

Hoopla FAQ's

What's the difference between a hold and a request?

To place a "hold" on an item is to be placed on a wait list for a title that the library owns.

A "request" is to ask the library to consider purchasing a title it does currently own. These titles will show as "not in catalog."

What is a snoozed hold?

If you have entered the grace period of the Reserved hold status, you may Snooze the hold if not ready for the title.

Snoozing a hold simply allows you to delay your hold 48 hours. After the delay you will then have the option to check out, snooze, or cancel the hold.

There is not a limit to the number of times you may Snooze a title. The snooze will end after the allotted time, please do not cancel the snooze, or you will lose the hold.

If I can't find a book I'm looking for, can I recommend a book be added to Hoopla?

Submitting a Title Request within the Hoopla app (or Hoopla site) is a way that you can recommend we add specific titles to the collection.

Requests are limited to three requests per person at a time.

Although we strive to honor requests, purchases are based on multiple factors including budget, date of publication, popularity, and demand.

How can I get more help?

For general questions regarding Hoopla, or anything eBook related, please reach via the Contact Us form at beaufortcountylibrary.org/contact-us

For questions regarding your Hoopla account, please contact the Hoopla support team at feedback@hoopladigital.com.

To learn more about Hoopla, please visit:

www.beaufortcountylibrary.org/hoopla
or www.hoopladigital.com



**Want to keep in touch with the library?
Sign up for the newsletter!**

Visit the Library!

Beaufort Branch
311 Scott Street, Beaufort SC 29902
843-255-6456

Bluffton Branch
120 Palmetto Way, Bluffton SC 29910
843-255-6501

Hilton Head Branch
11 Beach City Rd, Hilton Head SC 29926
843-255-6526

Lobeco Branch
1862 Trask Parkway, Lobeco SC 29931
843-255-6479

St. Helena Branch
6355 Jonathan Francis Sr. Rd., St. Helena, SC 29920
843-255-6540

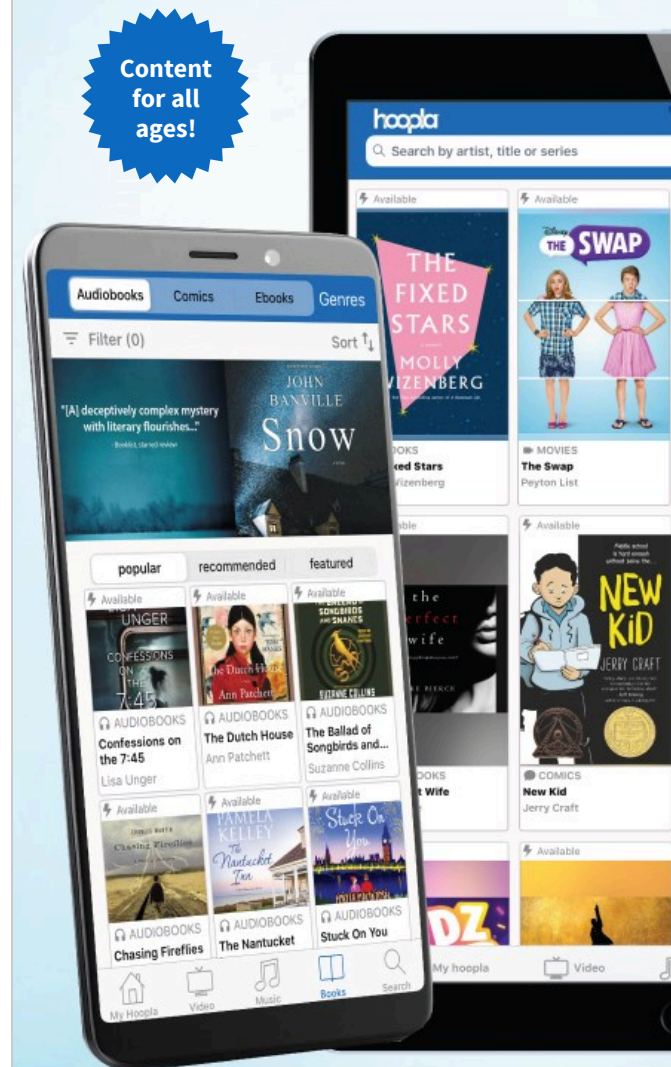
Bookmobile North
Serving Northern Beaufort County
843-255-6545

Bookmobile South
Serving Southern Beaufort County
843-255-6678



Beaufort County Library System
311 Scott Street, Beaufort SC 29902
843-255-6430 | beaufortcountylibrary.org

hoopla® Guide



How to Sign Up

Sign up on hoopladigital.com or on the app! All you need is:

- An active library card
- Email address

If you have an active and existing account, sign in with your email address and password.

If you've forgotten your password, please visit the hoopla main page and click on the "Forgot your password?" link.

The Hoopla app is available on:



Please note that the app CANNOT be downloaded to a Kindle Paperwhite or Nook Glowlight.

We've Expanded Hoopla!

There is more content and more ways to borrow!

Hoopla Flex is an expanded version of Hoopla that features new and popular eBook and audiobook titles offered alongside their existing 1.1 million "instant" titles.

Quick tip!

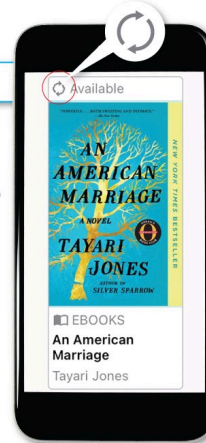
Check the icons of the title to know if it's a Flex or Instant borrow.

#1

NEW!

hoopla Flex

- Borrow the latest eBooks and Audiobooks
- Return one Flex title to get another Flex Borrow
- Check out a Flex title marked "Available" or Place on Hold if it's currently checked out



Beaufort County Library customers can have **5 Flex titles checked out at one time.**

Unlike Instant titles, only one person at a time may borrow a Flex title. If a title is currently out on loan, you may place a hold on the title.

#2

hoopla Instant

- Instantly borrow any title marked as Instant ⚡
- eBooks, Audiobooks, Comics, Movies, Music, and Television



Beaufort County Library customers get **8 instant borrows per month.** Instant titles are always available and can be used by multiple customers.

Unused Instant borrows will not roll over into the next month and returning an Instant title will not free up an additional Instant borrow.

Borrowing Periods

Instant Titles:

eBooks - 21 days
Audiobooks - 21 days
Comics - 21 days
Movies/TV Episodes - 3 days
Music albums - 7 days

Flex Titles:

eBooks - 21 days
Audiobooks - 21 days

Explore the Features

Hoopla has more to offer! The app provides a wide variety of materials for patrons of all ages.

- BingePasses
 - For kids: GoKidGo, Hellosaurus, Read-Alongs, Highlights, and more!
 - For adults: Curiosity, Great Courses, Magazines, and more!
- Online Book Clubs
 - Adult fiction and Graphic Novels that change every quarter.
 - Book club resources include: discussion guides, recommended further reading, and more.
 - Learn more at theclub.hoopladigital.com
- Movie of the Month
 - From new releases to timely topics and more - each month, there's a new offering of great movies.