

OverDrive Instant Digital Card Customer FAQ

1. What is the OverDrive Instant Digital Card?

The OverDrive Instant Digital Card (IDC) is a service allowing someone who does not have a Toronto Public Library (TPL) card to sign up for temporary access to TPL's OverDrive collection of ebooks and eaudiobooks.

2. Who can sign up for this card?

You must be 13 years or older and must have a cell phone that can receive text messages, with a Toronto area code (416, 647, 437).

3. I understand IDC provides only temporary access to TPL's OverDrive collection. When will my access expire?

All Instant Digital Cards will expire on September 1, 2020. Prior to expiry, OverDrive will send you a text message, inviting you to upgrade to a permanent TPL card. You will need to visit a [Toronto Public Library branch](#) in person, or use our online registration process, which we are in the process of implementing.

4. Why is TPL offering the IDC service?

With library branches closed due to the COVID-19 pandemic, many people who do not have TPL cards are contacting the Library asking how they can access our digital resources. The IDC service will allow new customers a quick and easy way to register to use our OverDrive collection of ebooks and eaudiobooks on a temporary basis.

5. How do I sign up for an Instant Digital Card?

You can sign up by going to tpl.ca/overdrive or by launching the Libby or OverDrive app on a smartphone or tablet. You will see a prompt inviting you to enter your cell phone number. After doing so on any device, you will receive a text with a six-digit verification number. Enter this number, and then complete the registration process by entering your first and last names and the campaign code **TPL2020**.

6. Why do I need to enter a campaign code?

The Instant Digital Card service uses a customized campaign code to ensure that the registration is being done by a person, not a bot. It works similarly to a coupon code or access

code for other services. By entering the campaign code, together with your cell phone number with a Toronto area code, you are guaranteed to get a card.

7. I saw the invitation to sign up for a card previously, but now when I go to TPL's OverDrive page, it's gone. How can I find it again?

The prompt is set up to only appear the first time a user goes to the OverDrive page. If you need to find it again, you'll have to clear cookies from your browser. (Here's a [blog post](#) on how to do that.)

8. I am having trouble registering for IDC. How can I get help?

You can report your issue by completing the online form at [OverDrive Front Line Technical Support](#).

9. How can I get help learning how to use OverDrive?

Please see TPL's [Getting Started with OverDrive](#) guide or [OverDrive Help](#).

10. Can I access other TPL digital resources with this card, such as Hoopla or Kanopy?

No. This service is provided by OverDrive, and will not give access to other TPL digital resources. Online registration, once implemented, will provide full access to all our digital resources.

11. If I already have a TPL card, should I sign up for this card too?

No. If you already have a TPL card you have full access to TPL's OverDrive collection and all our digital resources. This Instant Digital Card is designed for people who don't currently have a TPL card, to allow them to access our OverDrive collection of ebooks and eaudiobooks.

12. What area codes are considered Toronto area codes?

The following area codes are Toronto area codes: 416, 647, and 437. The 905 area code is assigned to the geographic area outside Toronto and is not valid for this program.

13. I don't have a cell phone; I only have a landline. Can I access the IDC service?

If you have a landline, you cannot register for the IDC service. A cell phone with a Toronto area code, capable of receiving text messages, is required.

14. Will I receive a physical card or a barcode number and PIN in order to use IDC?

No. After registering online, you will access TPL's OverDrive collection using your cell phone number as your login.

15. Can the same cell number be used to sign up for more than one card?

No. Only one Instant Digital Card is issued per cell phone number.

16. Are there borrowing and holds limits with an IDC card?

You can have up to 30 titles checked out and 30 items on hold at any given time, the same as full-service, permanent TPL cardholders.

17. What does OverDrive do with my personal information?

If you sign up for an Instant Digital Card, your full name and cell phone number will be stored on OverDrive's servers. This information will only be used for the purposes of providing access to OverDrive, as outlined in their [privacy policy](#).