



Q: What is Hoopla?

A: Bringing you hundreds of thousands of movies, full music albums, audiobooks and more, Hoopla is a revolutionary digital service made possible by your local library. Simple to access and use, without the hassle of having to return the items you've borrowed, all you need is your library card, a web browser, smart phone or tablet to get started.

Q: Is Hoopla free to use?

A: Yes, Hoopla is free through the Boca Raton Public Library to library card holders.

Q: How do I sign up for Hoopla?

A: Go to www.bocalibrary.org and click on "Digital Library," then "Audiobooks & eBooks." Click on "Hoopla" and then "Get started today" to set up your account. You will need a valid BRPL card.

Q: Where can I find the Hoopla mobile app?

A: The mobile Hoopla app can be found in the App Store on iOS devices and in the Google Play Store on your Android device. Search for "Hoopla Digital" and download the app.

Q: Can I play Hoopla content on more than one device at a time?

A: No, but you can pause on one device and pick up where you left off on another. This works for bookmarks in eBooks, as well.

Q: How many items can I check out per month?

A: Hoopla allows 8 checkouts per calendar month.

Q: What is the loan period?

A: The loan period varies depending on the type of item:

- eBooks – 21 days
- audiobooks – 21 days
- comics – 21 days
- music – 7 days
- movies – 3 days
- TV shows – 3 days

Q: How will I know when the item is due?

A: After clicking the blue “Borrow” button, a green bar with the due date will appear at the top of the page. When the green bar disappears, the due date can be viewed by clicking on the borrowed item and scrolling to the bottom of the page.

Q: Can I adjust the speed of an audiobook?

A: Yes, the speed can be adjusted. At the bottom right-hand corner of the player you will see very small numbers (0.75x, 1.0x, 1.25x or 1.5x). Touching these numbers will allow you to slow down or speed up the reading.

Q: I opened a comic book and now I can't get back. What happened to the menu?

A: This is a known problem that is being worked on. For now, if you press your finger in the middle of the comic and hold it down for a couple of seconds, a button will appear near the top that says “Done.” This will allow you to get back to your other titles, or your account. Hoopla is working on a permanent fix to this problem.

Q: Will I be able to renew my items?

A: Hoopla does not offer holds or renewals. Items are available to all patrons, at all times. If you need more time, you can check the item back out, as long as you have checkouts remaining for the month.

Q: Do I need to return borrowed titles?

A: No, the titles will return themselves automatically on the due date. You can return them early, if you choose. This can be done by clicking on the item, scrolling to the bottom of the page, and clicking “return now” (in blue.)

Q: How is using Hoopla on a computer different from using it in the app?

A: When using Hoopla on a computer, you need internet access in order to stream material. Items are downloaded and then added to the Hoopla app using internet connection. You can use the app to access downloaded material (after it has been added to the app) without using the internet. The app allows users to read, watch and listen to library material on mobile devices, without internet connection.

Q: How often does Hoopla add new content?

A: Hoopla adds new content on a weekly basis.

Q: Can I view my borrowing history?

A: Yes, once you have borrowed and returned an item, you can view your history from the Account Information menu, accessed by clicking on your email address in the upper right-hand corner. Click on the “My History” button to view items you have borrowed in the past.

Q: Are my checkouts private?

A: Yes. Your account information is private, as well. No one can see what titles you have borrowed.

Q: How can I make my Hoopla content kid-friendly?

A: Kids Mode is a setting designed to make finding children’s content easier for parents and kids. All content shown while in Kids Mode has been deemed suitable for children up to 12 years of age. You will find it under your profile settings (accessed by clicking your email address in the upper right-hand corner.) Check the Kids Mode box to “on,” then scroll to the bottom of the screen and click “Update.”

Q: What is Widevine?

A: Widevine is a free and safe Google-owned browser plug-in that enables your computer to stream Hoopla video content. You may be prompted to install Widevine on your computer the first time you stream a Hoopla video, depending on the browser you are using. Follow the on-screen prompts to install.

Q: Where can I find help with installing the Widevine plug-in?

A: Widevine installation varies depending on the internet browser you are using. Help with installation can be found here:

<https://support.google.com/widevine/answer/6072067>

Q: What browsers are supported by Hoopla?

A: Click on the “Supported Devices” tab at <https://www.hoopladigital.com/help>

Q: I have additional questions, where can I get help?

A: Hoopla will answer questions via email at info@hoopladigital.com. You are also welcome to ask questions at the Information Desk at the Downtown and Spanish River Library locations. One-on-one help is available through a “Book a Librarian” session with Instructional Services. Contact the information desk to schedule your free 30 minute appointment (561) 393-7906.