

HOOPLA GETTING STARTED AND HELP SHEET

Welland Public Library offers instant access to movies, television episodes, full music albums, audiobooks, comics and eBooks through Hoopla. All of the materials in Hoopla are available all of the time, with no holds required. Patrons can borrow up to five items per calendar month.

WHAT'S AVAILABLE THROUGH HOOPLA

- Movies, including feature films, documentaries, and children's movies
- TV shows, including educational programs and kids' shows
- Music in a wide variety of genres
- Comics and graphic novels for children, teens and adults
- eBooks and Audiobooks (We offer a larger selection of eBooks and Audiobooks through OverDrive and their app Libby and Cloud Library.)



WHAT YOU NEED/HOW TO GET STARTED

- A valid Welland Public Library Card and PIN #
- An Email address to create an account
- Go to www.hoopladigital.com or select Hoopla link from Welland Public Library website - and select Get Started Today button
- Enter Email address and create password to create account



USING HOOPLA ON A PHONE OR TABLET

Note: Hoopla is compatible with Android devices running version 4.x of the OS or higher. It is compatible with Apple devices running iOS version 7.1 or higher.

- Install the Hoopla Digital App from the Apple App Store or Google Play Store depending on what device you are using (you will need your App Store or Google Play store Login/password.)
- Open the App and enter account information created on www.hoopladigital.com.
- If you haven't created an account select Sign Up and create account.

BROWSE AND BORROW

- Easily browse titles on your computer or device by clicking Browse and choosing the Music, Video, or Books tab. You can also Search for a specific title, author, or actor.
- To borrow a title click on the title's icon then click Borrow. Borrowed titles can be found under the My Titles tab for easy use.
- Borrowed titles will be automatically returned when your lending period is over.
- You have two options for viewing borrowed items. You can tap 'Play' to stream the content OR you can tap on the cloud icon to download the content (this allows you to view it offline.)

USING HOOPLA ON A PC OR MAC

Note: You may be required to update your web browser to use Hoopla (Internet Explorer 10, Chrome 39, Firefox 32 and Safari 7 or newer is required.)

- Go to www.hoopladigital.com – enter email and password – select Get Started Today if you haven't created an account.
- Select My Hoopla to viewed currently borrowed items, favorites and borrowing history.
- Select Browse and then select Audiobooks, Movie, E-Books, Comic, Music, or Television. This will allow you to browse the Hoopla collection.
- Select the Search bar and enter search term to search through collection. You can limit search by format.

LOAN PERIODS

- Movies and TV Shows: 72 hours/3 days
- Albums: 7 days/1 week
- eBooks, audiobooks and comics: 21 days/3 weeks



FREQUENTLY ASKED QUESTIONS

WHEN DO THE BORROWING LIMITS RESET?

Borrowing limits reset on the first of each calendar month.

IF I DON'T USE ALL MY CHECKOUTS IN A MONTH DO THEY CARRY OVER TO THE NEXT MONTH?

No.

DO I HAVE TO RETURN BORROWED TITLES?

No; titles will return automatically at the end of a loan period.

CAN I RETURN ITEMS EARLY?

Yes, but it will not give you another checkout for that month. The only reason to return a title early is to free up space from your device or remove items you have already watched or listened to from your list of borrowed items.

WHAT IF I AM UNABLE TO SIGN INTO HOOPLA?

Your library card may be blocked or expired.

If you have replaced your card since you first registered with Hoopla, you may need to update your card number in Hoopla. To do this, sign into Hoopla and select your email address in the top right corner. Enter your new card number in the field where your old number displays. Select Update to save your changes.

MORE HELP WITH HOOPLA

- Visit Hoopla Help Pages; <https://www.hoopladigital.com/help>
- Contact the Welland Public Library: (905) 734-6210 ext. 2521