

FAQ – RB DIGITAL TO LIBBY(OVERDRIVE)

1. Why the change from RBDigital to Libby?

Overdrive has bought out RBDigital and is moving all users and content across to their platform – Libby.

2. When will this happen?

The changeover will take place on 11th March. Once the transition is complete, RBDigital will no longer be used, except to finish out existing loans and for downloaded magazines, until the RBDigital app is retired (at a date to be determined).

3. What about the app/website?

If you are using the app to access these items, you will need the new Libby app – available for Apple and Android.

<https://www.overdrive.com/apps/libby/>

If you are using the website, you will start using the Libby website at:

<https://libbyapp.com/>

4. Do I need to register to login?

No registration required, you will only need your library card number and password to login.

However, before using the app for the first time, you will need to login on the website.

5. What will happen with my loans from RBDigital?

Current loans on RBDigital will be able to be finished on RBDigital, but no new loans can be started.

No loan history can be transferred, but you can download yours before the transition, by going to My Account/Profiles on RBDigital and exporting your Transaction History.

6. What will happen with my holds on RBDigital?

Holds cannot be moved over. You can download a list of your holds by going to My Account/Profiles on RBDigital and exporting your Transaction History. You can then use the list to place new holds on Libby.

7. What about RBDigital magazines?

All the magazines will be available after transition, but they will be on a loan model, the same as the ebooks and eaudiobooks. You can borrow them for two weeks. However, if you want to keep them longer, you can renew them as many times as you like.

8. Will I be able to auto-borrow magazines on Libby?

Auto loans of magazines is not available yet on Libby, but we hope it will be made available in future.

In the meantime, check back on Libby regularly so you know when your favourite magazine's new issue is available.

9. What are the loan limits on Libby?

The loans limits will be the same on ebooks or eaudiobooks, you will be able to borrow up to 10 of each at any one time. You can borrow as many magazines as you like.

10. What are the loan periods on Libby?

The loan periods on Libby are two weeks for all formats – ebooks, eaudiobooks and emagazines.

11. Will there still be “always available” titles on Libby?

eBooks and eAudiobooks that were “always available” on RBDigital will be the same on Libby.

All magazines are “always available”.

12. How can I learn more about using Libby?

Libby will guide you through the setup process and get you connected to your library in just a few minutes. If you have questions, visit the [Help site](#) and Libby Academy within the app for assistance or [contact the library](#).

13. What about the magazines I have downloaded to the RBDigital app?

For the time being, you can continue to use the RBDigital app to access magazines you have already downloaded. The RBDigital app will be retired at a date to be determined.

14. I use Libby with another library. Can I also use it with my Casey Cardinia Libraries card?

Yes, you can. Check out the Libby instructions at: <https://help.libbyapp.com/en-us/6009.htm>.

15. I have an e-reader. How can I use Libby with that?

You can borrow ebooks through Libby and transfer them to your e-reader. Check out the Libby instructions at: <https://help.overdrive.com/en-us/0481.html>.