hoopla FAQs version 3.0

What is hoopla?

- **hoopla** is a digital streaming service that offers movies, music, audiobooks, ebooks, comics/graphic novels and TV shows at no charge to patrons of **participating** libraries. Content is always available without waitlists and items are returned automatically, so no late fees are accrued.
- Patrons can use a web browser or a mobile device to access **hoopla**.

Is hoopla replacing Overdrive/Libby?

- No. **hoopla** offers different content and is available in addition to Overdrive/Libby.

Is hoopla available to all patrons in the Monarch Library System?

- No. This service is offered by individual libraries.
- Germantown Community Library added this service on January 20, 2021 for its **registered patrons.**

Who is a registered patron? How do I know if I qualify to access hoopla through the Germantown Community Library? *Please Note: A patron's registered library is determined by your place of residence, not by which library issued your card.*

- Any current resident of the Village of Germantown.
- Any patron living in a community **served** by the Monarch Library System (Washington, Dodge, Sheboygan & Ozaukee County) whose community does not have a library of its own (ex. Colgate, Richfield, Jackson, etc.) may select Germantown Community Library as their **registered** library, even if your physical card was **issued** elsewhere in the Monarch Library System.
- Any patron living in a community **outside** of the Monarch Library System (Washington, Dodge, Sheboygan & Ozaukee County) that has a card from any library in the system
- In addition to being a registered patron of Germantown Community Library, your card must be in "good standing." This means that your library card information is current, the card is unexpired, and fines (if any) are less than $50.00.

Not sure what address is on your card or whether your card is in good standing? Still uncertain whether you qualify to be a "Registered Patron" and have access to hoopla?

- Access your library account on the Monarch Catalog **https://www.monarchcatalog.org/** to check your account settings. Check the 'Registered At" field, your library card expiration date, and verify that any fines are below $50.00.
- Call or email the staff at Germantown Community Library at 262-253-7760 or circulationdesk@germantownlibrarywi.org We will be happy to check and make any changes for you!

How do I/what do I need to sign up for hoopla?

- You can access registration on our website, or go to https://www.hoopladigital.com/.
- You will need your library card, pin number (usually the last four digits of your phone number), and a valid email address to create your account. hoopla authenticates your library card every time you borrow an item, so be sure to keep your card up to date. If your library card is replaced, you will need to update your hoopla account.
- Note: hoopla does not allow multiple library cards to use the same email for creating accounts. Each account must have its own unique email address.

How can I update my hoopla account information?

- On a PC - Log into your account, then click on the **Settings** 'gear' icon in the top right corner of the page, which takes you to the **Account Information** page. On this menu, you can make changes to your settings.
- Using a mobile app on an Apple device – tap the setting button/gear in the My hoopla section to access Account Information.
- Using an Android app – tap the 3 lines in the upper corner to reach the menu to change account setting.

I have an account, but I'm unable to borrow. Why?

- You may have reached your monthly limit. If the account shows "0" titles left to borrow, you have reached your limit and cannot borrow additional items until the next calendar month.
- Has your card been replaced or expired? Do you have fines over $50.00? You can check your account status by logging into your account in the Monarch Catalog, or by contacting the Germantown Community Library at 262-253-7760 or circulationdesk@germantownlibrarywi.org

Do I need to be connected to the internet to use hoopla?

- Laptops and desktop computers require an active connection to the internet to browse and play hoopla content.
- When using the hoopla digital mobile app, a temporary download is available to play content without an internet connection.

Are titles downloaded onto my computer?

- On a PC or MAC, titles are available for streaming only and will **not** be downloaded to your computer.
- On iOS and Android devices, titles can be streamed or temporarily downloaded. The download automatically deletes at the end of the loan period.

Where can I get the hoopla mobile app?

- The hoopla digital mobile app can be found by searching for "hoopla digital" in the
  - App Store on an Apple device
  - Google Play Store on an Android device
  - Amazon App Store on a Kindle Fire HDX tablet

What is the loan period for items?

- Movie and TV content is available for 3 days (72 hours) after borrowing.
- Music albums are available for 7 days. Patrons may borrow a music album twice in a 30-day period.
- Audiobooks, eBooks, and comics are available for 21 days.
- All items return automatically.

How many items can I borrow per month?

- Patrons with a card registered to the Germantown Community Library are allowed 5 items per month, per card.
- Unused checkouts do **not** roll over.

Can items be returned before the lending period expires?

- Yes. Click the **Return Now** button located at the bottom of the title on the title information page.
- Returning items before the loan expires will not allow you to borrow more than the 5 items allowed per month.

Can items be renewed?

- Yes. Two days before the item is due, a button will appear on the title screen with the option to renew.
- A **renewal** counts as a new loan and will count toward your monthly total.

Can I place a hold on a title?

- There is no need to place a hold; all hoopla content is always available no matter how many people want the same title.

How do I borrow and play titles?

- Use the hoopla digital mobile app or the website to browse the available content.
- To select a title, click on the **Borrow** button on the **Title Details** page.
- After the title is borrowed, it will be added to your **My Titles** menu. From there, the title can be played on a mobile device or on a PC/Mac.

- Note: in order to play content on your web browser, the "Widevine" plug-in must be installed. The web browser should prompt you to download this plug-in the first time you attempt to view content.

Can I watch on multiple devices?

- Yes. Content can be accessed across all of your supported devices, and you can switch from one device to another. For example, if you stop watching a video on an iPhone, and later access it on a tablet, playback will resume where you stopped before.
- *Note: you cannot watch the same content on multiple devices simultaneously.*

How do I add titles to my list of favorites?

- Save titles for later by clicking the **Add to Favorites** button on the **Title Details** page, or click the heart symbol on your mobile device.
- Manage favorites from the **My Titles** menu by clicking **SEE ALL**. Favorite titles will be displayed below currently borrow titles.

How do I view my borrowing history?

- After you have borrowed and returned a title, you can view your history from the **Account Information** menu. Click on **My History** to view the items you have borrowed.

A title that used to be available on hoopla is no longer there. Why?

- **hoopla** adds new titles constantly. When new titles are added, old ones are removed.

What is Kids Mode? How do I activate it?

- **hoopla** Kids Mode limits the titles to kids only material.
- To activate Kids Mode, log into your account, click on your email address, then click on the **Kids Mode** box, scroll to the bottom, and click **Update**.

More questions? Need a list of devices supported by hoopla?

- For more information on **hoopla**, check out this link: https://www.hoopladigital.com/help.