Thursday, June 1, 2023

Hoopla

hoopla

What is Hoopla?

Hoopla is a digital streaming service which offers free access to movies, television shows, music, comics and audiobooks. There are also BingePasses that offer unlimited streaming of a group of videos through a Hoopla partner website.

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 by clicking "Get Started Today".
- You require a valid email address to create an account.
- Select Kitchener Public Library from the list and enter your library card number.

General login

- Enter your email address and password.

Using Hoopla

Browsing

- Choose to look at audiobooks, movies, music, comics, television or BingePasses.
- Browse by category, popular, features or recommended items.
- Web browser search: Type in the search box at the top and click the magnifying glass icon to search
- App search: Select the magnifying glass icon in the bottom right.

Borrowing

- Borrow up to 5 items per month. You will keep items for:
  - 3 days for movies and TV episodes
  - 7 days for music albums and BingePasses
  - 21 days for audiobooks and comics
- Borrowing limits reset on the 1st day of the month.
- To borrow: select the title to view details, and then choose "Borrow".
  - To remember items you like, select the blue heart button to favourite it.
- Note: TV Shows are borrowed by episode, so 5 episodes equals 5 loans.
- Hoopla does not have late fees and will return your due items automatically.

Watching

- Play by selecting the blue play button.
  - In the app version, choose to "Download to your Device" to watch offline.
  - BingePasses will not work on Roku TVS, Amazon Fire TVs or Apple TVs.

Important Notes

User Settings

- On a web browser, you can click the cog icon in the top right corner to change Settings such as notifications, track browsing history, or turn on kids mode.
- You can also update your email address and password here, and log out.
- You can only have one library linked to one account.

Content

- Hoopla content (like many streaming services) does change. Some titles are available for a limited time, so if you like something, check I out.
- Occasionally, "Bonus Borrows" are added. These items do not count toward your loan limit. These are found in categories under "Bonus Borrows".

More help

[Hoopla help](#)

[KPL database listing](#)

Library staff support

Call us at 519-743-0271, TTY: 1-877-614-4832 or email askkpl@kpl.org.