

getting started with



music, movies, audiobooks, eBooks, comics & TV

tablets, smartphones, computers, and TV streaming devices

Available for:



- 1 Register for a **hoopla** account by visiting <http://hoopladigital.com>, or by using the free **hoopla** mobile app.

You will need to provide an email address, create a password, and enter your library card number and PIN to create an account.

- 2 Browse titles on your computer or mobile device by clicking **Browse All** on the format (Music, Movies, Audiobooks, eBooks, Comics, and Television). You can also search for a specific title by clicking on the **Search** box or magnifying glass and typing in your title(s)/keyword.

- 3 To borrow a title, click on the title and then click the **Borrow** button. Your borrowed titles can be played right after borrowing. They can also be found under the **My Titles** menu for later viewing/listening.

You can borrow up to 6 Instant (⚡) titles a month and 4 Flex (⌛) titles at a time. Your borrowing limit resets on the first of every month.

- 4 Borrowed titles will be automatically returned when your lending period is over. **There are no holds, wait lists, or late fees for Instant content. Holds can be placed on Flex titles.**

The lending periods are:

- Television and movies: 3 days
- Music: 7 days
- Books, audiobooks, comics and graphic novels: 21 days

For more help, visit

<http://mountainview.gov/ebooks>
<https://www.hoopladigital.com/help>



How many items may I borrow from [hoopla](#)?

You can borrow **6 Instant** items per month and **4 Flex** items at a time.

What is the difference between Instant and Flex items?

While Instant titles are immediately available to be checked-out, Flex items may not be available and holds can be placed on them. Flex titles are typically popular eBook and eAudiobooks not available through Instant that have been added by the Library to the collection.

When do the borrowing limits reset?

Borrowing limits reset on the first of each calendar month. Checkouts do not carry over to the next month.

How long can I borrow items for?

Television and movies: 3 days

Music: 7 days

eBooks, digital audiobooks and graphic novels: 21 days

Why are the loan periods for Hoopla movies, TV content and music albums shorter than those of our CDs and DVDs?

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.

When I try to check out a title, I get a message saying “collective daily borrow limit set by your library has been reached” and I am unable to check out the item, why?

The Library has a limited daily budget for [hoopla](#) items and when it is reached for that day, subsequent checkouts will be blocked. The limit resets every day at midnight and items will again be made available for checkout at that time.

Do I have to return borrowed titles?

No, titles will return automatically at the end of a loan period. Items can be returned early but another checkout will not be given for that month.