



Using **Hoopla** on an Apple Device – iPad or iPhone

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What is Hoopla?

Hoopla is a digital streaming media service available through libraries. Hoopla offers a large selection of movies, television shows, music, eAudiobooks, eBooks, and digital comic books (graphic novels).

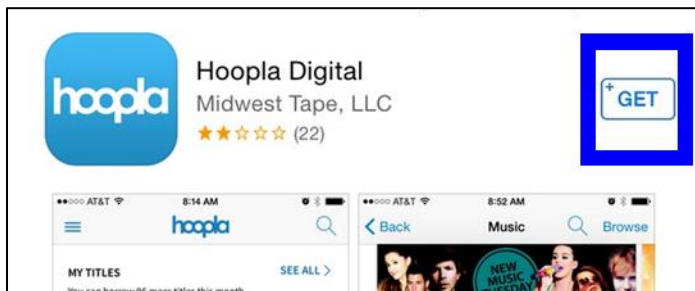
There are no holds in Hoopla – all items are available to you at all times, even if someone else is already borrowing it!

Getting Started

To borrow items from Hoopla to read or watch on your Apple iPad or iPhone, you must download the free Hoopla app from the App Store. This app is used to borrow items from Hoopla, as well as read, listen to, or watch the title that you have borrowed.

Download the Hoopla App

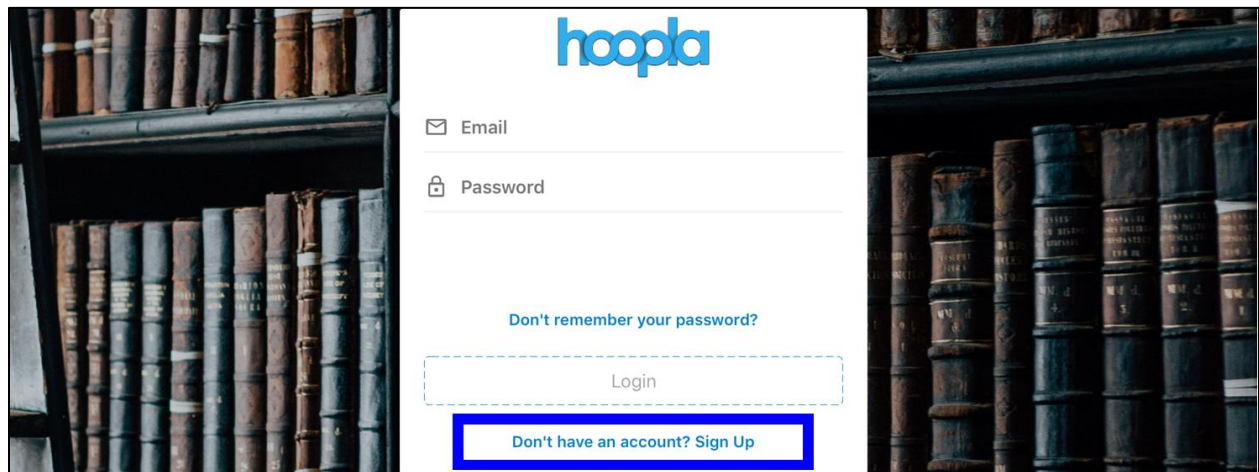
Open the **App Store** and search for **Hoopla**. Once you have found the app, tap **Get** to start the download and installation process.



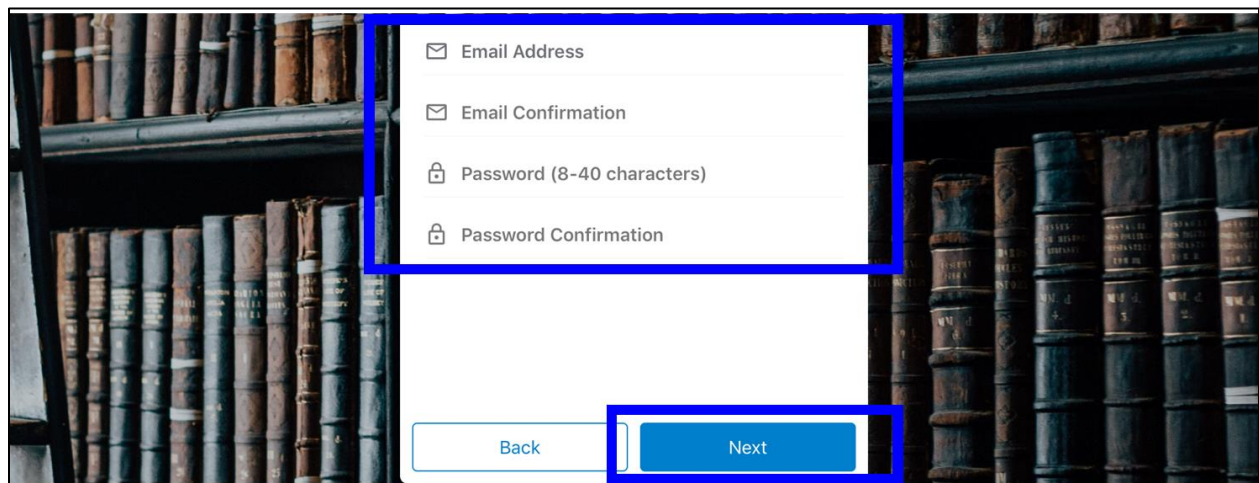
Once the app has finished downloading and installing, open the app.

Set Up Hoopla

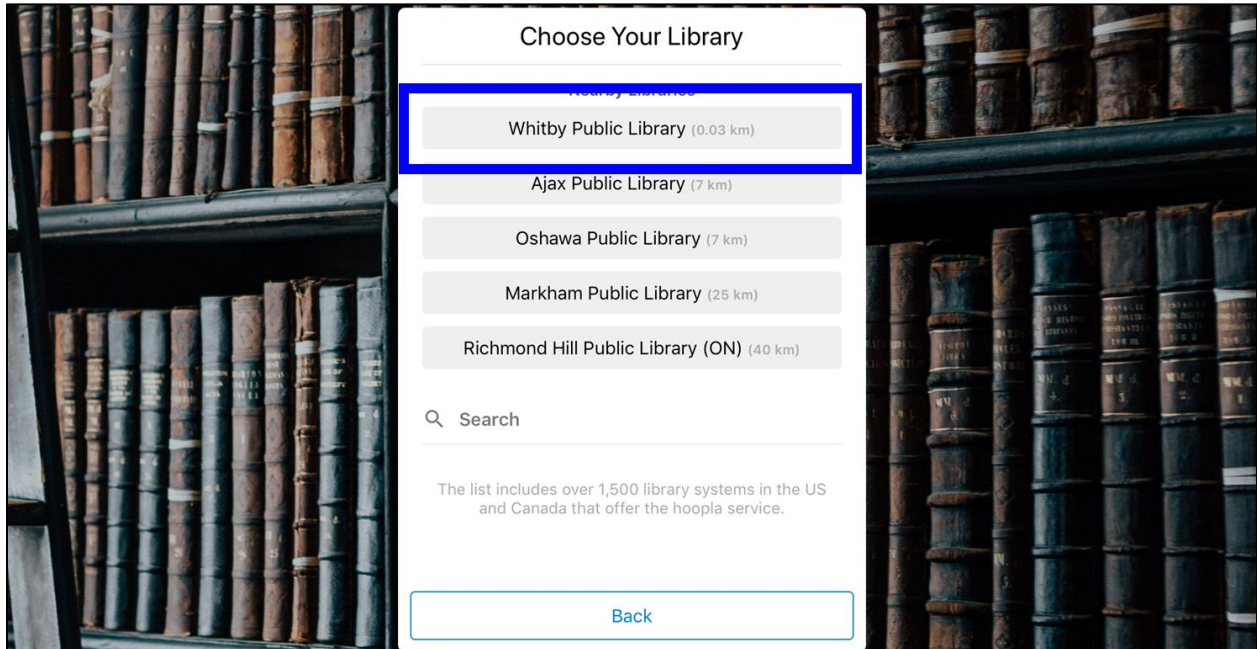
The first time you open the Hoopla app you will be prompted to Log In or Sign up. Tap **Sign Up** to create your Hoopla account.



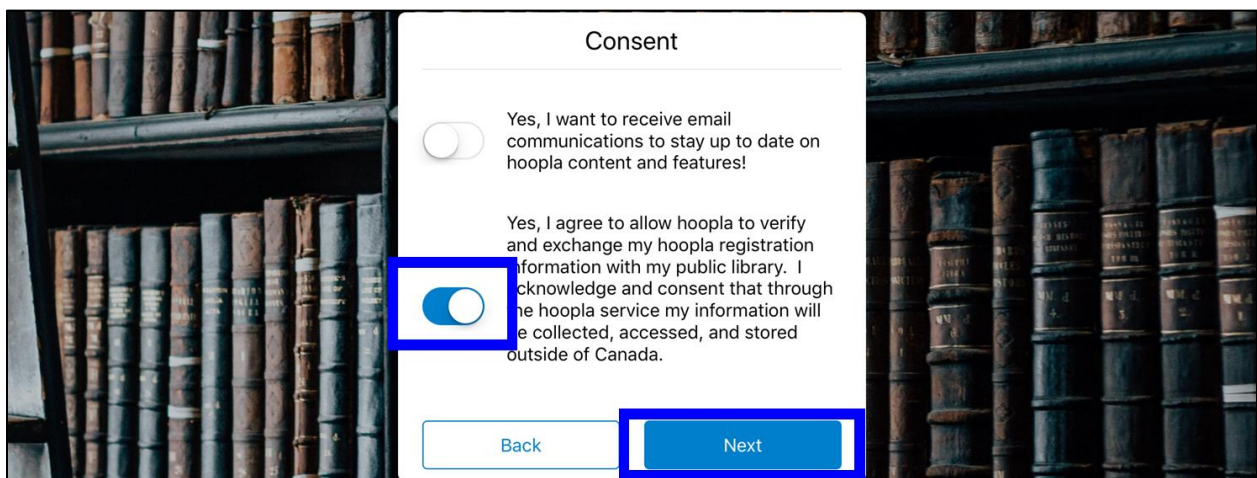
Enter your email address and create a password. This information will be used to log in to your Hoopla account going forward. Once you enter your email address and create a password, tap **Next**.



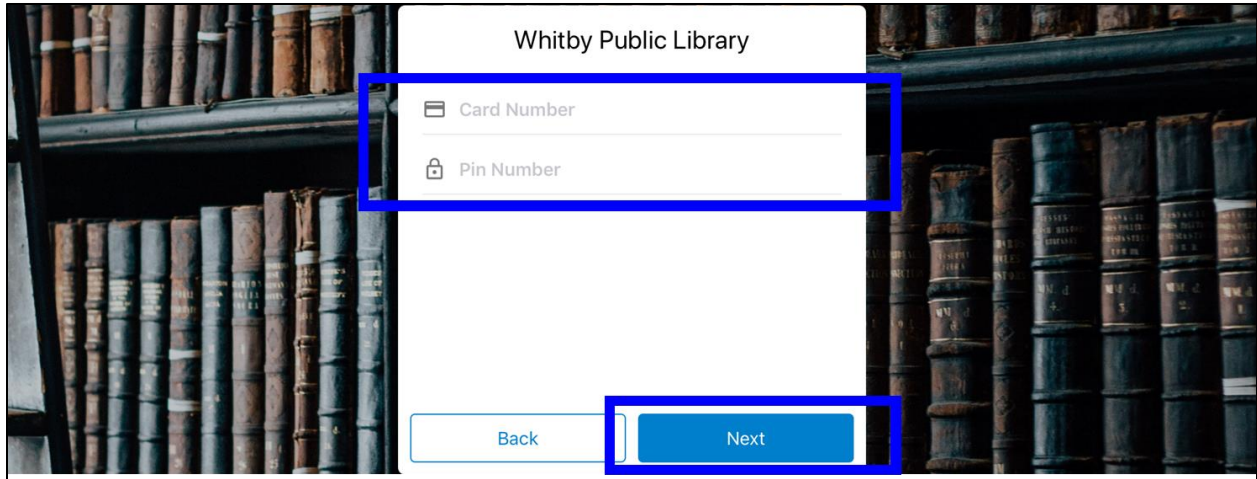
Next, you will be prompted to pick your library system. The app should detect nearby libraries. Select **Whitby Public Library** from the list. If Whitby Public Library does not appear in the list, tap Search at the bottom of the page and enter Whitby to find the Whitby Public Library.



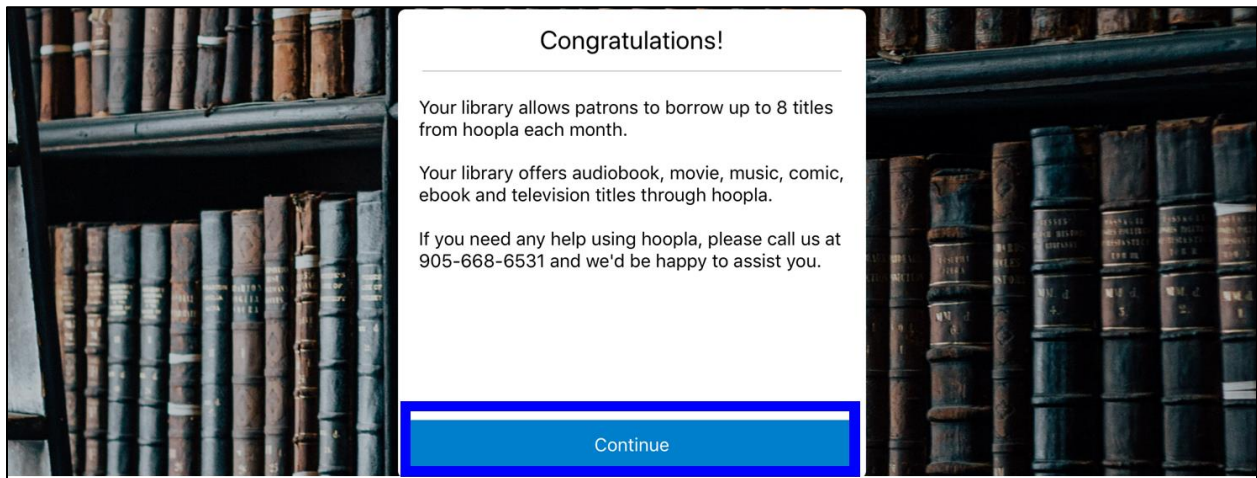
Before you can sign into Hoopla using your library card number, you must give your consent to Hoopla to access your Hoopla registration information, as well as consent that information will be stored outside of Canada. This is the second statement, and you **must** agree to it to use Hoopla. The first statement consents to emails about Hoopla content and features, and you do not need to consent to this to use Hoopla. Tap the second slider to agree, and then tap **Next** to continue.



Enter your Whitby Public Library card number and PIN (the last four digits of your phone number).



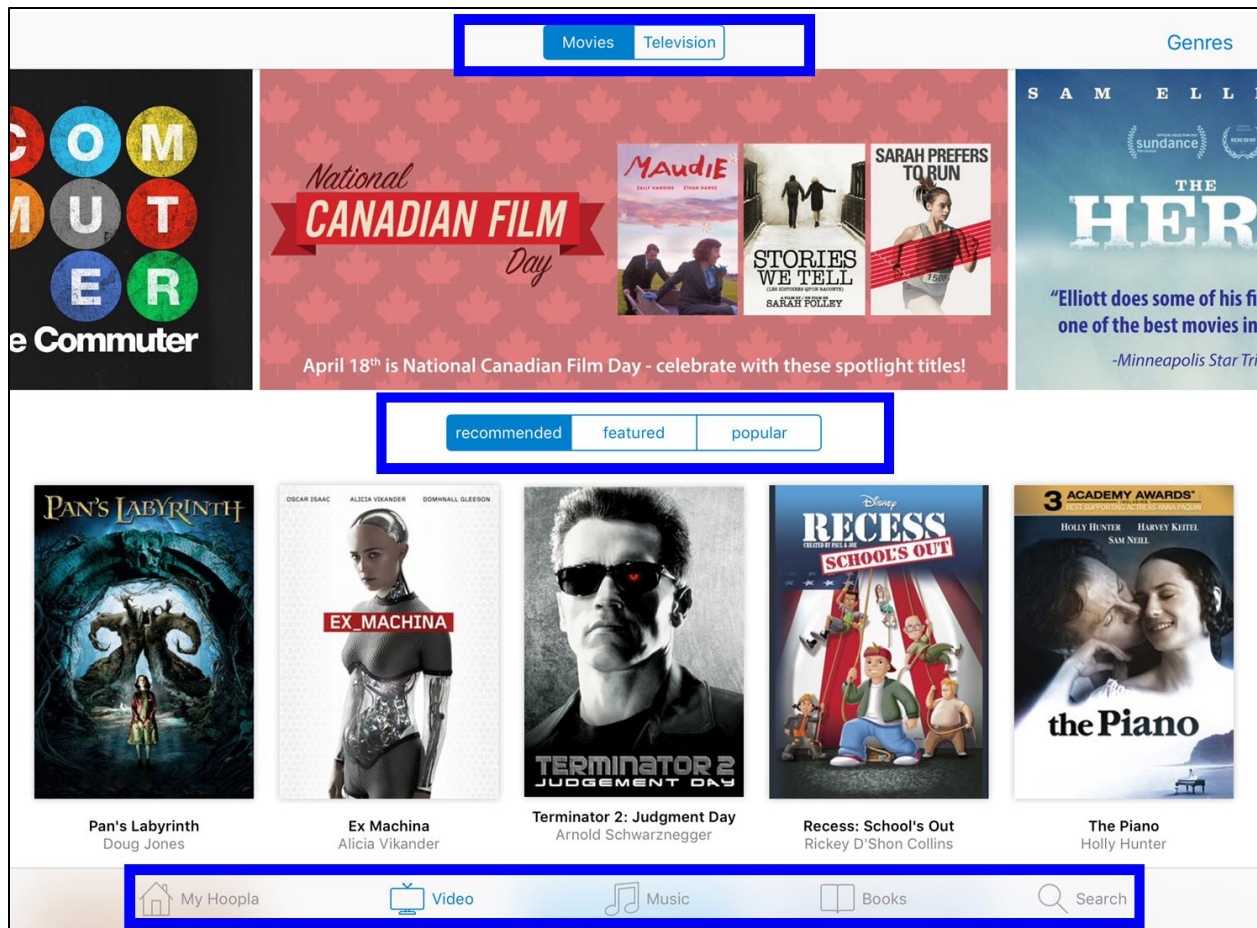
You are now ready to use Hoopla! Tap **Continue** to start using the app.



Get Books, Music, Movies and TV Shows

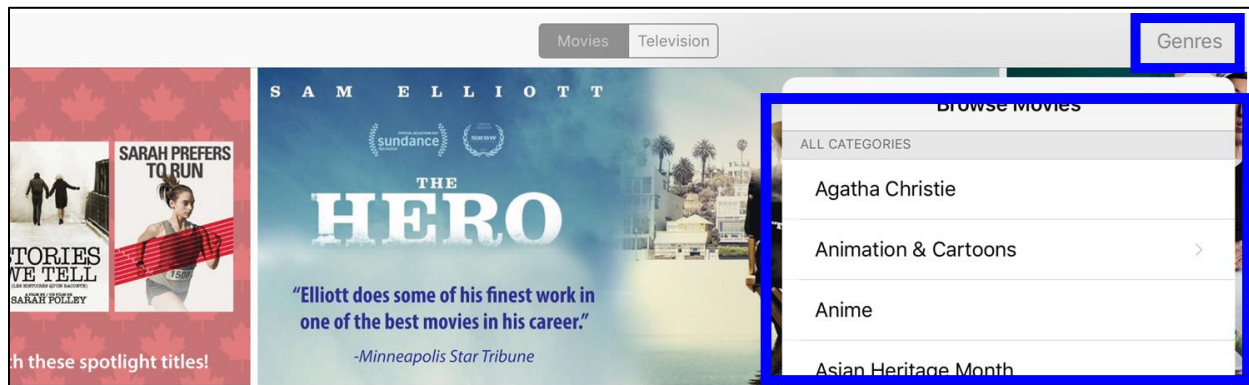
Browse by Media Type

At the bottom of the screen there is a bar showing the different media types that Hoopla offers: video, music, and books. **Tap a media type to select it.** Once you have selected a media type, there may be additional sub-media types to choose from at the top of the screen. For example, **video** can be separated by **movies** or **television**. In the middle of the page, you can sort the titles displayed by **recommended**, **featured**, or **popular**.



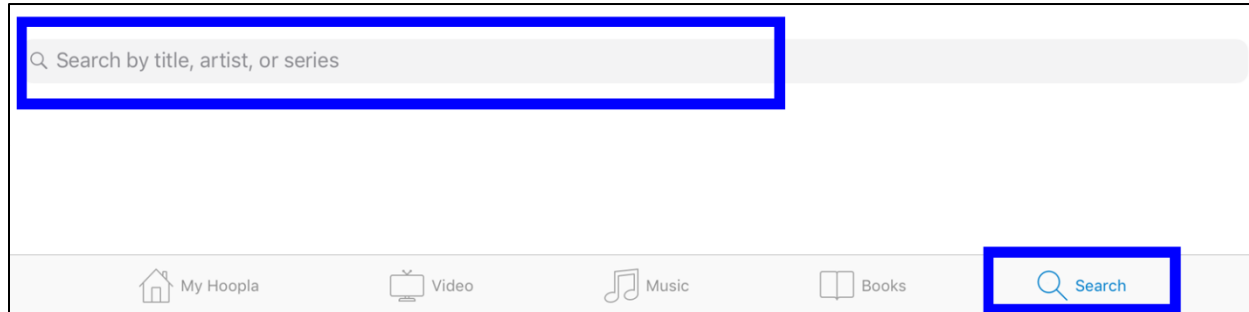
Browse by Genre within Media Type

Within each media type you can browse by genre by tapping **Genre** in the top right corner of the screen and then selecting the genre you are interested in from the list that appears.



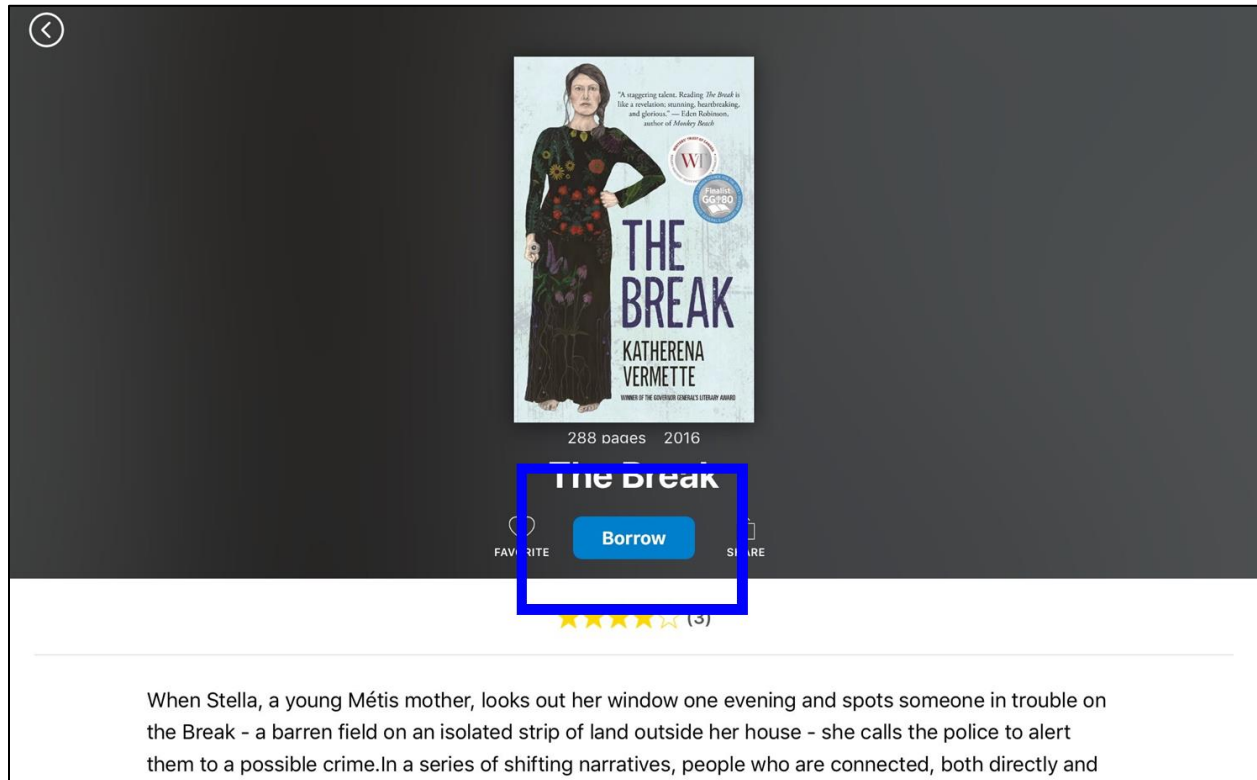
Search for a Specific Title or Author

Tap **Search** in the bottom right corner of the screen to search for a specific title, author/artists, or series. Tap the **search bar** at the top of the page to enter your search terms. This will search all media types.



Borrow an Item

Once you have found an item you would like to borrow, tap on the cover image to see a description of that item. For music albums, this would include the track list. To borrow the item, tap **Borrow**.

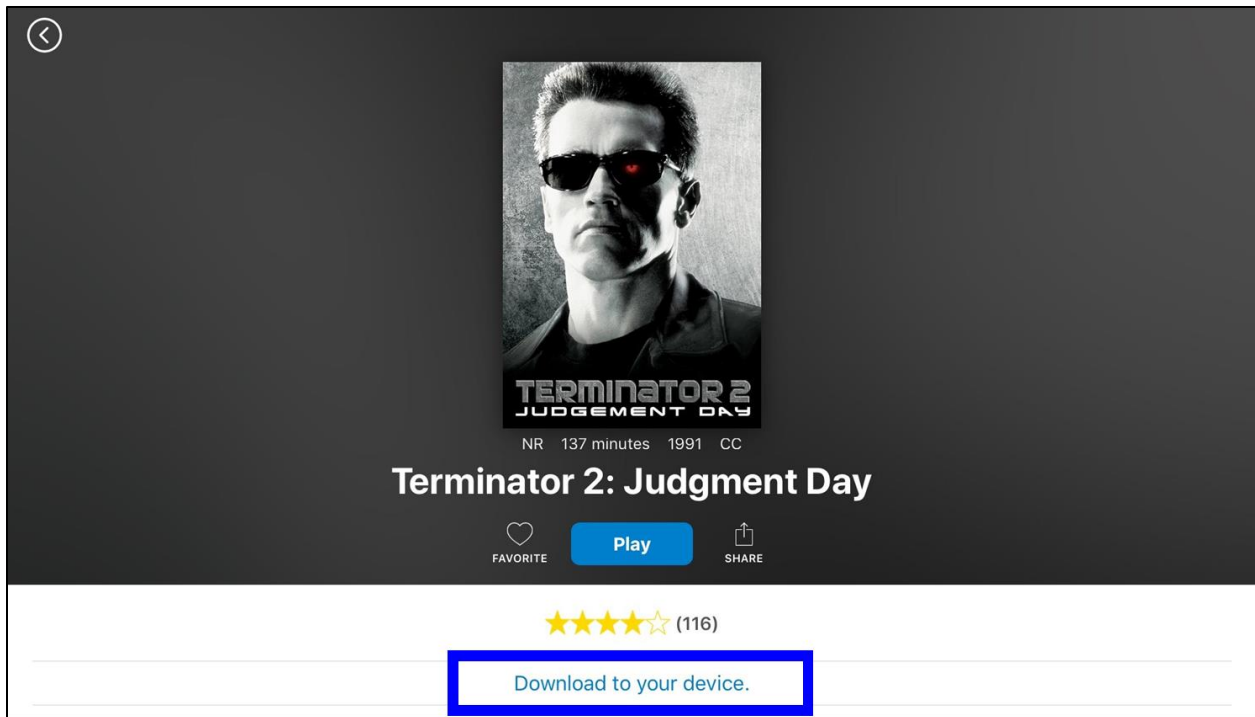


The screenshot shows a library app interface. At the top left is a back arrow icon. The main content is the book cover for "The Break" by Katherine Vermette. The cover features a woman in a dark, patterned dress. Text on the cover includes a quote: "A staggering talent. Reading *The Break* is like a revelation, amazing, heart-breaking, and glorious." — Eden Robinson, author of *Moonlight Beach*. There are also "WI" and "Goodreads Choice Awards 2016" badges. Below the cover, it says "288 pages 2016". A blue box highlights the "Borrow" button, which is flanked by "FAVORITE" and "SHARE" icons. Below the button is a star rating of 4.5 out of 5 stars with 3 reviews. Below the book cover, there is a description of the book:

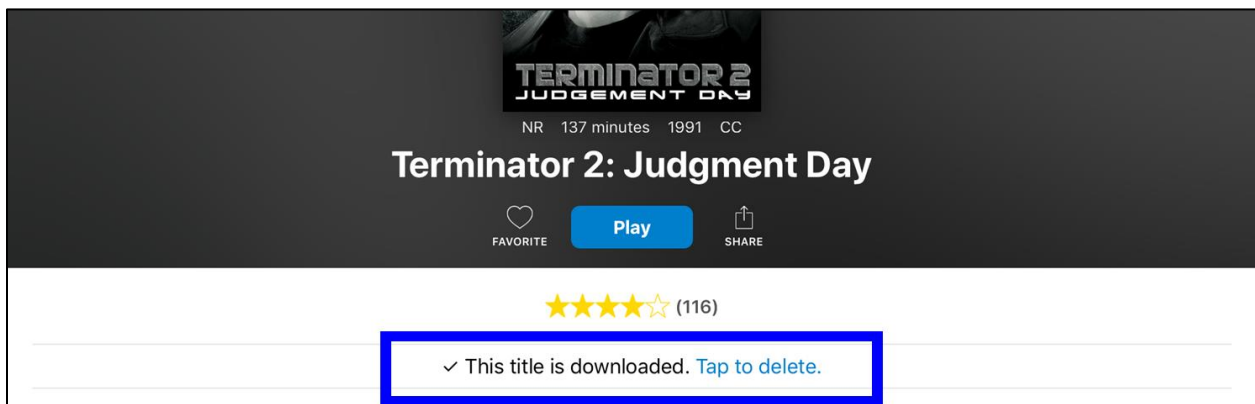
When Stella, a young Métis mother, looks out her window one evening and spots someone in trouble on the Break - a barren field on an isolated strip of land outside her house - she calls the police to alert them to a possible crime. In a series of shifting narratives, people who are connected, both directly and

Download Status

Books, including graphic novels and comic books, will download automatically after being borrowed as long as your device is connected to WiFi. Audiobooks, music, movies and TV shows do not download automatically. To download these items to your device, you need to tap **Download to your device**.



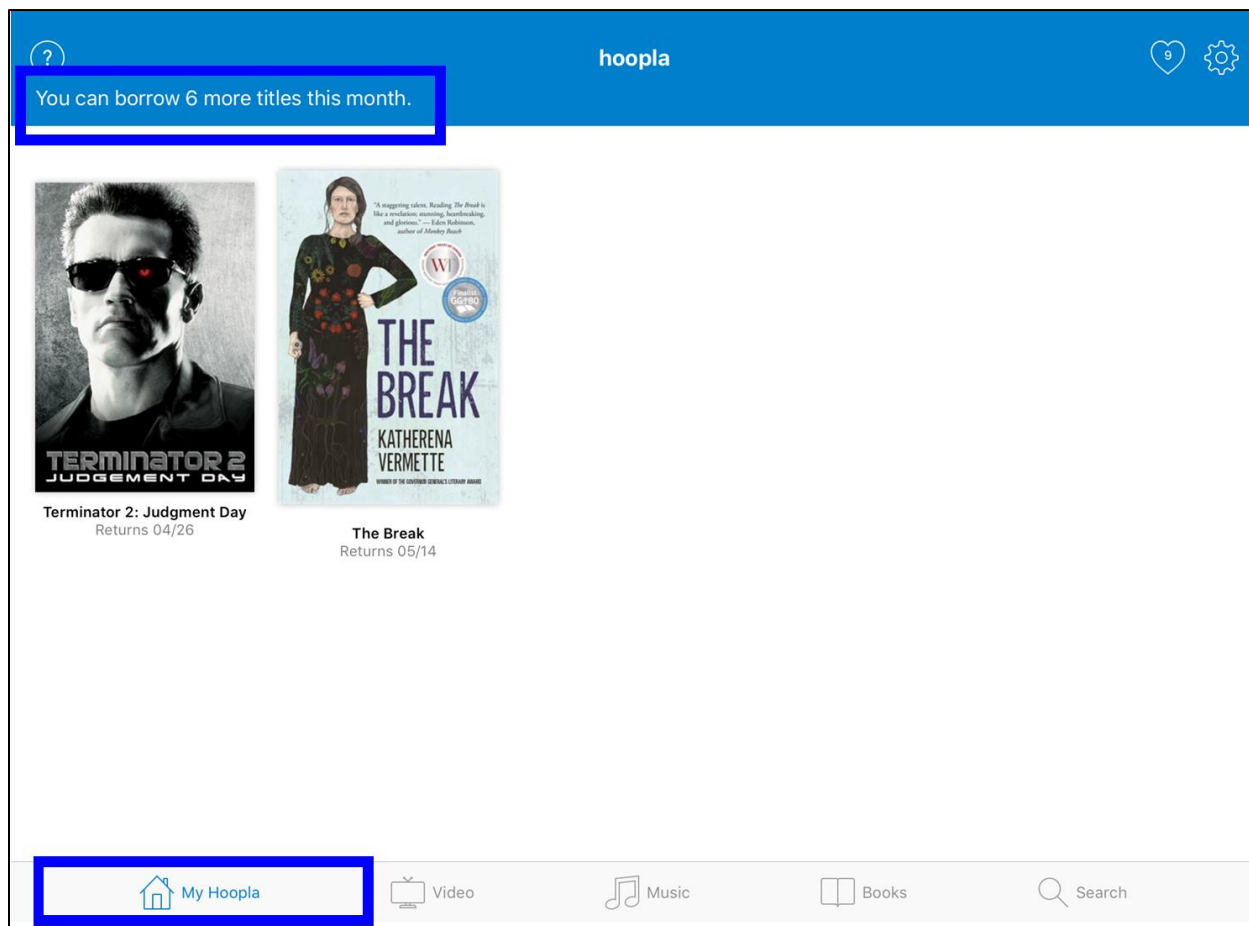
Once an item has been downloaded to your device, the item will indicate that **This title is downloaded**.



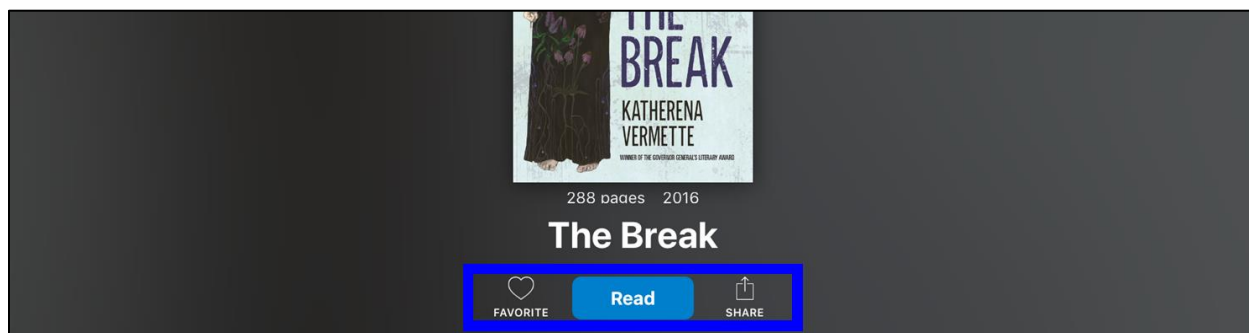
Once the title has been downloaded to your device, it is available for offline viewing.

My Hoopla

You can view all of the titles that you have currently borrowed, as well as recently returned items, by tapping **My Hoopla** at the bottom left of the screen. Your remaining number of monthly checkouts is displayed at the top left corner of the screen.



To open a title to read, watch or listen to, tap the cover image of the item you wish to view and then tap **Read**, **Watch**, or **Listen** (depending on if you are opening a book, a movie or TV show, or a music album).

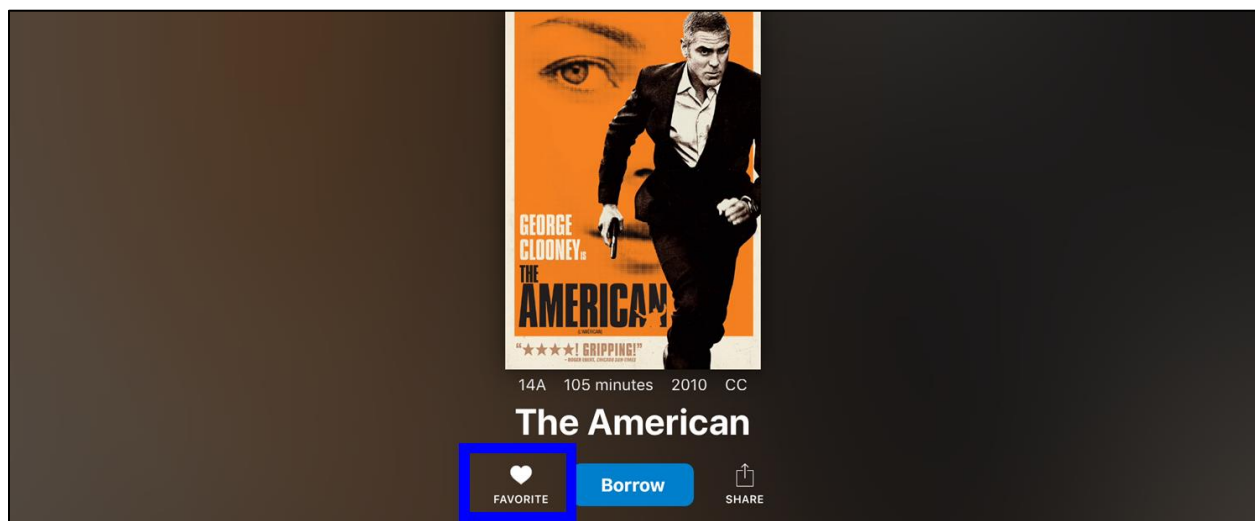


Favourites

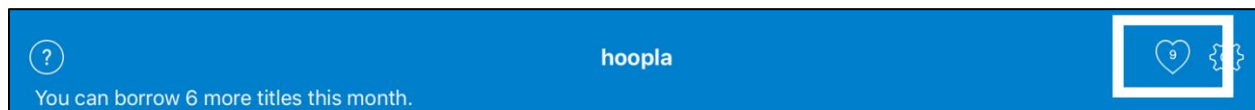
Using **Favourites** is a way to save titles you are interested in borrowing later – or maybe titles you enjoyed so much you want to remember them for later! To add a title to your Favourites, tap the cover image of the item and then tap the **heart icon** to favourite.



The heart icon will become solid when the item is marked as a favourite. To remove the item from your favourites, tap the heart icon again.

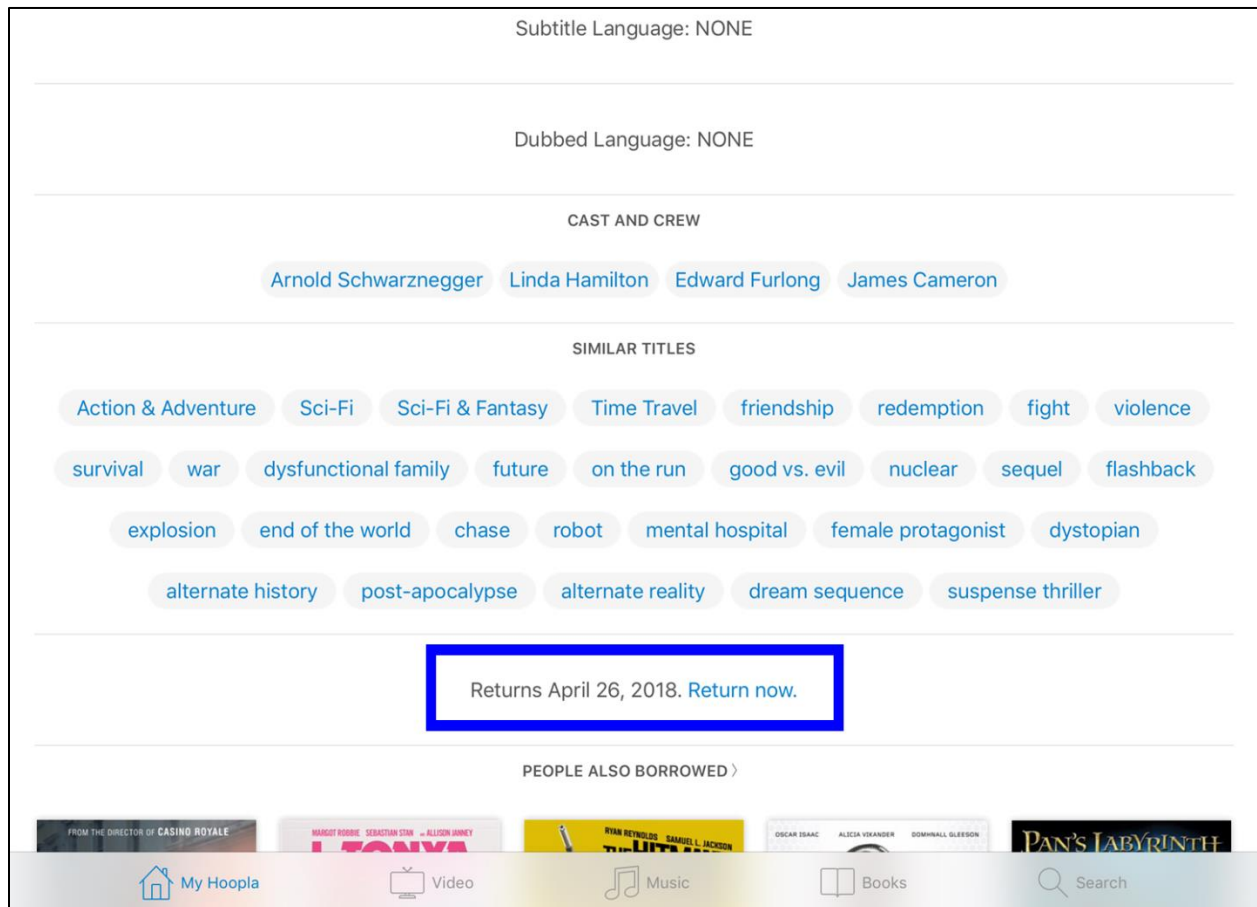


You can find your favourite items under **My Hoopla** and the **heart icon**, which is at the top right corner of the screen.



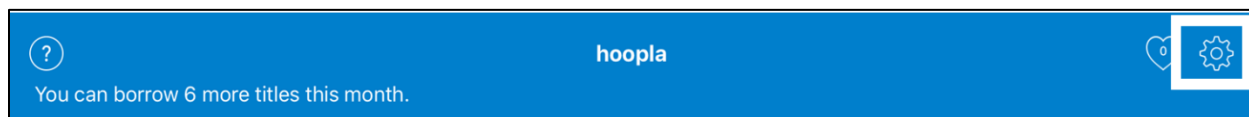
Returning an Item

All titles borrowed with Hoopla will return automatically at the end of the borrowing period. If you wish, you can choose to return an item early. To do so, go to **My Hoopla** and tap the cover image of the title you want to return early. Scroll down past the description of the item and suggested similar titles and you will see the option to **Return now**. Tap **Return now** to return the title to the Library early. This will also move it to the **Recently Returned** items on the My Hoopla screen.

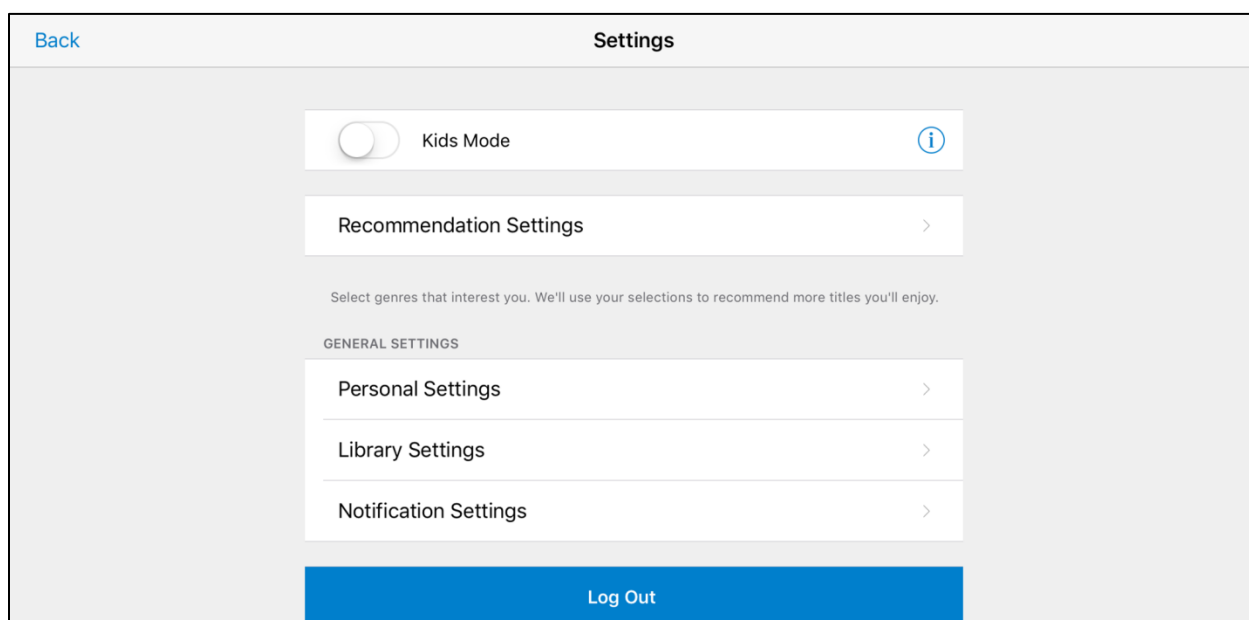


Settings

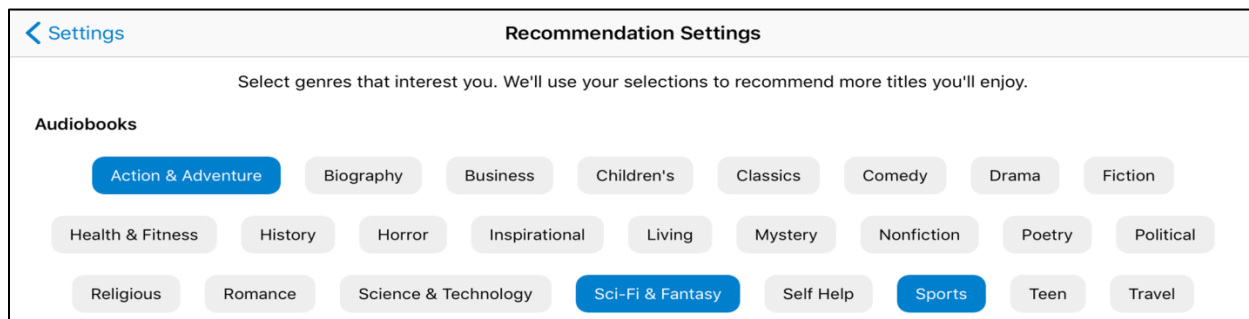
To view or edit your settings in Hoopla, go to **My Hoopla** and tap the **gear icon** in the top right corner of the screen.



In the settings menu, you can do things like change your password, hide your borrowing history (under **Personal Settings**), update your library card number or PIN (under **Library Settings**), and enable/disable **Kids Mode**. Kids Mode is a discovery tool that filters content in all media types to only family friendly content. All content in Kids Mode is considered suitable for children up to 12 years of age.



In the settings menu you can also change your recommendation settings. These settings control what titles or genres Hoopla recommends to you. Tap to select which genres you are interested in.



Lending Policies

Checkouts

You may check out up to 8 titles per month. The lending period depends on the media type:

- movies and television episodes: 72 hours (3 days) from the time you borrow the title
- music albums: 7 days from the time you borrow the title
- eBooks, eAudiobooks and digital comics: 21 days from the time you borrow the title

The monthly borrowing limit resets on the first day of each month. Previously borrowed items will remain until the end of their lending period.

Returns and Renewals

All titles will automatically return at the end of the lending period. Titles can be returned early, but note that returning a title early does not mean that you can check out another item in its place. The borrowing limit is a monthly total, not a limit for maximum titles checked out at one time.

Titles cannot be renewed. If you would like to borrow a title again after it returns to the Library, simply check out the item again.

Holds

All Hoopla items are available to you at all times, even if someone else is already borrowing it. No holds needed!

New Library Cards

If you are issued a new library card, navigate to the Hoopla settings menu and enter your new card number and PIN. Any titles that you are currently borrowing as well as any titles in your History and Favourites will automatically be transferred to your new card.

Contact Us!

If you experience trouble using the Hoopla app, you can contact staff at the Whitby Public Library for assistance. We will do our best to help you by phone, email, or in person.

- Central Library
 - 405 Dundas Street W
 - askreference@whitbylibrary.ca
 - 905-668-6531 ext. 2020
- Brooklin Branch
 - 8 Vipond Road
 - askbrooklin@whitbylibrary.ca
 - 905-665-3191
- Rossland Branch
 - 701 Rossland Road E
 - askrossland@whitbylibrary.ca
 - 905-668-1886

You can also get assistance directly from Hoopla by tapping on the **question mark icon** in the top left corner of the **My Hoopla**. Tap **Submit Feedback** and enter a brief description of the problem you're having with Hoopla. A Hoopla representative will respond to you via email.