. To open this file, get the free Over-Drive app from your app store.
- If you select the Kindle format, you will be redirected to Amazon.com to manage your digital loan.

## **Common Errors**

"eBook has been downloaded or fulfilled by another user or account" or "E\_LIC\_ALREADY\_ FULFILLED\_BY\_ANOTHER\_USER."

This error occurs when you try to download a borrowed eBook that you've already downloaded to another device, and the software on that device was signed into (or "authorized") with a different OverDrive account, library card, or Adobe ID than you're using now.

To fix and prevent this error, make sure you're using the same OverDrive account, library card, or Adobe ID to sign into (or "authorize") the OverDrive app or Adobe Digital Editions on all of the computers and mobile devices that you're using to download eBooks.

### An .acsm file downloaded to my computer. How do I open this file?

This file delivers DRM (digital rights management) eBooks to your computer, tablet, or smartphone. Use the OverDrive app to open it.

### Where can I get more help?

Please submit an **Ask for eBook assistance** form at sfpl.org/ebooks. For the quickest response, please include as many details of your problem as possible — such as the type of web browser and computer, tablet, or smartphone being used and any error message that is displayed.

You may also search our FAQ pages at sfpl.libanswers.com for help.

Revised September 2017



# Borrow Library eBooks & eAudiobooks from OverDrive

