

Hoopla FAQ

How many items may I borrow from Hoopla per month?

You can borrow 5 items per month.

When do the borrowing limits reset?

Borrowing limits reset on the first of each calendar month.

How long can I borrow items for?

Just as with our traditional collection, different digital formats have different loan periods:

You are able to access your borrowed content, listen to or view the material, as often as you want during the loan period. You can return borrowed titles whenever you want.

Content Type	Loan Period
Music Albums	1 week
Audiobooks	3 weeks
Comic Books	3 weeks
EBooks	3 weeks
Movies	2-3 days, depending on studio that owns the movie
Television	3 days per episode (cannot download entire season)

Why are the loan periods for Hoopla movies, TV content and music albums shorter than those of our CDs and DVDs?

Loan periods for digital items are set by the content providers whose content is licensed by Hoopla. They are not under the library's control.

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.

Can I use my eReader with hoopla eBooks/Audiobooks?

No. Because you cannot download content onto your computer, you cannot transfer it onto an eReader. Content can only be downloaded using the hoopla app on your tablet or smartphone.

Signing Up for an Account

To start borrowing a title, you will need to sign up for a Hoopla account:

1. Go to the www.hoopladigital.com click on Log In, then Sign Up Now, and choose Belleville Public Library or Quinte West Public Library from the list of available libraries.
2. Fill in the account information, then enter your Library Card Number and PIN number (the last four digits of your phone number).
3. Agree to allow Hoopla to “exchange my registration information with my public library”, which gives Hoopla permission to verify the status of your account.
4. Add an email and password, hit continue, and you can start browsing titles.

Using Hoopla on a Computer

On a desktop computer, watching video borrowed from Hoopla requires that you install the [Google Widevine](#) video plugin on your web browser. Audio content, like audiobooks and music, will play through the browser in a popup window. An Internet connection is required to stream Hoopla content.

Using Hoopla on a Mobile Phone or Tablet

Download the Hoopla app on your smartphone or tablet. There are versions for both iOS and Android devices. You will need a wireless Internet connection to watch video or listen to music and audiobooks.

With a smartphone or tablet device, you can download movies, television shows, and eBooks directly to the device, rather than streaming. This can consume a lot of space and bandwidth, so make sure you have plenty of each available

How do I download content onto my device?

To download onto you iOS or Android device, you will first need to download the app:

1. Go to the app store for iOS or Android (depending on your device) and search for and download Hoopla.
2. Launch the app and sign in using the email address and password you used to create your Hoopla account.
3. You can now browse and search movies, music and television shows. Once you find something you want, select Borrow and the item will be displayed in the My Titles section of the app
4. Ebooks will automatically download to your device when you touch the Read icon. When you go offline, the titles should be available to view in the “My Titles” section of the app (available from the drop down menu on the top left hand side).

Be sure to visit [Hoopla’s YouTube](#) channel as well.