

what is hoopla?

- Hoopla is a digital service that offers a collection of movies, television shows, audiobooks, music, eBooks, and comics, all for free.
- Hoopla can be used by streaming content in a web browser on your computer or you can download the app, available for both Apple and Android devices.

how do I access hoopla?

- Before using Hoopla on your computer or the Hoopla app, you will need to create an account.
- On your computer: click the Hoopla link on our [Download & Stream](#) page, or type this address into your web browser www.hoopladigital.com/ Then click the blue “**Get Started Today**” button.
- On your smart phone or tablet: download the Hoopla Digital app.
- Follow the prompts to create your account.
- Allow Hoopla to access your location and select ‘**Middlesex County Library (ON)**’ from the list of nearby libraries or search for Middlesex County Library (ON).
- Agree to allow Hoopla to exchange information with your library and enter your library card number (start with the 0, no spaces).
- Now you are ready to borrow items from Hoopla!



how do I borrow items from hoopla?

- Find items by browsing or by searching for a specific item; once you find something you like, click or tap the cover image and click or tap the blue “**Borrow**” button; when that Borrow button reads “**Play**,” you have access to the item.
- Hoopla offer both **Instant** and **Flex** items. Instant items are always available right away, Flex items might sometimes have a wait. Instant titles have this symbol ⚡ Flex titles have this symbol ⌛
- The item will be displayed in under ‘**My Hoopla**’ or ‘**Home**’ for the duration of the borrowing period.
- Once you’ve borrowed the item, stream it directly on the Hoopla website or if you are using the app download the item, temporarily, to your device.

things to know

- Loan periods for Instant items: Movies and TV loan for 3 days, Music loans for 7 days, audiobooks, eBooks, and comics loan for 21 days.
- Loan periods for Flex items: 10 days for books, 14 days for audiobooks.
- The Hoopla borrowing limit is 10 instant items and 5 flex items per card, per month. Your limit resets on the first of each calendar month.
- You do not need to return items, they will return automatically after the loan period is complete. Returning items early does not allow you to borrow additional items that month. It does remove items from your device, freeing up memory space.
- Occasionally, Middlesex County Library users may find that our system-wide daily cap of Hoopla Instant items has been reached. If you experience this issue, we apologize for the inconvenience and suggest that you try again the next day.

additional help

- View the Hoopla tutorial on Niche Academy by visiting my.nicheacademy.com/middlesex
- Find additional help at www.hoopladigital.com/help
- Contact your [local branch](#) or email librarian@middlesex.ca for further assistance

