

RBdigital App & Website Refresh Frequently Asked Questions

Q: What are the key features/benefits of the new app and website refresh?

For the first time in the industry, audiobooks, magazines and eBooks will be available in one easy-to-use app. Other key features include the following:

- A significantly improved user experience
- App-based patron notifications to help with tech support and engagement
- Faster, easier search
- Exclusive content

While most of the improvements are to the app, there is also a minor change to the look of the website where patrons access audiobooks and eBooks. (After launch, patrons using the website to access magazines will still use the RBdigital Gateway to access that content. There are no major changes to the RBdigital Gateway at this time.)

Q: When will it be available and what downtime will my patrons experience?

We will migrate the app and website at approximately 8 p.m. ET on June 26. We expect the migration to take around 14 hours, so patrons will see the new app and website on the morning of June 27.

Unfortunately, we expect patrons to experience downtime during the 14-hour migration period. Patrons will see an outage message during the migration if they access content on the web directly or via the OneClickdigital app. We are also working to dramatically reduce downtime for future releases.

Q: What will happen to the OneClickdigital app installed on my patrons' devices?

The OneClickdigital app will be updated to the new RBdigital app. This update can happen (1) automatically, if patrons have selected to have their apps update that way, or (2) manually, if triggered by patrons.

When patrons update the app, they can log in with the same credentials used for the OneClickdigital app. The new RBdigital app will have all their previous checkouts along with stored wishlists, holds, and history, but those checkouts will need to be downloaded again.

Before the new app is available on June 27, an alert that a new app is coming will be shown on the OneClickdigital website. Patrons will see this alert when searching and downloading content in the app. If patrons do not update to the new RBdigital app, the OneClickdigital app will still continue to work, and they will be notified at a future date (far out and still to be determined) when it will no longer be available (at which time patrons must update their apps).

Q: What will happen to the Zinio for Libraries app installed on my patrons' devices?

Starting around July 10, patrons will receive a notification within the current Zinio for Libraries app alerting them to the availability of the new RBdigital app and giving them the option to download it. The message will also show a counter counting down the timeframe for when the app will no longer function (currently planned for Sept. 8).

Message Text: “Zinio for Libraries has merged with RBdigital. In <X> weeks you will only be able to access your magazine collection on RBdigital. Please download the new RBdigital app now by [clicking here](#). Note: Your username and password will remain the same.”

At the bottom of the message are the following buttons: “Update to New App,” “Remind Me Later” and “Don’t Ask Me Again.”

When patrons install the RBdigital app, they can log in with the same credentials used for the Zinio for Libraries app. At the end of the countdown (currently planned for Sept. 8), the Zinio for Libraries app will be locked and patrons will see a message encouraging them to download the new app, but they cannot access the new app until they download and install it.

Message Text: “Zinio for Libraries has merged with RBdigital. To access your magazine collection, please download the new RBdigital app now by [clicking here](#). Note: Your username and password will remain the same.”

The Zinio for Libraries app will remain on the device until patrons delete it. When the Zinio for Libraries app is deleted, all downloaded magazines will be removed from their device, freeing up memory. The new RBdigital app will have all previous checkouts available, but those checkouts will need to be downloaded again, as needed.

Q: Will the look of the website my patrons access change?

The site where patrons access audiobooks and eBooks has an improved look and uses the RBdigital logo. The look of the other patron sites do not have any significant changes.

Q: What about my URLs for patrons, admin and MARC records?

Libraries do not need to take any action now regarding URLs. Below are details of what will happen immediately after launch on June 27:

OneClickdigital:

- New site will be available at the current OneClickdigital URL (libraryname.oneclickdigital.com).
- New site will also be available at a new RBdigital URL (libraryname.rbdigital.com).
- All current MARC records will work after the app launch on June 27.

Website Gateway Services (including Zinio website access):

Nothing Is Changing!

In the future for OneClickdigital:

In a post-launch communication, libraries will be encouraged to point to the RBdigital URL (library.rbdigital.com). The OneClickdigital URL (library.oneclickdigital.com) will continue until 100% customer migration has been achieved. After launch, new MARC records will use RBdigital domains, but MARC records will still work on OneClickdigital domains.

Q: What will happen if I do not offer all three media formats (audiobooks, magazines, eBooks) to my patrons?

After launch of the new app, your patrons will see their same media formats. For example, if you offer your patrons only audiobooks and eBooks in the OneClickdigital app, then they will only see audiobooks and eBooks after they install the new app. If you offered them magazines via the Zinio app as well as audiobooks and eBooks via the OneClickdigital app, then your patrons will see all three formats in the new RBdigital app.

Q: What will happen to the Zinio name?

Immediately after launch of the new app, your patrons will not see Zinio branding in the app. However, they will continue to see it when they access the website. You will also continue to see the Zinio name in the administration and reporting tools. As we continue to develop the service, Zinio branding will no longer be used.

Q: How will patrons who use the desktop application (Media Manager) be impacted by this?

Media Manager is used by a small subset of patrons (less than 1%) and requires a manual upgrade by downloading new software at <http://rbdigital.rbdigital.com/#/help/support>. In most geographies we will email those patrons directly to provide them a link to the upgrade the new version. There will also be notices on the Media Manager web area about the migration. In certain geographies (e.g. Canada) there are privacy laws which restrict our ability to email patrons directly. We recommend that those libraries contact their patrons. Our support personnel are ready to assist patrons with this migration process.