

RBDIGITAL TRANSITION TO LIBBY

FREQUENTLY ASKED QUESTIONS

WHY IS THIS CHANGE HAPPENING?

OverDrive, the leading digital reading platform for libraries and schools worldwide and creator of the Libby App, recently acquired RBdigital.

WHEN IS THE CHANGE FROM RBDIGITAL TO THE LIBBY APP HAPPENING?

The changeover is scheduled to happen on 8 March 2021.

WHAT DO I NEED TO DO?

- Install the Libby App on your device
- Choose Central West Libraries as your library service
- Enter your library card number
- Enter your password (PIN)*
- Begin borrowing items

*If you don't have or can't remember your library password (PIN), you can reset it from the Central West Libraries catalogue. Alternatively you can call a member of our team on 6393 8132.

WHAT HAPPENS TO THE BOOK I'M CURRENTLY READING?

If you have a book currently checked out in the RBdigital app, it will be available for the remainder of the lending period. So, you can finish your title without disruption or risk losing your place in the book.

CAN I TRANSFER MY RBDIGITAL TRANSACTION HISTORY?

Unfortunately your checkout history will not be moved over to Libby. However, you'll be able to mark titles you've already read using Tags in Libby. Users can export their Transaction History from RBdigital websites by accessing My Account > Profiles.

WHAT HAPPENS TO MY WISH LIST?

Unfortunately, your wish list cannot be copied across to Libby App.

WHAT MATERIAL WILL I BE ABLE TO ACCESS ON THE LIBBY APP?

You will be able to access all the materials you could before. Choose from bestsellers, fiction, nonfiction, books for children and more as well as audiobooks and magazines.

CAN I USE THE LIBBY APP ON ALL MY DEVICES?

Yes, download the app to your device.

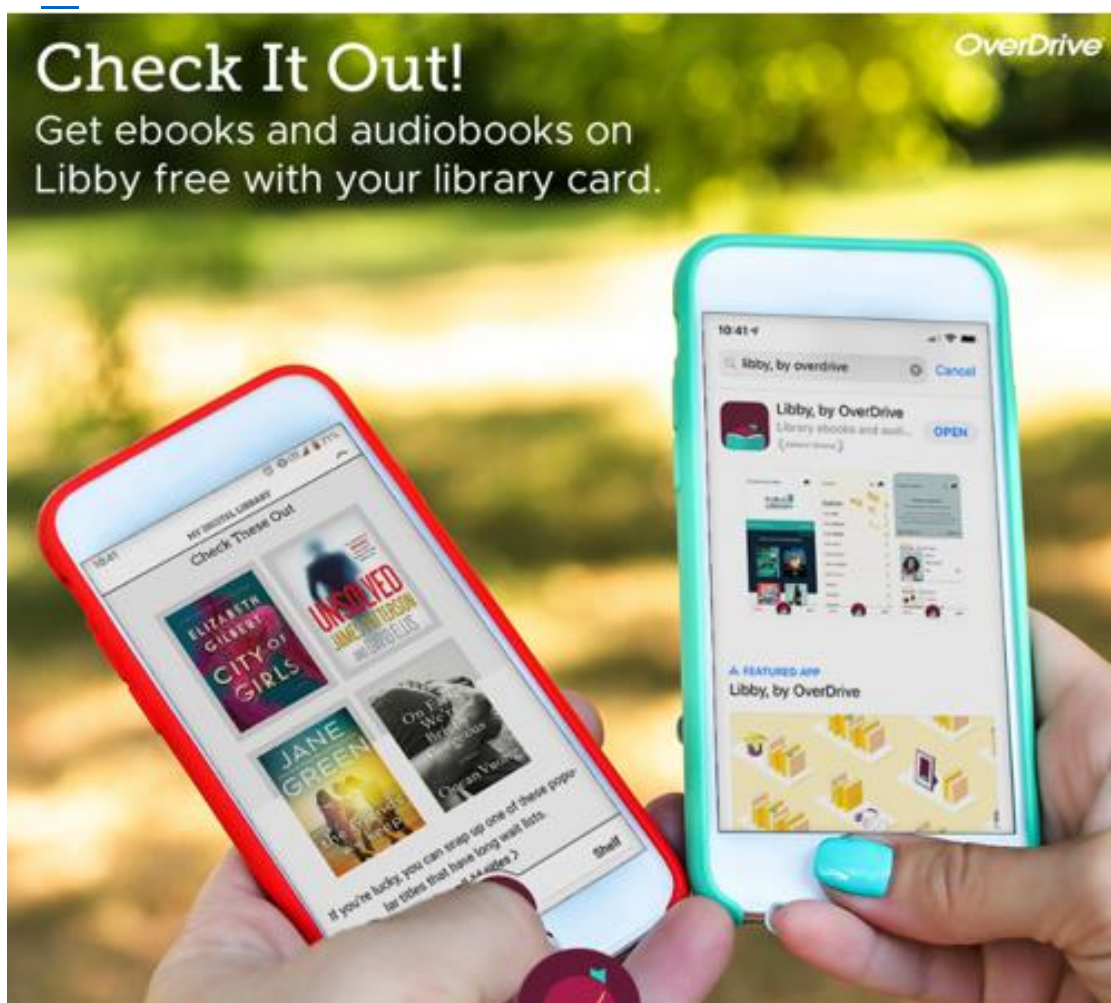
WHEN IS THE LIBBY APP AVAILABLE?

The Libby App is available 24 hours a day, 7 days per week.

WHO DO I CALL IF I HAVE ANY PROBLEMS WITH THE NEW LIBBY APP OR CHANGEOVER?

Please call our helpful team on telephone 6393 8132 or email:

library@cwlib.nsw.gov.au



Libby.



cwlib.nsw.gov.au