

Libby FAQs

What is Libby?

Libby is a free app where you can enjoy ebooks, digital audiobooks, and magazines from your public library. You can stream titles with Wi-Fi or mobile data, or download them for offline use and read anytime, anywhere. All you need to get started is a library card.

Do I need a library card to use Libby?

Yes. You'll need a library card for each library you want to borrow from. You can add multiple libraries to Libby, and you can even add multiple cards for each library.

Is Libby the same as OverDrive?

Libby is developed by OverDrive, so you'll find the same free digital content in Libby, your library's OverDrive website, or the legacy OverDrive app.

Libby is designed to make finding, borrowing, and enjoying digital content easier than ever.

Is Libby free to use?

Yes, Libby is completely free. The Libby app is free to install, and all the digital content from your library in Libby is free to borrow with a valid library card. There are no subscription costs, no in-app purchases, and no late fees. (Digital titles are automatically returned on their due dates.)

What devices are compatible with Libby?

You can download Libby on:

- iOS 10+
- Android 7.1+
- Newer Fire tablets

If you have a Windows computer, Mac computer, or a Chromebook, you can use Libby in your web browser at libbyapp.com. We suggest using the latest version of Chrome, Safari, Firefox, or Edge.

Can I listen to Libby audiobooks on my Google Home or Amazon Echo?

Yes, you can stream audiobooks from Libby to your Google Home or Amazon Echo using Bluetooth:

1. Pair your mobile device with your Google Home or Amazon Echo:
 - For help pairing your mobile device with your Amazon Echo, see [Amazon's help article](#).
 - For help using Bluetooth with your Google speaker, check out steps 1 and 2 in [Google's help article about playing music on your speaker](#).

2. Once paired, connect your mobile device to your Google Home or Amazon Echo.
3. Play your audiobook in Libby.

Does Libby work with Apple CarPlay?

Yes! You can listen to audiobook loans via CarPlay.

From the CarPlay home screen, tap Libby, then choose a borrowed audiobook.

From the Now Playing screen, you can pause/play, skip back or forward 15 seconds, or change the playback speed (1x-2x).

What are the borrowing limits for Libby?

Loans: 10 titles

Holds: 10 titles

Loan Period: Choose 7, 14, or 21 days at checkout

Can I renew a title?

Yes, as long as there are no holds, you can renew a title a few days before it's due using these steps:

1. Tap Shelf Shelf, in the navigation footer.
2. Tap Loans at the top of the screen.
3. Tap Manage Loan.
4. Tap Renew Loan.
5. (Optional) Tap the loan period next to "Borrowing for..." to change it.
6. Tap Renew Loan.

Why can't I renew a title?

There are a few reasons why you might be unable to renew a title:

- Someone else has the book on hold. In this case, you'll see a Place Hold button (instead of Renew), which means you need to wait to borrow the book again.
- It's too early to renew the book. You'll be able to renew a book a few days before it's due. If it's too early, Libby will tell you how much longer you need to wait before you can renew it.
- This book is no longer in your library's catalog. This may happen because the book has expired or has been manually removed.

How do I return a title?

Titles are automatically returned to the library on their due dates.

If you finish a title early, you can return it before its due date using the steps below:

1. Tap Shelf Shelf, in the navigation footer.
2. Tap Loans at the top of the screen.
3. Tap Manage Loan next to the title you want to return.
4. Tap Return Early, then Return Loan.

Kindle Books (U.S. only) can't be early returned in Libby, but you can return them from Amazon's website, your Kindle ereader, or the Kindle app.

Can I recommend a title for my library to purchase in Libby?

There are two ways to recommend titles for the library to purchase in Libby:

If a title is already in the system, but has a wait list, place a hold! The library may purchase additional copies to reduce wait times.

You can set up a Notify Me smart tag for titles not offered by your library. When you tag a title with your Notify Me smart tag, your interest in the title is anonymously shared with your library. If a title you've tagged with your Notify Me smart tag is purchased, you'll get a notification and have the option to borrow it or place it on hold right away.

What are Holds?

When you're browsing or searching in Libby, you may find titles that aren't available to borrow right away.

If a title isn't available to borrow, tap **Place Hold** to join the wait list. When the title becomes available, you'll get a notification and have 72 hours (3 days) to borrow it, suspend it, or cancel it.

To find all of your holds, go to your **Shelf** and tap **Holds** at the top of the screen.

From there, you can see where you are on the wait list for each hold, and you can tap **Manage Hold** to suspend or cancel holds as needed.

What is suspending a hold?

Suspending a hold keeps your place in line for a title until you're ready to read it.

When a hold is suspended, you'll continue moving up the wait list. If you're first on the wait list, you'll get the next available copy of the title *after* you unsuspend the hold.

You can suspend a hold before or after it's ready for you to borrow. Holds suspended for 365 days in a row will lapse.

To suspend a hold:

1. Tap **Shelf**.
2. Tap **Holds** at the top of the screen.
3. If your hold is ready to borrow, tap **Suspend**.
If your hold isn't ready to borrow, go to *Manage Hold > Suspend Hold*.
4. Tap **Suspend Hold** again to confirm.

What if I miss the hold pickup window?

If you miss your hold pickup window initially, you won't lose your place in line, and you'll have another opportunity to borrow the hold again.

When a hold becomes available, you'll get a notification and have 72 hours (3 days) to act on it. If you miss the first pickup window:

- You keep your place in line for the title.
- The available copy of the title is passed to the next person in line.
- Your hold is automatically suspended. This automatic suspension happens as a one-time courtesy.

When you're ready to borrow it, **unsuspend** the hold. When you unsuspend your hold, it may still be days or weeks until it's available. The wait depends on how quickly borrowed copies of the title are returned, the number of copies your library owns, and how many users ahead of you have also unsuspended their holds.

Once the hold is available again, you'll get another notification and have 72 hours (3 days) to act on it. If you miss the second pickup window, the hold lapses.

How do I cancel a hold?

To cancel a hold:

1. Tap **Shelf**.
2. Tap **Holds** at the top of the screen.
3. Tap **Manage Hold**.
4. Tap **Cancel Hold**, then tap **Cancel Hold** again.

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.

The number of copies the library buys depends on a few factors, like demand and budget. Even if there's a lot of demand, the library's budget might not allow for more digital copies of a popular title. Most libraries have limited budgets that cover their physical collection, programming, and more, in addition to digital titles.

If all copies of a digital title are checked out, you can place a hold and wait for it to become available. If the wait list is long, let your library know. They may be able to purchase more copies, if their budget allows.