

If you change your library card number and have holds on Libby or want to keep your reading history, you'll need to follow this process to update your card:

- 1) In the Libby app or [Libby website](#), tap the middle icon (three stacked lines).
- 2) Scroll down and choose **Get Some Help**.
- 3) Type **support** in the search box and click the magnifying glass.
- 4) Select **ask our Support team**.
- 5) Choose **A Problem**.
- 6) To describe the problem, explain that you replaced your card and need to transfer your holds/checkouts. Include your old card number if available. If applicable, use the toggle buttons to include an error message and/or specific title information. Click **Next**.
- 7) Enter your contact information. Click **Next**.
- 8) Review the message and click **Send**.

You should receive a confirmation email and then a response from OverDrive notifying you about the transferred titles.