



## THE PROVIDENCE ATHENÆUM

### HOOPLA FREQUENTLY ASKED QUESTIONS

#### **What is hoopla?**

Hoopla is an easy way for libraries to lend ebooks, audiobooks, movies, television shows, and music. With hoopla, library members can access digital content on their own devices (iPad, iPhone, Android devices, Nook, Kindle Fire, PC, AppleTV, Roku, FireTV, or Chromecast). All you need to create your account is your library ID number.

#### **What is my library ID?**

The Providence Athenæum issues a 14-digit number to all member accounts. Each membership has one ID number (i.e. all members of a household membership will share one hoopla account and one number). You can find your library ID on your membership card, or call 401-421-6970 or email [membership@provath.org](mailto:membership@provath.org).

#### **What kind of devices can I use with hoopla?**

Apple devices (iPad/iPhone/iPod Touch), AppleTV, Android-based tablets and smartphones, Kindle Fire, PCs, Roku, FireTV, Chromecast, and more work with the hoopla Digital 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 can I start to use my hoopla account?**

1. Simply download the [hoopla Digital App](#) (available in the Apple App Store, Google Play Store, and Kindle Fire App Store) or install the Windows, Chromebook or Apple desktop applications.
2. To begin using hoopla, visit [hoopladigital.com](http://hoopladigital.com). Click on the “Get Started” button in the center of the page. You will be prompted to set up an account using your email and a password you determine. After doing so, a window will appear asking you to select your library. Select Providence Athenæum from the list. If the library doesn't appear, search by name. After selecting the Providence Athenæum you will be prompted to enter your library ID. After validation, explore and enjoy all the content hoopla has to offer!
3. You will not need to remember your library ID after confirmation of your account. You will just sign in with the email address and password combination you entered in account setup. Please feel free to reach out with any questions!

#### **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 ebooks are available for 21 days from the time you borrow the title.

**How many items can I check out?**

Up to 10 per month. They will automatically disappear from your account, so no need to worry about returning digital items or fines!

**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 items of hoopla?**

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.

**Can I put items on hold?**

There is no reason to put items on hold through hoopla. All items are available at all times.

**Can I request books through the app?**

Hoopla users cannot request items. The content on hoopla is determined by the parent company, but there are over 500,000 titles to borrow.

**I have more questions! Where can I get answers?**

Drop by the library or give us a call (401-421-6970), and we'll be happy to help you with the app and answer any other questions you might have.