**Hoopla Instructions and FAQ's**


Hoopla lets you borrow digital music, video and comics to stream in your browser or enjoy offline on your phone or tablet.

## What you need

A valid Brantford Public Library Card

An account at hoopladigital.com (library card and email address required to create)

## Using Hoopla on a computer

An internet connection to stream the content

The Google Widevine video player - for playing video content in Internet Explorer or Chrome

The Silverlight plugin - for playing video content in Firefox

## Using Hoopla on a phone or tablet

The Hoopla app for iOS or Android for phone or tablet usage

A wireless internet connection to download or stream the content*

*Using cellular data is not recommended as streaming/downloading multimedia content can consume a lot of bandwidth. Wireless internet access is available at all Brantford Public Library branches.

## What kind of content does Hoopla have?

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).

**Hoopla Kids Mode**

Hoopla also offers a Kids Mode setting where all content shown while in Kids Mode is deemed suitable for children 12 years and under. You will not be able to see any other content when you are in Kids Mode.

To enter Kids Mode on a computer, sign into your account and go to the account settings by clicking on your email address at the top of the page. Check the Kids Mode box, then scroll down and select Update.

To enter Kids Mode in the Hoopla app, tap My Hoopla and then the account settings icon. Flip the toggle on to set the device to Kids Mode, then tap Cancel to exit account settings. To turn off Kids Mode, go back to settings and flip the toggle off.

Settings must be changed separately on your computer and in the app.

## Hoopla and your privacy

In order to access Hoopla, you will be required to create a Hoopla account. Hoopla is a third-party service that is governed by its own privacy policy and practices, not the Library's. We advise that you consult Hoopla's Terms of Service and Privacy Policy before agreeing to use this service. When you register for an account, the library will only provide Hoopla with information to verify that you are eligible to borrow.

Please note, **you are not required to provide your PIN** when creating a Hoopla account.

## Frequently asked questions

**When do the borrowing limits reset?**

Borrowing limits reset on the first of each calendar month.

**How long can I borrow items for?**

Television and movies: 3 days

Music: 7 days

Comics and graphic novels: 21 days

 **How were these loan periods determined?**

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.

**What if I am unable to sign in to 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.

# Help with Hoopla

Visit Hoopla's help pages

Contact the Library

Visit a Tech Time session at the Library or Book a Librarian.

**How many items can I borrow from Hoopla per month?**

You can borrow 4 items per month.