Hoopla

What is Hoopla?

Hoopla is a digital streaming service which offers free access to movies, television shows, music and audiobooks.

Accessing Hoopla

Ways to Use
- Web Browser
- Apps: "Hoopla Digital"
    - Google Play Store
    - Apple App Store
    - Amazon Fire TV
    - Roku (add "hoopla" as a streaming channel and validate account)

First Time Login
- Create an account using a web browser. Click "Get Started Today" then enter your:
    - Library Card Number and Email Address
    - Create a Password
- Select *Kitchener Public Library* from list of libraries

General Login
- Enter your Email Address + Password

Using Hoopla

Browsing
- Browse by category, popular or recommended items.
- Web browser search: Use the search box at the top (the magnifying glass).
- App search: Select the magnifying glass in the bottom right.

Borrowing

- Borrow up to 4 items per month. You will keep items for:
  - o 3 days for movies and TV episodes.
  - o 7 days for music albums.
  - o 21 days for audiobooks.
- Borrowing limits reset on the 1st day of the month.
- To borrow: select the title to view details, then choose "Borrow"
  - o To remember items you like, select the blue "heart" button to favourite an item.

Watching

- Play by selecting the blue play button.
  - o In the app version, choose to "Download to your Device" to watch later offline.

Important Notes

- Hoopla content (like many streaming services) does change. Some titles are available for a limited time, so if you like something, check it out.
- Use settings (available only in the web browser) to choose notifications, track history or turn on kids' mode.
- Hoopla does not have late fees and will return your due items automatically.
- TV Shows are borrowed by episode. Borrowing 4 episodes uses all your monthly loans.
- Occasionally, "Bonus Borrows" are added. These are items that you do not count towards your loan limit. These are found in categories under "Bonus Borrows"

More Help

Hoopla
https://www.hoopladigital.com/help

More Databases
www.kpl.org/databases

Library Staff Support
Call us at 519-743-0271 or email askkpl@kpl.org

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