



THE PROVIDENCE ATHENÆUM

HOOPLA FREQUENTLY ASKED QUESTIONS

What is hoopla?

Hoopla is an easy way for libraries to lend e-books, audiobooks, movies, television shows, and music. With hoopla, library members use their Providence Athenæum accounts to access digital content on their own devices (iPad, iPhone, Android devices, Nook, Kindle Fire, PC, AppleTV, Roku, FireTV, or Chromecast). All that is required to create an account is your email address and library ID number.

What membership levels can use hoopla?

All Household, Individual, Under 35, Introductory, and Providence Public School Teacher members are able to use this benefit. Please note college student and RISD membership levels do not include this service.

What is my library ID?

The Providence Athenæum issues a library ID number to all patron accounts. Each membership has one ID number (i.e. all members of a household membership will share one hoopla account and one number). *Please contact the Circulation Desk at 401-421-6970 or email membership@provath.org for your library ID number.*

How can I start to use my hoopla account?

- Go to hoopladigital.com and click GET STARTED TODAY
- Enter and confirm your email and a password of your choosing
- Find your library (if you don't see "Providence Athenæum" automatically, enter library name or zipcode 02903)
- Enter your library ID number (you'll receive this number in your welcome packet when you join the library, from the Circulation Desk, or by emailing membership@provath.org)
- Click SIGN ME UP and start borrowing!

What kind of devices can I use with hoopla?

Apple devices (iPad/iPhone/iPod Touch), AppleTV, Android-based tablets and smartphones, KindleFire, PCs, Roku, FireTV, Chromecast, and more work with the hoopla platform.

Will hoopla eBooks work with a Kindle?

Hoopla Digital will only work with the Kindle Fire. All content on hoopla must be used with the hoopla app.

How long can I keep the materials?

Due dates vary by item type. Most movies and TV episodes are available for 72 hours (3 days) from the time you borrow the title. Some publishers limit the borrow time to 48 hours (2 days). Most music albums are available for 7 days from the time you borrow the title. Most audiobooks, comics, and e-books are available for 21 days from the time you borrow the title. For more information on the titles available, please check out hoopladigital.com/browse or sign in to the mobile app.

How many items can I check out?

Up to 6 per month. Remember that they will disappear from your account after the loan period ends.

Can I renew my items on hoopla?

Yes, you can renew items you have borrowed. Material will remain in your collection of available content and the progress you have made will be saved.

Do I pay fines for hoopla items?

No, the items will disappear automatically from your account on their due date, so they will never be overdue and you will never have to pay fines for them.

I don't see the newest books by my favorite author, and they are a popular author regularly on the bestseller list. Why don't you have them? Can I request items through the app?

The content on hoopla is determined by the parent company so users cannot request individual titles (just like Netflix). That being said, hoopla offers over 700,000 titles to borrow and is constantly adding to the online library.

I have more questions! Where can I get answers?

Drop by the library, and we'll be happy to help. You can also contact Brendan Ryan, Technical Services Librarian, at 401-421-6970 x25 or bryan@provath.org.