

Commonly Asked Questions

What devices is the Libby App compatible with?

Android-powered (4.4+) Smartphones & Tablets
Apple iPad, iPhone & iPod touch (iOS9+)
Nook Samsung Galaxy Tab & Tablet
Windows 10 tablets, desktops & laptops

Can I use Libby on multiple devices?

Yes. The same log in info is used for any device and all information, such as your bookmarks and loans will be kept in sync.

How many titles can I check out at once?

You may have up to 5 titles checked out at once. You may also have up to 7 holds placed at one time.

How long are the books on loan for?

eBooks can be checked out for 7, 14 or 21 days (you choose the option when borrowing) and Audiobooks can be either 7 or 14 days.

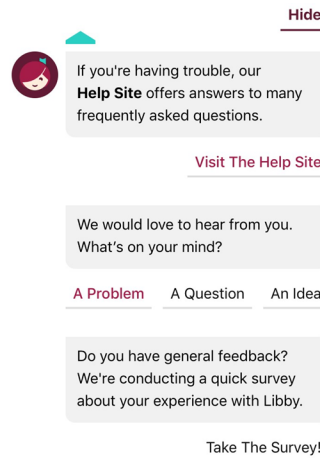
How do I return my books on Libby?

All titles are automatically returned off of your device at the end of the loan period. There are no overdue fines with Libby!

Need More Help?

Ask Libby

Within the app, you can access help by clicking on the Libby icon in the top right hand corner of the library page. From there, you can select **Help & Support**.



If you select **Visit The Help Site** it will take you to the Libby website and can help you troubleshoot your problem. You can also contact Libby Support by selecting **A Problem** on the above screen, and they will send you a response by email.

Ask You Library

Port McNicoll Branch (705) 534-3511
Victoria Harbour Branch (705) 534-3581
Waubashene Branch (705) 538-1122



Getting Started with Libby

Available through the
County of Simcoe Library
Co-Operative



Tay Township Public Library

715 4th Ave.
P.O. Box 490
Port McNicoll, Ontario L0K 1R0 | 705-534-3511
www.taylibrary.ca/

1. Downloading the App

In your device's app store (Google Play Store or Apple App Store) search for Libby by Overdrive.

You will need to install the app onto your device, which may require a Play Store or Apple password. This would have been set up when you first got your device.

The Libby App is completely free and will allow you to read eBooks or listen to Audiobooks anytime!

2. Setting Up The App

When you open the Libby app for the first time, you will be greeted by the Welcome Screen.



Welcome! Thousands of public libraries offer ebooks and audiobooks (for free!) in Libby. Let me ask you a few questions, to guide you to your library.

First question: do you have a library card?

Yes Not Yet

Select Yes on this screen, and then you will be asked to search for your library. If you begin to type Tay Township Public Library, the option will pop up for the County of Simcoe Library Co-Operative. Select this option.

2. Setting Up The App (continued)

The next screen will be asking you to confirm your library.



Let's take a moment to sign into your **County of Simcoe Library Co-operative** account. Where do you use your library card?

Tay Township Public Library

Choose Another Location

I Would Like A Library Card

Skip This Step

Select **Tay Township Public Library**. It will list the main branch as Port McNicoll Library. Please choose this even if your home branch is Victoria Harbour or Waubaushene.

3. Signing Into Libby

Once you sign into Libby for the first time, Libby will save your information and you shouldn't have to sign in again, unless you are using a new device.

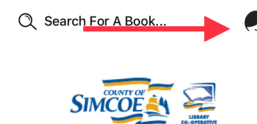
To sign in, you will use your full library card number (do not enter the spaces!) and your pin number, which is the four digits in front of the last number (see underlined numbers in the example below).



4. Download Settings

We suggest that you only download books to your device when you are on WiFi. This will ensure that you are not using up any of your device's data.

If you select the little black Libby icon in the top right hand corner of the home page, it will take you to your settings.



Select **Set Up Libby** and then **Choose Download Behaviour**.

The easiest setting is to have your device **Automatically Download Everything**. Once an eBook or Audiobook is downloaded, you will be able to read or listen to it even if you are not connected to WiFi, without using any of your data. Just make sure to also select **Download Only On Wi-Fi**!

