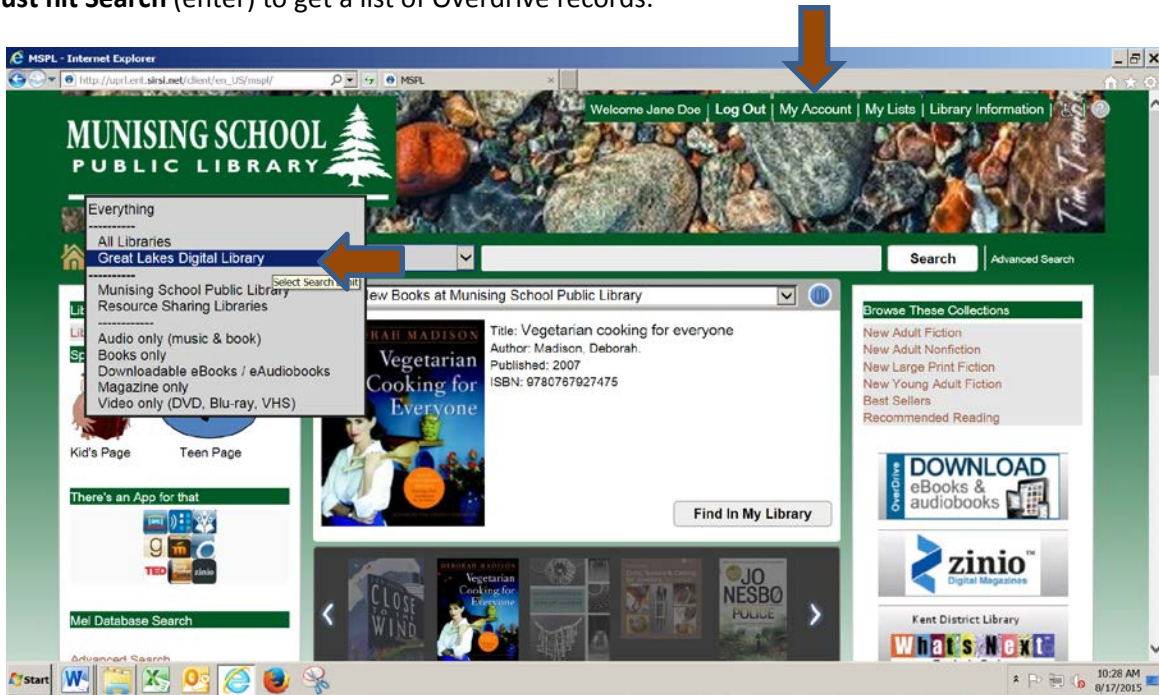


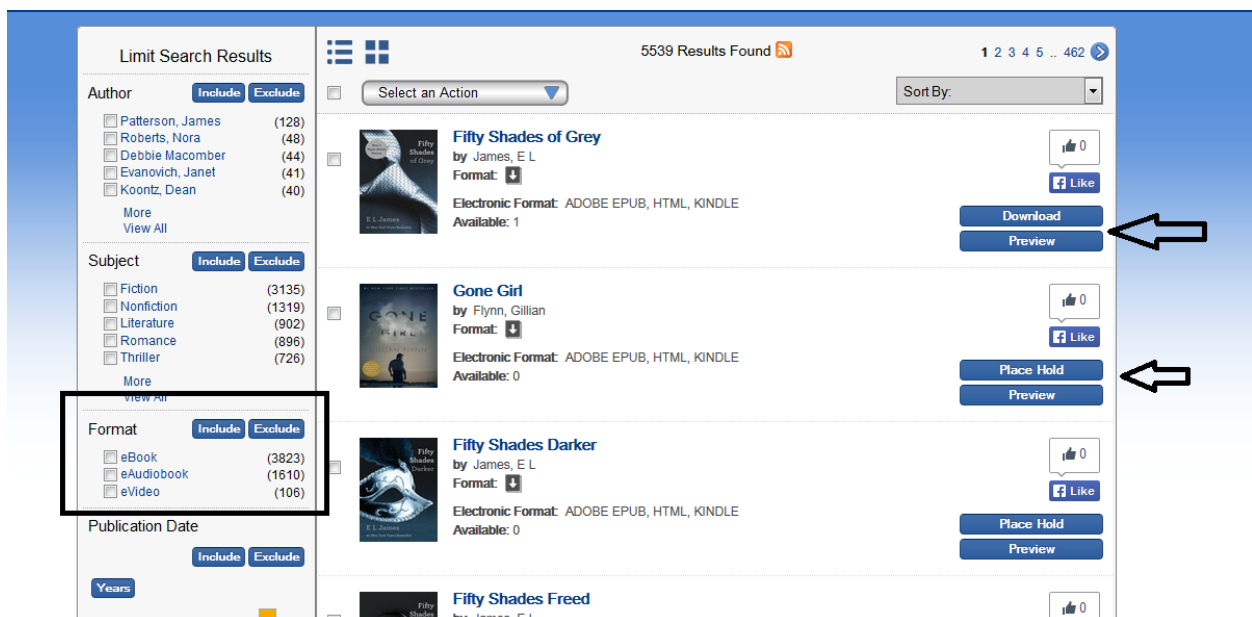
Tips to accessing records for downloadable audio and ebooks (Overdrive) in Enterprise

Patrons must login to their account in Enterprise to see the Overdrive records. Once logged in they can choose “Great Lakes Digital Library” to only view Overdrive records. They can **search** for a specific item or **just hit Search** (enter) to get a list of Overdrive records:



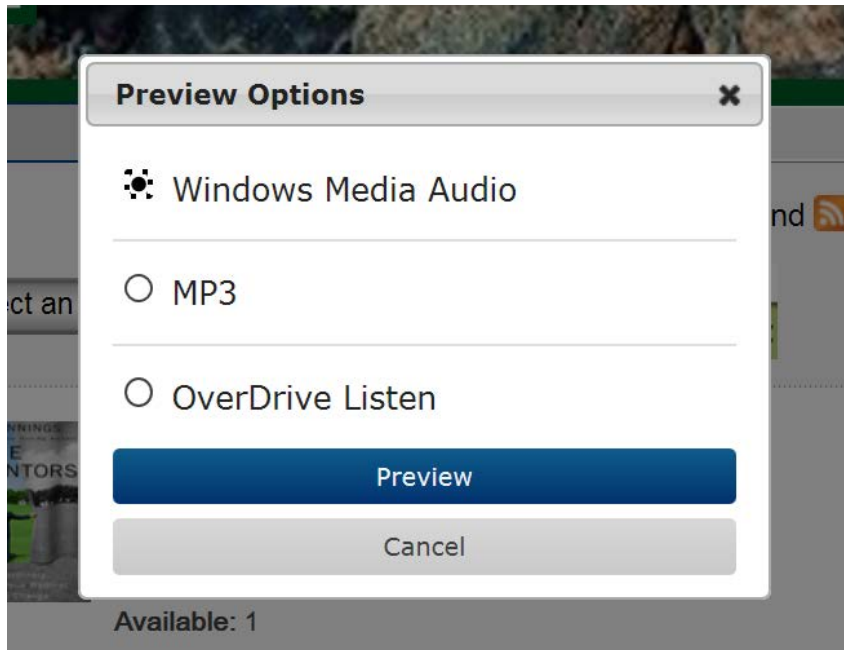
(FYI: if patrons don't choose “Great Lakes Digital Library” that is fine, too. The Overdrive records will just be included in the rest of the results)

On the far right-hand side patrons have the option to download the item if it is available. If it is not available they can **place a hold**. They can also preview the item in Enterprise. The search **facets** are still the same, so you can see on the left-hand side patrons can **limit by Format, Author, Subject, Pub Date**.

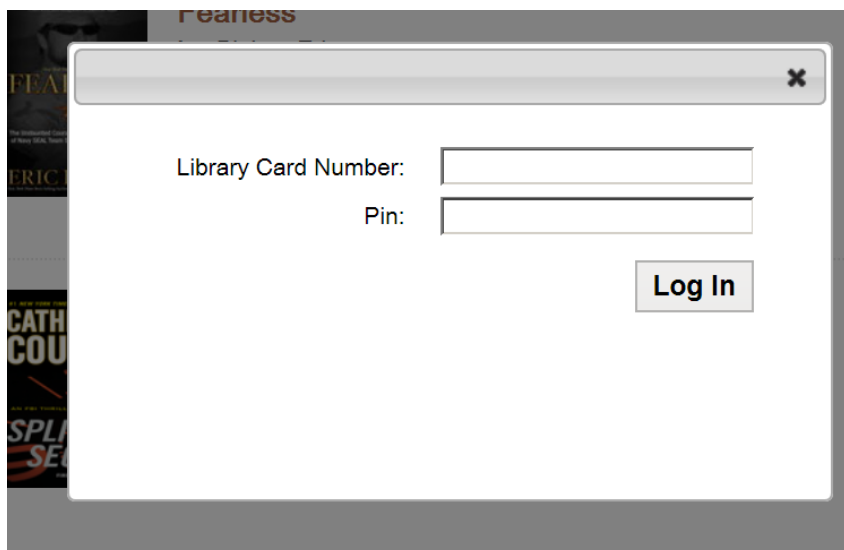


Tips to accessing records for downloadable audio and ebooks (Overdrive) in Enterprise

This is what it looks like if your patrons click the preview button:

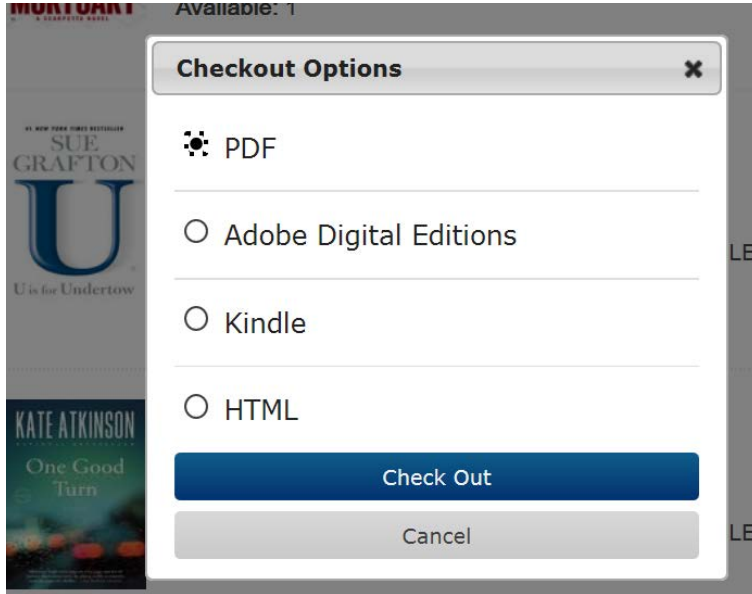


If your patrons click to place a hold, they will need to enter a valid email address:

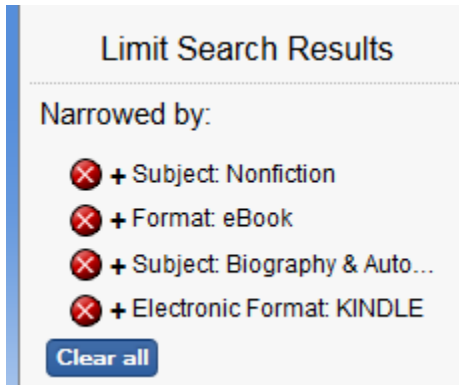


Tips to accessing records for downloadable audio and ebooks (Overdrive) in Enterprise

If patrons want to check out the item, they will need to choose the correct format and then they'll be able to follow the prompts:



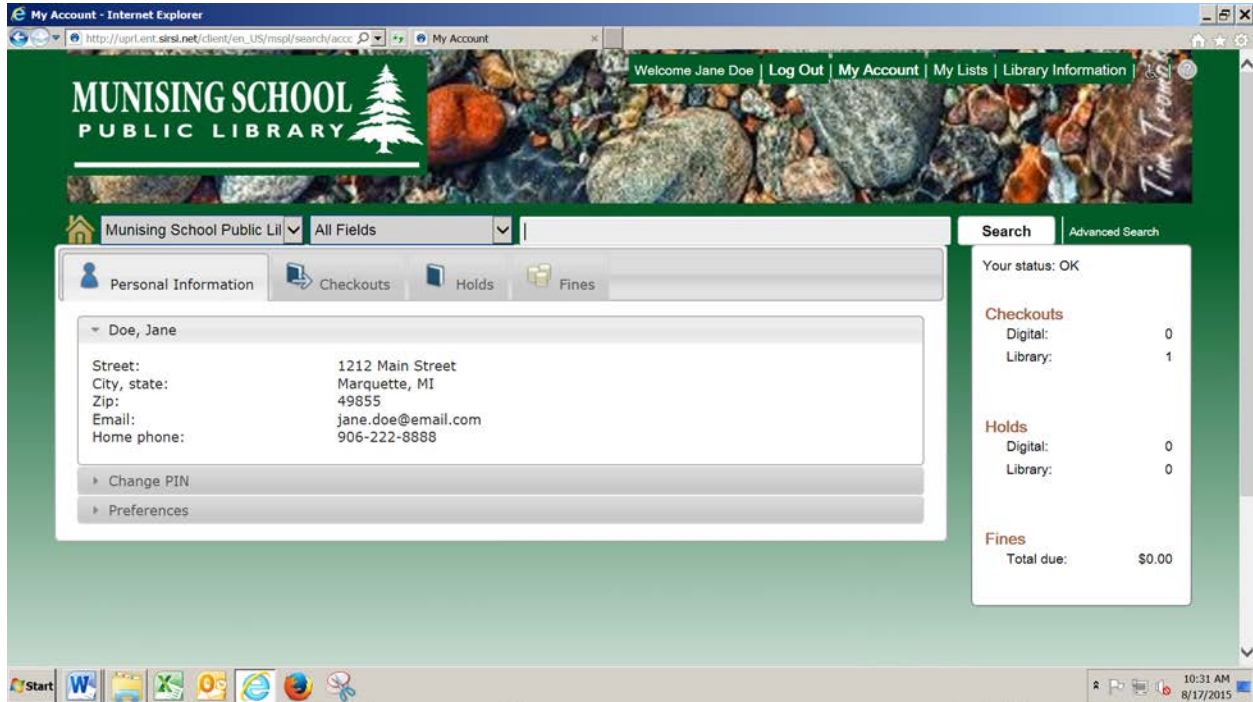
Just to give you an idea of a possible search, patrons can limit search fields to as few or as many. For example:



Just to give you an idea....because I have a Kindle device, after I click on "download" it takes me to www.amazon.com to login to my account to check out this item. You will need to follow the prompts based on which device you have.

Tips to accessing records for downloadable audio and ebooks (Overdrive) in Enterprise

If the patron goes into his/her account in Enterprise, they will be able to see a list of their digital holds/checkouts:



The screenshot shows the 'My Account' page for a user named Jane Doe at the Munising School Public Library. The page is displayed in Internet Explorer. The header includes the library logo and navigation links like 'Welcome Jane Doe', 'Log Out', 'My Account', 'My Lists', and 'Library Information'. Below the header, there are tabs for 'Personal Information', 'Checkouts', 'Holds', and 'Fines'. The 'Personal Information' tab is active, showing the user's details: Jane Doe, 1212 Main Street, Marquette, MI 49855, jane.doe@email.com, and 906-222-8888. There are links for 'Change PIN' and 'Preferences'. On the right side, there is a 'Search' box and a summary of account status: 'Your status: OK'. Below this, there are three sections: 'Checkouts' (Digital: 0, Library: 1), 'Holds' (Digital: 0, Library: 0), and 'Fines' (Total due: \$0.00). The Windows taskbar at the bottom shows the Start button, several application icons, and the system tray with the time 10:31 AM and date 8/17/2015.

If the patron has not yet downloaded any items, they will have the option to return an item. There is a help file, "Why can't I return some items?" that can answer questions when items are not able to be returned.