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hoopla
Video, Music, Audiobooks, eBooks & Comics

on Apple iOS Devices

hoopla is a digital media service which enables patrons to borrow a selection of movies, television shows, educational/instructional videos, documentaries, music, eBooks, eAudiobooks, comics, and graphic novels. There are no holds and everything may be downloaded instantly.

Getting started:

1. Install the hoopla app

- Go to the Apple App Store and search for the free **hoopla digital** app from Midwest Tape, LLC.
- Tap **Get,** then tap the **Install** button to download.
- Tap **Open**.
- Tap on **Don't have an account? Sign up**.
- You will come to the **Account Information** screen.
    - o Enter your **Email**
    - o **Confirm** your email
    - o **Create a password** (The password must be at least 8 characters).
    - o Confirm your password.
    - o Tap **Next**.

- Hoopla will next ask you to **"Allow "Hoopla" to access your location while you are using the app?"**
    - o You may **Allow** and click on Harvard Public Library from the list of Nearby Libraries.
      Or
      You may select **Don't Allow** and search for the Harvard Public Library.
- Under **Choose Your Library** select **Harvard Public Library** and **Agree** to the terms and conditions and privacy policy.
- Enter your **Harvard Public Library card number**. (The barcode on the back of your card – enter with no spaces and if it begins with a "D" use a capital D).
- Tap **Next**.
- A Congratulations confirmation screen appears with a brief overview.
- Tap **Continue** to go the **hoopla** collection.
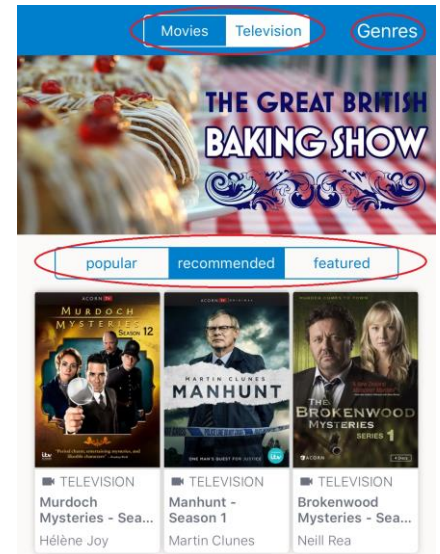
2. Browse the hoopla collection.

The **My Hoopla**, **Video**, **Music**, **Books** and **Search** functions at the bottom of the screen make exploring the hoopla collection easy.

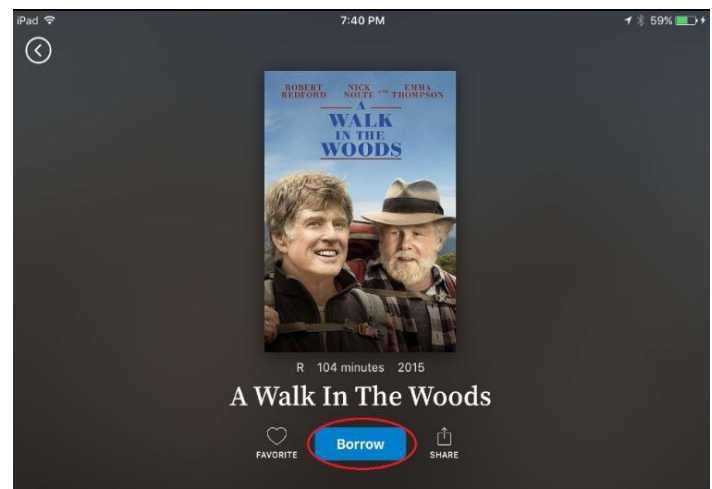The items you have checked our will appear on your **My Hoopla** screen.

Video

- You may browse by **Movies** or **Television**, **Popular, Recommended, Featured** and by **Genres**.

- For a description of the video tap on the image.

- Scroll down for additional information, including Genres and Similar Artists.

- Once you locate the video you would like to borrow tap the **Borrow** button.

- Press **Play** to begin streaming the video.

- To download the video to your iOS device, tap the "**Download this title**" option right below the play button. Once it is fully downloaded you can play the title without an internet connection.

Streaming Videos to Your TV

hoopla apps are available for the following streaming devices:
- **Android TV**
- **Apple TV**
- **Fire TV**
- **Roku**

Instructions for using the hoopla app on a streaming device are available:
- On our hoopla Learn More page on our website:
  http://www.harvardpubliclibrary.org/resources-research/elibrary/hoopla
- On the hoopla website under Help at the bottom of the webpage.
- At the Reference Desk.

In this comedy adventure, Robert Redford & Nick Nolte star as old friends who make the improbable decision to hike the 2,190–mile Appalachian Trail.
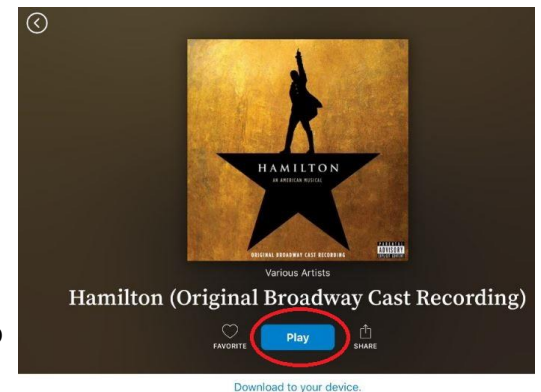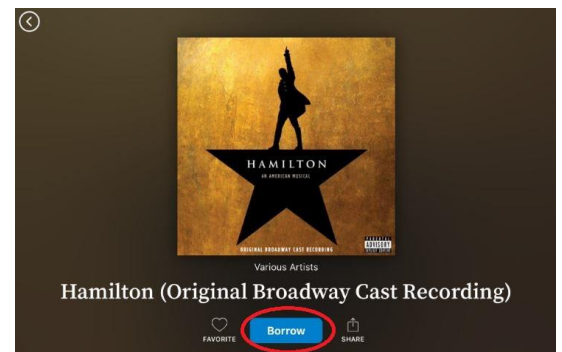
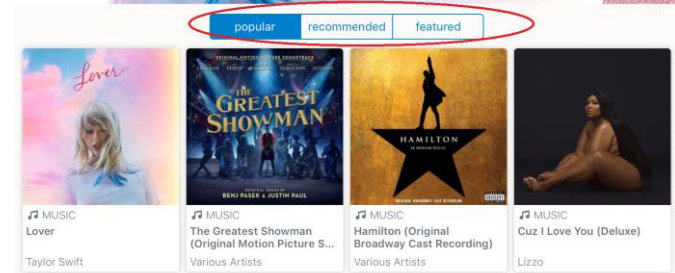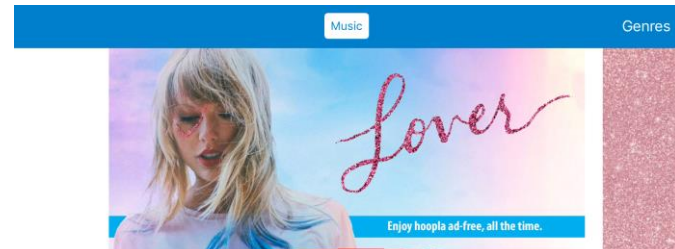You may also use **Airplay** if you have an Apple TV:
1. Swipe up from the bottom of your device to bring up the **Control Center**.
2. Click on the **Airplay** button and connect to the Apple TV.
3. Turn on mirroring and click **Done**.
4. Open up hoopla, find a video you want to watch and borrow it.
5. Press the **Play** button, and then sit back and relax, hoopla will do the rest.

- **How long can I view a borrowed video title?**
  Borrowed video titles can be viewed for **72 hours** after borrowing. Titles return automatically, and do not have to be returned manually.
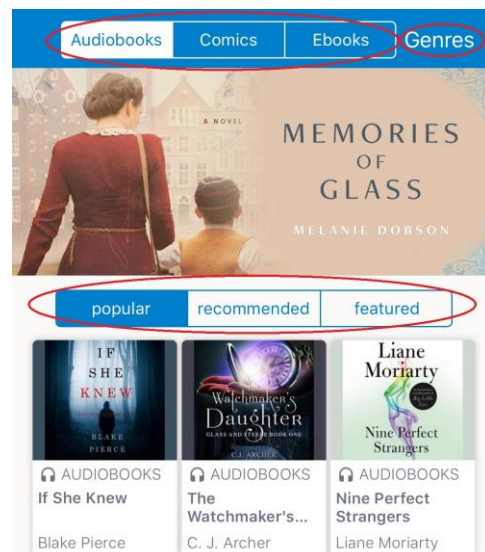
Music

- You may browse by **Popular**, **Recommended**, **Featured**, and by **Genres**.

- For a complete track list of the album tap on the album cover.

- After tapping on the album you can scroll down for additional information, including **Genres** and **Similar Artists**.

- Once you locate the album you would like to borrow, tap the album cover then the **Borrow** button.

- Press **Play** to begin streaming the album.

- To download the album to your iOS device, tap the "**Download to your device**" option right below the **Play** button. Once it is fully downloaded, you can play the title without an internet connection.

- To delete a downloaded album, tap **delete**.

- **How long can I listen to a borrowed music album?**
  Borrowed music albums can be listened to for **7 days** after borrowing. Albums return automatically and do not have to be returned manually.

- **How often can I borrow the same Music Album?**
  The Music vendors that hoopla digital works with only allow you to borrow the same album 2 times in a 30 day period (e.g., say you borrow it once on the 1st, and again on the 10th, you would need to wait until 30 days from the 1st to borrow it again.)
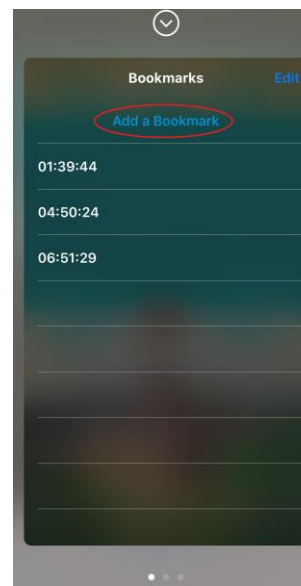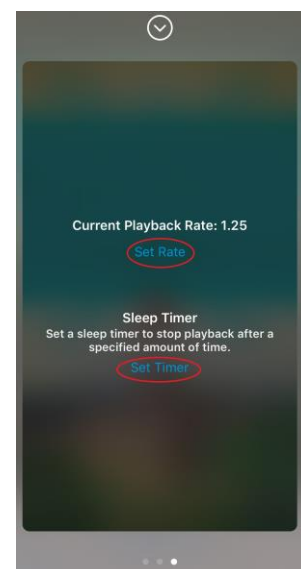
Books

- Books include **Audiobooks**, **Comics** and **eBooks**.

- You may browse by book type (Audiobooks, eBooks and Comics), **Popular, Recommended**, **Featured**, and **Genres**.

- Borrowed **Audiobooks**, **eBooks** and **Comics** can be listened to/read for **21 days** after borrowing.

- The title will return automatically and does not have to be returned manually.

- Once you locate the **Audiobook**, **eBook** or **Comic** you would like to borrow, tap the item's cover then the **Borrow** button.

Audiobooks

- Press **Play** to begin streaming the audiobook.

- To download the album to your iOS device, tap the "**Download to your device**" option right below the **Play** button. Once it is fully downloaded, you can play the title without an internet connection.

- To delete a downloaded audiobook tap **delete**.

- **Can I change the playback speed of an audiobook?**
  While you are playing the audiobook on your iOS device, expand the media player to gain access to all of the player controls. Then, swipe left to go right then tap **Set Rate**. By default, your book will play at 1.0x speed, but hoopla also offers .75x, 1.25x, 1.5x, 1.75x 2.0x, 2.5x, and 3.0x playback speeds.

- **How do I activate the Sleep Timer?**
  Expand the media player. Then swipe left to go right then tap **Set Timer**.

- **How do I manage my bookmarks?**
  Bookmarks allow you to easily jump to a place in your audiobook. To add a bookmark, expand the media player, then swipe right to go left. Click **Add a Bookmark**.
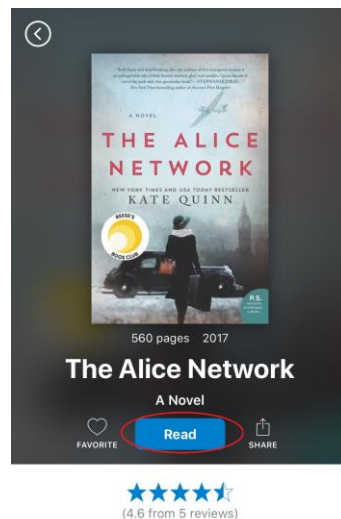
- **How do I use audiobook chapters?**
  In the audiobook player, swipe right to view the Chapter/Bookmark screen. Select the "Chapters" tab to view the dropdown menu with the list of chapters. Select the chapter you want and continue listening.
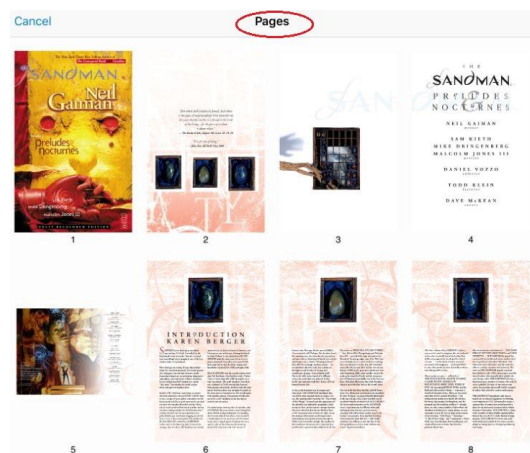 *Note: Not all audiobooks have the chapter feature.*

eBooks

- Once you tap **Borrow** the eBook will begin to download.

- Tap **Read** to open the eBook.

- To delete a downloaded eBook tap **delete**.

- **How do I manage my bookmarks?**
  Bookmarks allow you to easily jump to a place in your eBook. To add a bookmark, tap the bookmark icon on the upper right.

  To view your bookmarks, tap on the Chapters icon on the upper right. Next, tap **Bookmarks**.

Comics

- Once you tap **Borrow,** the comic will begin to download.

- Tap **Read** to open the comic.

- Tap the **Pages** button to quickly navigate through the comic book.

- To delete a downloaded comic, tap delete.

3. Frequently Asked Questions

- **How many titles can I checkout?**
  You may checkout 8 titles a month.

  Once you log into your **hoopla** account, you will see across the top of the **My Hoopla** page how many titles you have left. This limit will reset at the beginning of the month.

- **How do I place a hold?**
  There are no holds and users have simultaneous access to all titles.
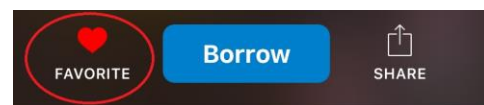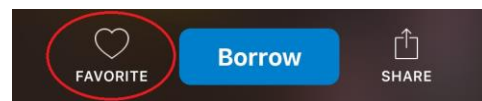
- **How do I use Favorites?**
  Favorites are a useful hoopla feature, as this tool acts like a "**wishlist**" and allows you to set titles aside for future borrowing.

  To mark a title, series or person as a **Favorite,** just tap the heart icon on the page for that title, series or person.

  It will turn solid when it's in your **Favorites** list.

  Touch it again to remove it from the list.

  You can see all your favorites by tapping **My Hoopla** on the bottom left. Next tap **Favorites** on the top left.
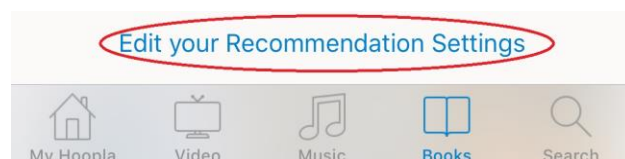
- **How do recommendations work?**
  hoopla bases its recommendations on the genres you have borrowed for each type of item (**Audiobooks, Movies, Music**, **Comics**, **eBooks**, & **Television**) and it shows you other titles you have not borrowed in those genres.

  For the best experience, you can customize your recommendations for each type of item by clicking on the "**Edit your Recommendation Settings**" button at the bottom of **Recommendations**.

  Once there, simply select or unselect genres you are interested in. This will instantly change the titles hoopla recommends to you.

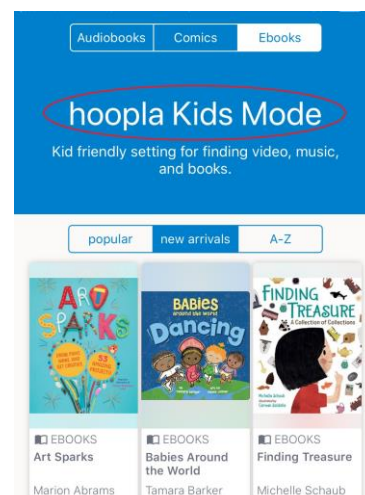- **Can I return an item early?**
  hoopla will automatically return the title at the end of the lending period. **hoopla** will also delete the title from your device at the same time if you have downloaded it.

  Should you wish to return a title when you are through with it, there is a link at the bottom of the title view that allows you to do so. This link states "**Return Now**".

  Returning a title early will not give you an additional item to borrow.

- **What is Kids Mode?**

  hoopla Kids Mode is a multi-format, digital media experience designed especially for kids (up to age 12). All of the content – movies, TV shows, music, audiobooks, eBooks, and comics – has been curated and brought together in this one, family-friendly place.

6

hoopla Apple

Kids Mode is a feature that should be used with parental guidance. There are different age ranges using this feature and the titles available range from G-General Audiences to PG – Parental Guidance Suggested. Parents or guardians are expected to decide whether a specific title is appropriate for their child.

- **How do I activate Kids Mode?**

  Kids Mode is very simple to activate.

  In the **My Hoopla** view tap on the KIDS icon in the upper left. A check mark will appear once Kids Mode has been activated.

  The app will stay in **Kids Mode** until you change it back.

  Any content checked out that is not available in **Kids Mode** will not show under **My Hoopla**.
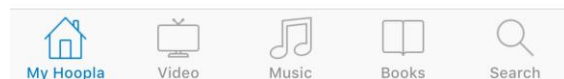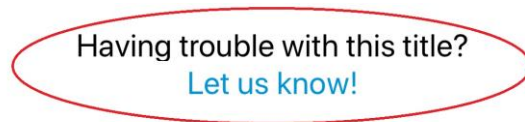
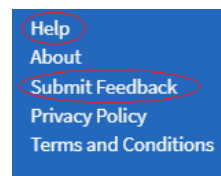 To leave **Kids Mode** simply tap the KIDS icon again.

Need more help?

There are several ways to find help with **hoopla**!

While playing a title: At the bottom of each title page on the **hoopla** mobile app or within each content player on the hoopla website, there is a special link or icon where you can report an issue or ask a question.

This is the best way to report a possible playback issue.

Using 'Submit Feedback": at the bottom of the hoopladigital.com website is a "**Submit Feedback**" link that can be used to start a support ticket.
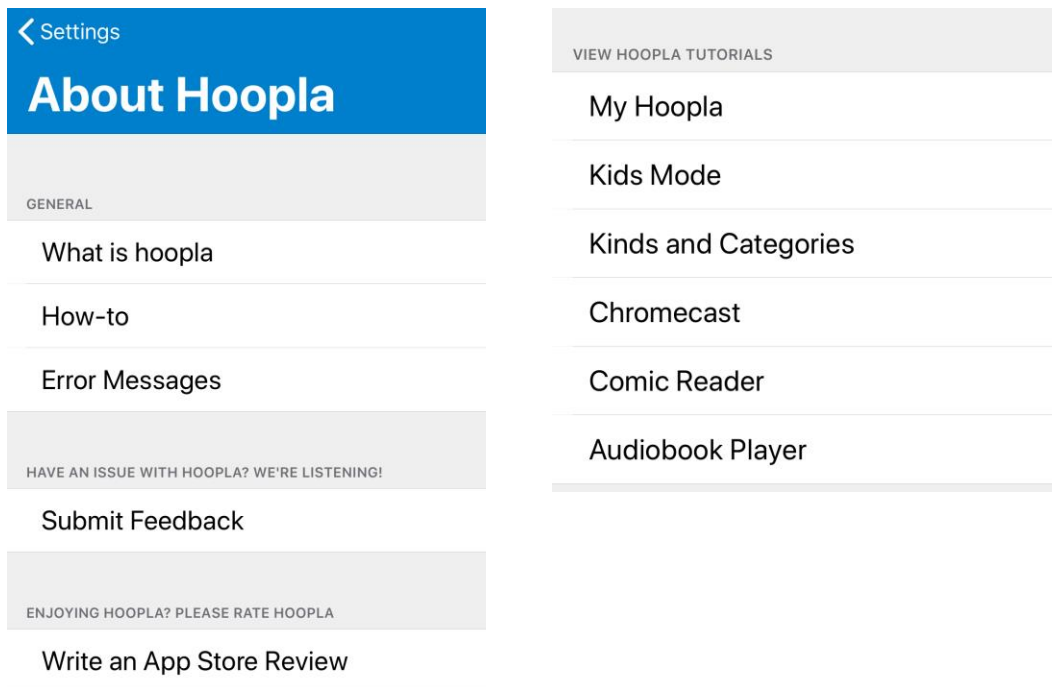
On your mobile device, this feature is found by pressing the help icons, (!) or (?) under Settings.

This is the best way to contact hoopla about a login or registration issue or even to make suggestions for a new feature you would like to see.
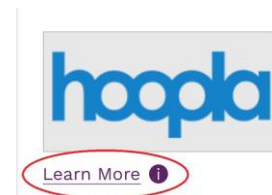
GENERAL

What is hoopla

How-to

Error Messages

HAVE AN ISSUE WITH HOOPLA? WE'RE LISTENING!

Submit Feedback

ENJOYING HOOPLA? PLEASE RATE HOOPLA

Write an App Store Review

VIEW HOOPLA TUTORIALS

My Hoopla

Kids Mode

Kinds and Categories

Chromecast

Comic Reader

Audiobook Player

Other questions? Check out the "**How-to**" section of the mobile apps, or go to **www.hoopladigital.com/help**.

To access training video links and **hoopla** streaming app instructions for **Android TV, Apple TV, Fire TV and Roku :**

      Go to our website, **www.harvardpubliclibrary.org:**

- Tap on **Resources & Research**.
- Next, see our **eLibrary Overview.**
- Scroll down until you see the **hoopla** logo.
- Under every collection's logo is a **Learn More** link.
- Tap the Learn More link under the **hoopla** logo.

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