Indiana Digital Library FAQ
* Indicates an update

General
Do I have to join IDL by the March 1, 2022 launch date?
Nope - you can sign a participation form at a later date.

*Can OverDrive supply any messaging on a library's digital site?
OverDrive has posted banners on joining consortia and standalone library's websites guiding patrons to export their reading history and tags, as those won't transfer.
It is unfortunately not possible to do this in Libby.
Once the IDL digital site is live, all old web links (eg. idm.overdrive.com) will redirect users to the new IDL consortium page.

*Will there be training?
Yes – on March 2, 2022 the OverDrive Training team will host a training specifically for libraries joining IDL: https://overdrive.zoom.us/webinar/register/WN_lmWLLKUiSByx-j09hWw5eA

*What is the Indiana Digital Library url? Can I use this to update my library website?
Yes, it is finally here! The link is: https://idl.overdrive.com/

Content
*As content is transferred what can I expect within my collection?
Because of the scale of content being transferred you may notice content populating over time on March 1. Our software does not allow for a swift dump of hundreds of thousands of titles from four consortia and many standalones, and your patience is appreciated.

What happens to my Advantage and consortium content?
Any content owned at the Advantage level will be moved into a library's new IDL Advantage account. Any content owned at the consortium level will be transferred into the IDL consortium pool.

What happens to Extras purchased in my Advantage account?
You will carry them to the new consortium, and they will continue to be available for your Advantage library's patrons.

Is it possible for a single library member to opt out of the magazine collection? For example, if they prefer to keep their Flipster account?
Nope - magazines will be part of the consortium collection, and will be available at launch so no library patrons lose access. It is possible with Advantage curation to curate your own collections and not display OverDrive magazines to your patrons.

What about CPC?
Title and checkout activity cannot transfer - items in this format, and activity associated with them, will not move when content is transferred to IDL.

What will happen to my current carts?
Unfortunately there isn't a way to transfer existing carts from one account to another, so they'll need to be exported to worksheets – then the IDs or ISBNs can be batch uploaded in an Advanced Search within the new IDL account, and added to a cart.
*Please contact Marisa Arancibia (marancibia@overdrive.com), your Content Specialist, with cart or title questions.

***As a reminder (instructions for how to export history & tags included in OverDrive library website banners):**
Here's a list of items that will transfer to the new consortium:
• Holds
• Checkouts
• Wishlist items
• Star ratings
Here's what won't transfer:
• Recommendations
• Reading History
• Tags
• PLC activity

PLC
***Will students accessing my digital collection through Public Library Connect be affected when I join IDL?**
Active PLC licenses and connections will remain, but students will have to reconnect in Sora to the new IDL consortium, just like Libby users will have to do in the app.
*To clarify – in Sora, students will have to search for Indiana Digital Library after March 1 and login to access library content.

Marketplace
***I've been receiving Marketplace emails with login information. What are these?**
All libraries will be set up with Marketplace accounts. These emails are sent automatically from OverDrive, and by following the instructions you will be able to access your Marketplace account for IDL. You may receive two of these emails - the usernames will have two variations:
Consortium: indianadlib.lib.libraryname
Advantage: indianadlib.adv.libraryname
*Please ignore the consortium login at this time unless you are an administrator or on the collection maintenance team. If you have logged in already that's ok, just know this account has limited permissions and is not where you'll be doing your individual library's work.

*Please use the welcome email to set a password for your Advantage account – if you need this resent, email OverDrive or the State Library. In this account, your staff can add users under Admin > Marketplace users > Add User(s). If the initial account is under a staff name and email of someone not performing Marketplace tasks let Holly know and she can update.

*Can I adjust permissions within accounts?
Admin users for each newly created Advantage account can select permissions for additional users at their library.
OverDrive will be adding Support permissions to all library Advantage admin accounts (coming from consortia and standalone) as we approach launch.

Will my current Marketplace account be inaccessible once I have an IDL login?
No – OverDrive won't deactivate your current Marketplace account when your new IDL Advantage login is created. There will be a grace period to access and download carts, invoices, reports, etc.

*Will we still receive MARC records?
Yes - currently IDL is set up for MARC Express records for the consortium. MARCs are available at the consortium and Advantage level. If you would like to receive Advantage records for your library from one of the other vendors available (eg. OCLC), you are welcome to do so once IDL has launched.
*You may update MARC records 856 field from your current website ID to the new IDL website ID: 130126. OverDrive recommends being in touch with any outside vendor about these updates so they may make changes after March 1.

Billing

What will the breakdown of content credit will be for each library?
Every participating library will pay their portion of content credit that goes toward the IDL consortium (per the participation form, 1/3) and will have the rest (2/3) as content credit in their Advantage account within IDL. Any existing consortium content credit that is unspent before joining IDL will go into the IDL consortium pool.

If pre-order items come in after we switch, who will be charged for these?
The new billing account in the IDL consortium will be charged for preorder titles purchased at the previous consortium. Whichever billing account connected to the library made the purchase will have their new billing account within IDL charged.
*Existing invoices will not move to your IDL account.

*1/3 of my participation fee goes to the IDL consortium pool, and 2/3 goes to my Advantage account. What if I don't want to purchase Advantage content?
You will be able to put all funds into the consortium pool after launch. Once the invoice is paid and content credit distributed, you can email Holly at OverDrive and she will create an Accounting case – please include your Advantage billing account info and the total you'd like moved.

What if I want to spend more on Advantage content?
You will be able to add as much money as you like to your Advantage account, above and beyond the initial 2/3 participation fee.

*What if I have already paid an invoice for hosting/content fees for a time period that overlaps with IDLs March 1st launch?
You will receive a prorated amount of content credit in your IDL Advantage account as a refund.

*What if I have an unpaid hosting/content fee invoice in my current Marketplace account?
OverDrive's Accounting team is in the process of voiding these invoices and reissuing new ones to reflect a decreased amount commensurate with the time period served on your current (non-IDL) contract.

*Can I use content credit in my current Marketplace account toward the IDL participation fees?
Yes you may, just email Holly including your currant billing account and amount by March 1st.

*Can I move content credit in my current Marketplace account into my new IDL Advantage account?
Yep, just email Holly before March 1st!

Authentication

How will libraries sign in and access content at IDL?
Patrons will be able to sign into Libby and a library's OverDrive website using their current library credentials. To do this we will be setting up authentication for participating libraries with IDL.

Is there anything we need to do for this to happen?
Yes - we have asked that libraries fill out a New Authentication Vendor form and barcode template. This is to ensure that your patrons can sign in come March 1st. We need a list of barcodes of your patrons so we are able to move their activity to the new consortium.
*We have received many questions and forms back, please do not hesitate to reach out to Holly and Kaitlin (ktyree@overdrive.com) if you have questions about this.

My library currently uses APIs, do we need to contact our vendor?
If you haven't made your vendor aware of the change yet, OverDrive highly recommends it. This makes them aware that a change is occurring, and they can prepare accordingly.

Some OverDrive info to keep:
Kaitlin Tyree (kytree@overdrive.com) is your Product Support Specialist - Your PSS is your go to for all things tech. Any questions about your website, MARC records, authentication, or APIs? They can help you troubleshoot or direct you and your questions to the team that can. If you need help with any of these things and are unsure where to submit your question on Marketplace, feel free it send it along to Kaitlin.
Marisa Arancibia (marancibia@overdrive.com) is your Content Specialist – She's here for all things content: carts, curation, collection development. She can help you shop and recommend the best content for your collection!
Holly Kabat (hkabat@overdrive.com) is your Account Manager – Feel free to email her with any general questions about your account, invoicing, reports, and other things: she'll make sure to bring in the right people from OD to lend their expertise too if necessary.
Support in your Marketplace account – Here you can do things like manage select patron data, use Marketplace Help to get details about our services, access the Resource Center. You can submit requests for Tech, Invoicing & Authentication Support – these three routes will get your questions directly to the teams that will answer them.