Patron User's Manual

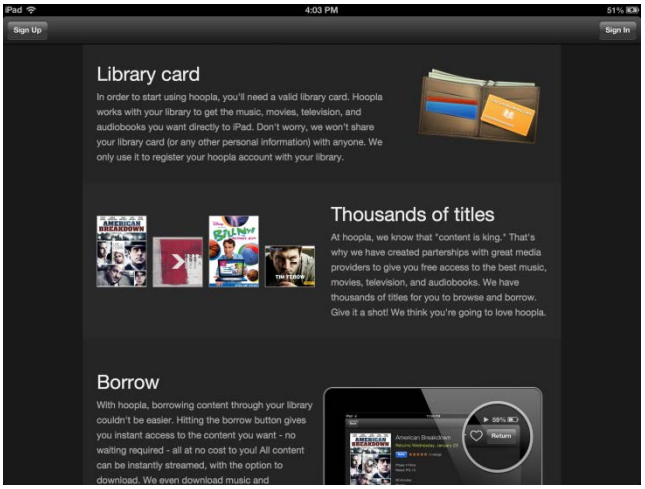
Contents

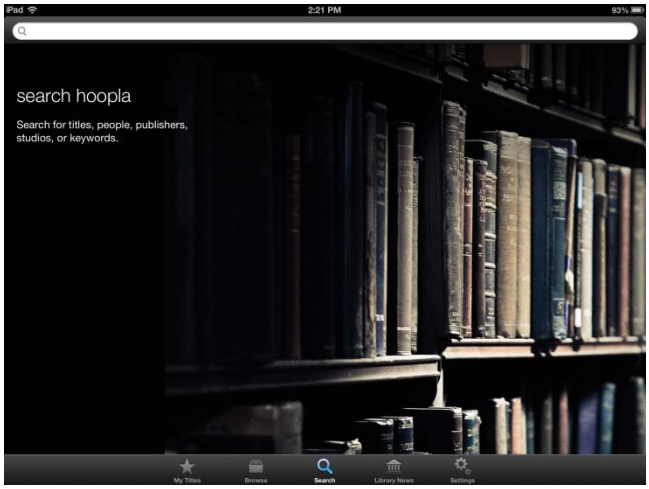
1. Introduction
2. Account Set-up
3. Using hoopla
4. Finding and Borrowing Content
5. Troubleshooting
6. More Information

Introduction

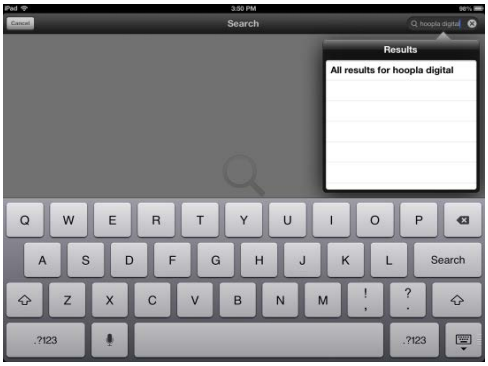
This user's manual is designed to provide you, the library patron, a guide for navigating, borrowing content, and using the hoopla platform.

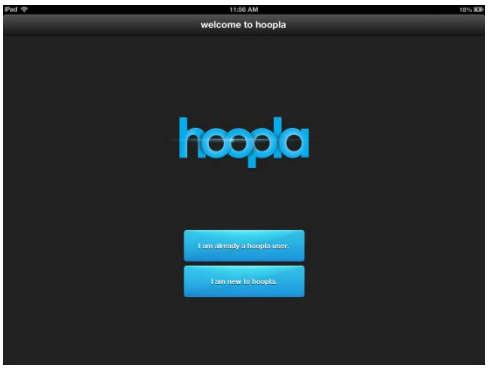
hoopla is a digital media platform enabling patrons or libraries the ability to access digital entertainment content from either their mobile devices such as smartphones and tablets and/or via any browser. hoopla offers full length feature movies, episodic television programming, full musical albums and unabridged audiobooks. Patrons will have access to all content and will be able to borrow content based on the settings set by each library system. This manual will help you with some of the finer points of hoopla's interface, and how to find all the great content brought to you by your local library.



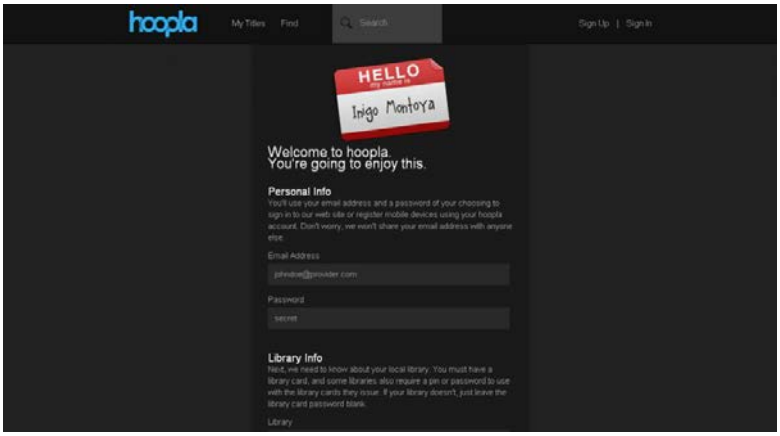


Account Set-up



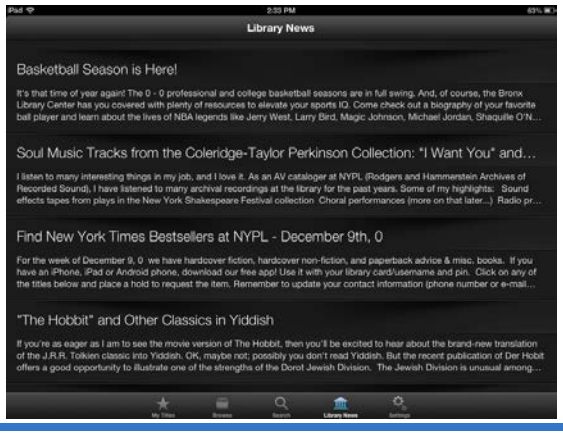


Setting up your hoopla account is a breeze. Account creation can be done in one of two ways, either through our mobile app, or by going to the hoopla homepage at www.hoopladigital.com. The app is found by searching for "hoopla digital," on your devices' app store. hoopla currently supports all iOS devices running iOS 6 and above, and will soon support Android devices running 4.0 and newer (the Android app will be live in Q2 2013). Once you've downloaded and installed the mobile app, be sure to click on "I am new to hoopla" and follow the simple steps to create a hoopla account. You will need the following items to create a hoopla account, e-mail address, password for your hoopla account, active library card and library card PIN number.



Creating an account on our webpage is equally simple. Simply point your browser to www.hoopladigital.com. Click on the "Sign Up" link on the top right of the page, and begin creating your account. Just like creating an account on the mobile app, you need an e-mail address, a password for your hoopla account, an active library card, and a PIN number for your library card, should your library use them.

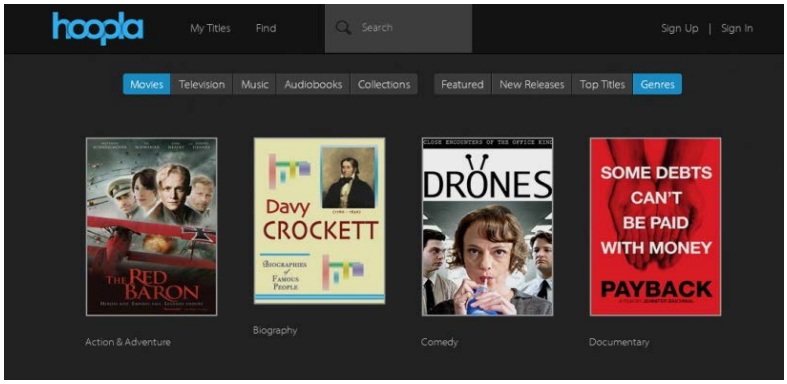
Once you've completed sign-up, you'll be taken to the library news page. This page is where you will find news, notes, and events that are posted by your library. Scroll through; see the amazing events and offerings to stay connected with your local library. Imagine if your favorite author was coming to do a book signing, or a famous comic book creator was coming to speak at your local library, and you wouldn't have heard about it, if it weren't for the library news tab. This tab will come up every time you load the hoopla app, or log into your account on hoopladigital.com, so you can always stay abreast of your library's current events.



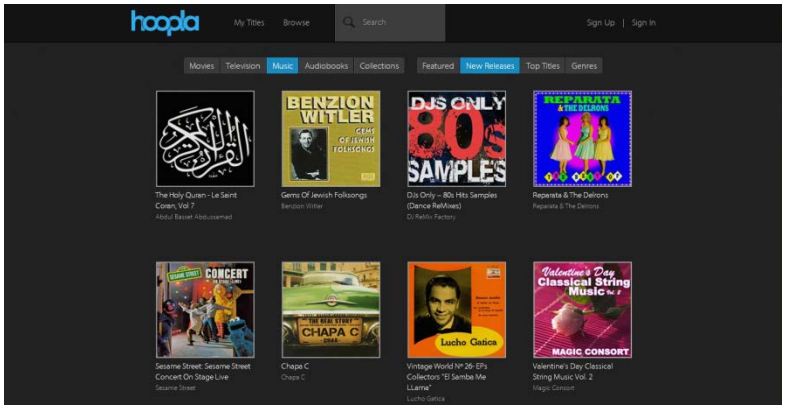
Finding and Borrowing Content

Hoopla currently offers four types of content. Movies, television programming, full musical albums, and audiobooks. These content types can be quickly found by clicking on the browse option, and then going into each desired format type by clicking on the upper portion of the screen. New content will constantly be added to hoopla, so make sure you frequently check the "new release" section of each content type.

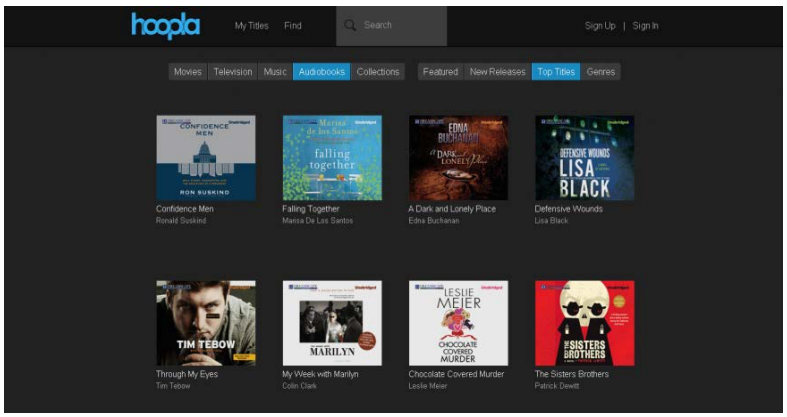
Movies are the first format option listed on the content selection bar. Movies are sort-able by featured, new releases (to the hoopla platform), top titles and genres. Clicking on any of the sorting options gives you the ability to discover content in a way that is easy and intuitive.



In addition to full length motion pictures, A wide array of documentaries, foreign films, artistic independent films, and hard-to-find titles are offered to users looking for something fresh and outside of the box. hoopla users also have access to a great amount of content that they could expect to find at their local library, such as educational videos and how-to-videos, such as foreign language training, potty training for your young children and SAT or GMAT training, to name a few, are also offered to not only entertain users, but also educate them as well.



Episodic television programming is the other video content hoopla offers. hoopla lets you borrow stand-alone episodes, which lets you watch a program at your own pace, and in whatever order you choose.

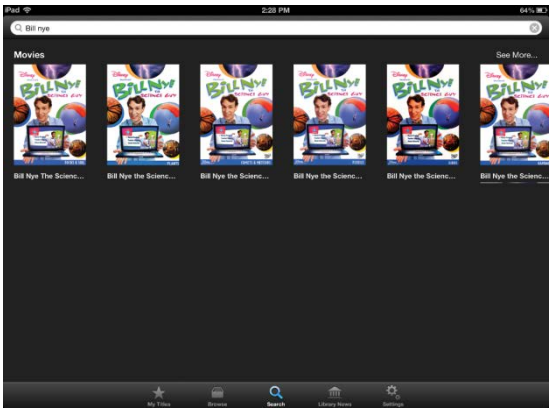


Full length music albums are also available on hoopla, rather than just individual tracks. The ability to borrow full-length albums is unlike anything else out there, and can only be found on hoopla.

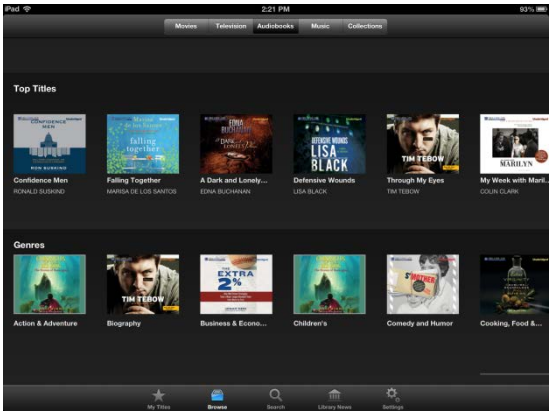
Unabridged audiobooks rounds out what hoopla currently lends. Audiobooks have a full suite of bookmarking, sleep timers to help users maximize their control of the audiobooks.

These formats can also be bundled together into collections, which rounds out the format selection bar. Most Collections are made by your local library, and can encompass all media types, or just one. Imagine a

collection of Academy Award winning pictures, or local musical artists, all available for borrowing and enjoying, and all at the recommendation of your local library.



Hoopla has two different, yet similar ways to find content. First, there is the search function. This allows you to search by title, director, topic, author, artist award winning, or any phrase you can think of. Search is best used when you have a general idea of the title you're looking for. Here, in this screen shot, we searched for "Bill Nye." hoopla's search engine will pull up any content related to what you search for, and display it by type, so you can discover something you didn't even know existed.

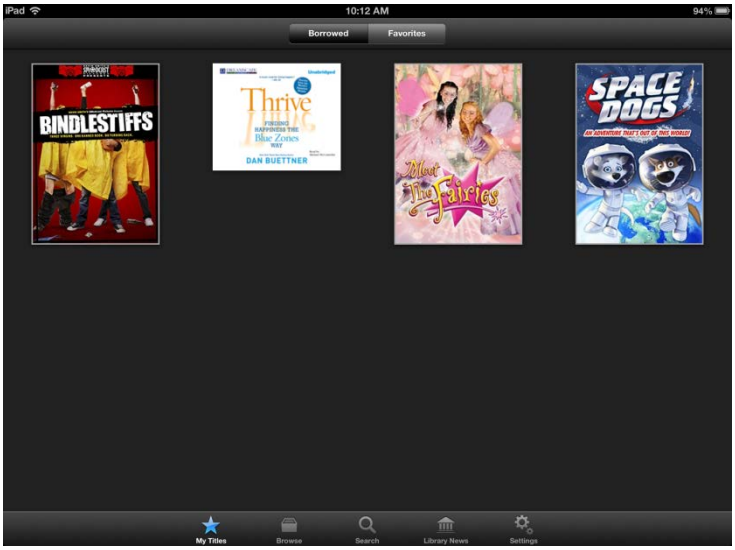


Browse is a little different, and doesn't require any sort of search input. Here, you'll find content categorized by featured, new release, top titles, and genres. Featured content are titles hoopla has selected, that you might be interested in. New releases are new additions to hoopla, regardless of release date. Top titles are the top titles being viewed across all hoopla users and genres is where you could select a particular type of content, such as a comedy, or action. (If using the web page, hoopladigital.com, you'll notice that browse is called "find" instead, this function acts identical, and is only different in name.)

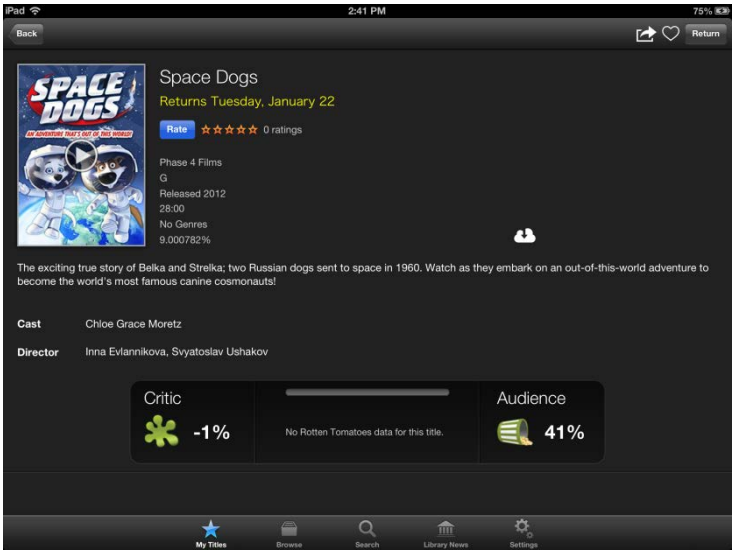
Once you have found something that interests you simply tap/click on "borrow" and the title will be added to your "My Titles." Before we move on to how you can view or play your title, let's quickly talk about adding a favorite. On the hoopla app, while viewing a desired title that you want to borrow later simply click on the "Heart" icon on the titles description. If you are using hoopla on the web, you should see a button that says "Add to Favorites." From there you can go back later to "My Titles," tap on favorites and borrow those titles from there.

Playing Content

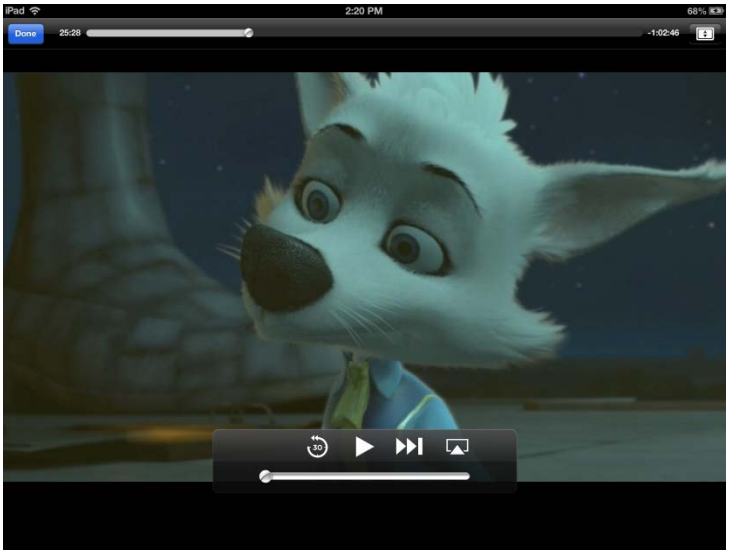
Firstly, you'll want to pull up your "My Titles" tab, after you've borrowed a title. When you see the title you want to watch, click or tab on the title you wish to view/listen to, and you'll be taken to the title information screen. Here, you'll see all pertinent information related to that title. You'll see when the title is due to be returned, cast and crew, reviews, length, social media links, our favorites icon, amongst others.



hoopla must be connected to the internet for users to be streamed. If you're on a mobile device that uses cellular data, such as a smartphone or a tablet with 3G connectivity, hoopla will stream the content you borrow.



Now let's show you how to view a borrowed title so you can start enjoying what hoopla has to offer. Simply tap on "My Titles" after you chose a title to view, you will see a "Play" button on the picture. From here the title will load and start to play, it's that easy.



MIDWEST TAPE
LIBRARIANS #1 MEDIA SOURCE