



## Using hoopla

### 1. Register

- Visit [hoopla digital](#) and click on [Log In](#) and then [Sign Up Now](#) or
- Register using the hoopla app available in the [Apple App Store](#) or the [Google Play Store](#).
- Select or enter “La Crosse Public Library.”
- You will need to provide an email address, create a password, and have your library card/PIN information ready.

### 2. Search

- Browse titles on your computer by clicking [Browse](#) and choosing the Audiobooks, Movies, Music, Comics, Ebooks, or Television tab.
- Browse through the app by selecting the icon in the upper left hand corner.
- You can search for a specific title by clicking on the Search box and typing in your title/keyword.

### 3. Borrow

- To borrow a title, click on the title’s icon and then click the Borrow button.
- Find your borrowed titles under the My Titles tab for viewing/listening.

### 4. Return

- Borrowed titles will be automatically returned when your lending period is over.
- If you would like to return an item early, go to the item’s title page and click Return Now.

### 5. Help

- If you need additional help, visit hoopla digital and click the [Help](#) link at the bottom of the page OR
- Contact us for assistance at 608.789.7122.



## Frequently Asked Questions about hoopla

What **content** is available through hoopla?

We have chosen to offer music, movies, TV shows, audiobooks, comic books, and ebooks through hoopla. This content is only available to City of La Crosse residents. We may adjust the type of content we offer in the future, based on use. Winding Rivers Library System card holders still have access to ebooks, audiobooks and digital magazines through [Wisconsin's Digital Library/Overdrive](#).

What are the **lending policies**?

All hoopla content is available for simultaneous checkout, which means that you'll never have to put anything on hold. No waiting! All lending periods are set by hoopla's content providers.

- Movies/TV—3 days
- Music (by album)—7 days
- Comic books, ebooks and audiobooks—21 days

You are limited to 10 hoopla checkouts each month.

Your account must be in good standing to use hoopla. If you have an expired account or fines/fees more than \$10, you will not be able to log in.

How do I **check in** an item?

All titles will be returned automatically at the end of the lending period. However, if you'd like to return an item early, just click on the Return Now button when look at the item's title information page. There isn't an option to renew an item, but because all content is always available, you can check any item out again immediately.

Do I need to be connected to the **internet** to access hoopla?

Yes. To access hoopla and to stream the content over wifi, 3G and/or 4G, you must be connected to the internet.

Are titles **downloaded** onto my device or computer?

All titles are available for streaming and most are available for download, based on studio or publisher restrictions. However, titles are only available for download on supported mobile devices and tablets.

- iOS devices: Download using the Cloud icon in the bottom left-hand corner.
- Android devices: Download using the Download button in the top right-hand corner.
- Please remain logged in to hoopla to retain your downloaded content.

How can I view hoopla content on my **PC**?

You will need to download a video player plug-in called Widevine. Widevine is a free add-on for your browser that is owned by Google. It is supported by all major browser platforms including IE, Firefox, Chrome, and Safari. If you do not already have this installed when you attempt to play a video title in your web browser, you will see a notification that will direct you to the [Widevine](#) website. From there, you will click on Install Now and follow the screen prompts. Installation manuals can be found on the hoopla support page. Some chrome users may have more success by using this download link.

Which **devices** are supported by hoopla?

Currently, hoopla can stream content to your mobile devices, tablets or PCs.

- iOS devices that run iOS 6 and above
  - iPhone 4s and newer, iPad 2 and newer, and iPod Touch 5<sup>th</sup> generation and above.
  - Apple TV and AirPlay. Check the iOS tab on the [Support](#) page for more information.
- Android smartphones and tablets (with the exception of some Kindle tablets and the Nook Tablet—see [Supported Devices](#) for more information.)
- Devices that support Android OS 4.0 (Ice Cream Sandwich) and above.
- Using Chrome on Chromebook.
- At this time, hoopla is not available on game consoles.

Where can I find the **hoopla app**?

The mobile hoopla app can be found in the App Store on your iOS device and in the Google Play store on your Android device. Search for “hoopla digital.”

Can I play hoopla content **on more than one device** at a time?

You can play hoopla content on several devices, but not at the same time. However, you can begin playing content on one device, and pick it back up later on another device right where you left off.

Where can I report a problem or get tech support?

- Most questions can be answered by the hoopla [support](#) page.
- [Click here](#) to contact hoopla and report an issue.
- Contact the Reference staff at 608.789.7122 for hoopla assistance.
- Contact the Circulation Desk at 608.789.7109 for help with your library account.

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