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## Section 1. About Hoopla (Rev. 4/2017)

- What is Hoopla?

Hoopla digital is a service that St. Tammany Parish Library has partnered with to provide online and mobile access to thousands of eBooks, audiobooks, comics, movies, music, and more. With Hoopla, users can borrow, instantly stream, and download dynamic content with a valid library card. All content is accessible via Hoopla digital's mobile app and website, [www.hoopladigital.com](http://www.hoopladigital.com) Hoopla digital is a service of Midwest Tape - a trusted partner to public libraries for over 25 years.

- What do I need to register for Hoopla?

You will need a valid library card from St. Tammany Parish Library. You will also need the password (also referred to as a 'PIN') associated with your library card. If you do not have a password associated with your library card, please visit any branch of the St. Tammany Parish Library to set up your library card password.

During registration, Hoopla will ask you to enter an email address. The email address you provide will be your username to log into Hoopla. You will also need to create a password for your Hoopla account. To see a step-by-step video about registering for your Hoopla account, go to [www.youtube.com/watch?v=rbs0g-z1Frk](http://www.youtube.com/watch?v=rbs0g-z1Frk)

- Does Hoopla's content change?

Yes, Hoopla gets new titles on a weekly basis. Sometimes titles are added for a limited time only, so if you see something you like, check it out.

- How does Hoopla handle my privacy?

Your account information and your borrowing history is private. Your privacy is very important to us. Only you can see what titles you have borrowed. **See Section 12 for the Privacy Policy.**

- Are there any fees to use Hoopla?

No, Hoopla is a free service to library card holders, provided by St. Tammany Parish Library.

- Hoopla says my library card is expired, but it isn't. What can I do?

If this occurs, please contact a reference librarian at the St. Tammany Parish Library for help. **See Section 10 for a list of reference librarians and their contact information.**

## Section 2. Hoopla Basics (Rev. 4/2017)

- How long is content available after it is borrowed?

Movies and TV episodes are available for 72 hours (3 days) from the time you borrow the title. Music albums are available for 7 days from the time you borrow the title. Audiobooks, Comics, and eBooks are available for 21 days from the time you borrow the title.

- How do I borrow and play titles?

Before you are able to borrow titles, you will need to create a Hoopla account. Once you are signed in, you can borrow titles through the Hoopla digital app or the website. Once you select a title, click on the Borrow button on the title details page. Once a title is borrowed, you can find it quickly by clicking on "My Hoopla" on the website or in the app.

- How many items can I borrow each month?

St. Tammany Parish Library users can borrow 5 Hoopla items per month. This limit will reset at the beginning of the calendar month. When you log into your Hoopla account, you can navigate to the "My Hoopla" section of the website or app to view how many more items you can borrow by the end of the month.

- Can I return a title before the lending period expires?

Yes. Please note that the only advantage to returning a title early is that doing so may free up data on your mobile device. *Returning a title early will not give you any additional borrows for the month.* You can return the title before its lending period has expired by clicking the return now button located at the bottom of the title information page.

- Can I mark a title to view later?

When you are logged in and browsing through Hoopla, you may add a title to your favorites list by clicking on the heart icon to the left of the borrow/play button. To view titles that you have favorited, click on "My Hoopla," then press the heart in the top right or click on "Favorites."

- How do I view my borrowing history?

Once you have borrowed and returned a title, you can view your history by clicking on "My Hoopla" at the top, then click on "History" for a full list of previously borrowed titles.

- I received a message stating that my daily lending limit has been reached. What does this mean?

This message is not directed at any specific person. It indicates that all of the St. Tammany Parish Library users have reached their collective daily lending limit. In other words, there is a limit to the number of titles available each day to all St. Tammany Parish Library users, and the message states that this daily limit has been reached. This daily limit automatically resets at 7:00 PM CST. You should be able to resume borrowing content after the limit resets.

### Section 3. Hoopla Help for Android (Rev. 4/2017)

- Where can I find the Hoopla mobile app for Android?

The Hoopla digital mobile app can be found in the Play Store on your Android device, or the Amazon app store on your Kindle Fire tablet. Search for "hoopla digital" to find and download the app. If the app is unavailable for your device, it will not show up in the store. For a full list of devices that are compatible with Hoopla, please see the "supported devices" section of this document.

- Where is the download button located on borrowed content?

Please note that downloads are only available using the mobile Hoopla app. To download borrowed content, simply tap on the "Tap here to download" button on the title details page. For instructions with pictures, see [Section 16 "Android - How to Download a Borrowed Title."](#)

- How can I hide or delete my history?

You can delete your entire history, or just remove select titles. Please note that deleting items from your history is permanent. Once you have removed a title, you will no longer be able to see it from your History tab. Another option is to choosing to hide your history, which would keep future titles from showing up (until you decide to turn this feature back on). [See Section 17 "How to Hide or Delete Your History"](#) for more details.

- Hoopla says my library card is expired, but it isn't. What can I do?

If this occurs, please contact a reference librarian at the St. Tammany Parish Library for help. [See Section 10 for a list of reference librarians and their contact information.](#)

- How can I change my password, and other account settings on Hoopla?

[See Section 14 for "How To Access Your Settings on iOS and Android Devices."](#)

- I have an SD card, can I download to that?

Yes. On Android devices, you can download to SD cards. Look in your settings for a toggle that allows you to select where you would like to store your downloads.

Please note: this feature is not currently available on Amazon Kindle devices.

## 4. Hoopla Help for iOS (Rev. 4/2017)

- How can I force the app to close and re-open the app?

Many issues you might be facing with the Hoopla mobile app can be solved by force closing and re-opening the app. This essentially restarts your connection to hoopla. To force close the app:

1. Double tap your iOS device's home button and find the hoopla app.
2. Swipe the hoopla app off the screen to close the app.
3. Tap on app icon again to re-open.

- How do I download content to my iOS device?

After borrowing a title, tap the "Download to your device" option (in blue text) right below the play button. Once it is fully downloaded you can play the title without an internet connection.

- What iOS versions are compatible with Hoopla?

Hoopla is compatible with devices that run iOS 9.3.5 and up. For the best results, to use the latest versions of both the operating system and Hoopla app.

- How can I change my password in iOS?

[See Section 14 for "How To Access Your Settings on iOS and Android Devices."](#)

- How can I hide or delete my history?

You can delete your entire history, or just remove select titles. Please note that deleting items from your history is permanent. Once you have removed a title, you will no longer be able to see it from your History tab. Another option is to choosing to hide your history, which would keep future titles from showing up (until you decide to turn this feature back on). [See Section 17 "How to Hide or Delete Your History."](#)

- Hoopla says my library card is expired, but it isn't. What can I do?

If this occurs, please contact a reference librarian at the St. Tammany Parish Library for help.

[See Section 10 for a list of reference librarians and their contact information.](#)

- Can I change the playback speed of an audiobook?

Yes. While you are playing the audiobook on your iOS device, be sure to expand the media player to gain access to all of the player controls. Tap the "1.0x" text under the volume slider to increase or decrease the speed of the audio. By default, your book will play at 1.0x speed, but we also offer .75x, 1.25x, and 1.5x playback speeds.

## 5. Hoopla Help for Desktop or Laptop Computer on a Web Browser (Rev. 4/2017)

- How do I get Audiobooks and Music to work on my browser?

Hoopla supports all major browsers: Google Chrome, Mozilla Firefox, Microsoft Edge, Microsoft Internet Explorer 11, and Safari. We always recommend using the latest version of any browser to ensure you have the best possible user experience.

Some browsers require third-party plugins for media playback.

- Google Chrome, Microsoft Edge and Safari do not require a plugin for audio playback.
- Mozilla Firefox and Microsoft Internet Explorer 11 require Adobe Flash Player for audio playback.

- What internet speed do I need to use Hoopla?

For the best experience, we recommend at least 3 Mbps of available bandwidth. If your speeds are below that, you may experience increased loading times, excessive buffering, or even stuttering during playback. Visit [www.fast.com](http://www.fast.com) to test your internet speed for free.

- Hoopla says my library card is expired, but it isn't. What can I do?

If this occurs, please contact a reference librarian at the St. Tammany Parish Library. See the end of this document for reference librarians' contact information.

- How can I change my password, and other account settings on Hoopla?

**See Section 15 for "How to Access Your Settings in Your Web Browser on Your Computer."**

- How do I get videos to play on my browser?

Hoopla supports all major browsers, which include Google Chrome, Mozilla Firefox, Microsoft Edge, Microsoft Internet Explorer 11, and Safari. We always recommend using the latest version of any browser to ensure you have the best possible user experience.

Some browsers require third-party plugins for media playback.

- Google Chrome, Microsoft Internet Explorer 11 (Windows 8.1 & 10) and Microsoft Edge do not require a plugin for video playback.
- Mozilla Firefox requires Google Widevine for video playback.
- Microsoft Internet Explorer 11 (Windows 7 & 8) and Safari require Microsoft Silverlight for video playback

- How do I enable Silverlight on Safari?

**See Section 18 for "How to Enable Silverlight When Using the Safari Browser"**

## 6. Hoopla Kids Mode (Rev. 4/2017)

- What is Kids Mode?

Hoopla Kids Mode is a multi-format, digital media experience designed especially for kids (up to age 12). All of the content – movies, TV shows, music, audiobooks, eBooks, and comics – has been brought together in this one family-friendly place.

- How do I activate Kids Mode?

Once you are logged into your account, go into your settings in the upper right. Then click or tap on the Kids Mode toggle switch.

See [Section 19 "How to Activate Kids Mode"](#) for step-by-step instructions.

## Section 7. Apple and Amazon - Supported Devices (Rev. 4/2017)

Note: Devices with a star (\*) next to them are Hoopla-certified devices. This means that Hoopla has these devices on site for testing and troubleshooting.

<b>Apple Devices</b>
iPad 2*
iPad (3rd Gen)*
iPad (4th Gen)*
iPad Air*
iPad Air 2*
iPad Mini (1st Gen)*
iPad Mini 2
iPad Mini 3
iPad Mini 4*
iPad Pro 9.7"*
iPad Pro 12.9"
iPhone 4S*
iPhone 5*
iPhone 5C*
iPhone 5S*
iPhone 6*
iPhone 6 Plus*
iPhone 6S*
iPhone 6S Plus*
iPhone 7*
iPhone 7 Plus*
iPod Touch (5th Gen)*
iPod Touch (6th Gen)*

Apple Device Users, please note:

Currently Hoopla only supports iOS 9 and iOS 10 on mobile devices. Make sure your device is running the latest software.

For devices running iOS 9, AirPlay is supported only via mirroring, and even then it can be inconsistent.

For devices running iOS 10, and using the Hoopla app version 4.10 or newer, AirPlay is supported natively (no mirroring is required).

<b>Amazon Tablets</b>
Kindle Fire HD 7" (2013)
Kindle Fire HDX 7" (2013)*
Kindle Fire HDX 8.9" (2013)*
Fire HD 6" (2014)*
Fire HD 7" (2014)*
Fire HDX 8.9" (2014)*
Fire 7" (2015)*
Fire HD 8" (2015)*
Fire HD 10" (2015)
Fire HD 8" (2016)

Amazon Device Users, please note:

Alexa, Fire TV and Fire TV Stick are not supported at this time.

Your device must have FireOS 3.2.8 or newer in order to be supported by Hoopla.

## Section 8. Android - Supported Devices (Rev. 4/2017)

Android devices listed on this page and the next are known to be compatible with Hoopla. If your Android device is not listed here, it may still be compatible with Hoopla. Check to see if your device is running Android 4.4 or later, has 8 GB of internal storage, and has at least 1 GB of RAM. If so, you may be able to download and use the Hoopla app.

We recommend updating the operating system on the device to the latest version, for the best possible experience with Hoopla.

If your device is rooted, or is running a different version of the Android operating system than the manufacturer provides (i.e., a custom ROM), Hoopla cannot be held responsible for any browsing/playback issues that may be encountered.

**Note: Devices with a star (\*) next to them are Hoopla-certified devices. This means that Hoopla has these devices on site for testing and troubleshooting.**

<b>Samsung</b>	
Galaxy Note 10.1 Edition	Galaxy Note 5*
Galaxy A3	Galaxy Note Edge
Galaxy A5	Galaxy Note Pro
Galaxy Alpha	Galaxy On5
Galaxy Amp Prime	Galaxy S3*
Galaxy Avant	Galaxy S4*
Galaxy Core Prime	Galaxy S4 Mini
Galaxy E5	Galaxy S5*
Galaxy Express 3	Galaxy S6*
Galaxy Express Prime	Galaxy S6 Edge
Galaxy Grand Prime	Galaxy S7*
Galaxy Grand Prime Duos	Galaxy S7 Edge*
Galaxy J1	Galaxy Sky
Galaxy J2	Galaxy Sol
Galaxy J3	Galaxy Tab 3*
Galaxy J5	Galaxy Tab 4*
Galaxy J7	Galaxy Tab A
Galaxy Mega	Galaxy Tab E
Galaxy Mega 2	Galaxy Tab Pro
Galaxy Note	Galaxy Tab S
Galaxy Note 2*	Galaxy Tab S2
Galaxy Note 3*	Galaxy View
Galaxy Note 4*	T310 Galaxy 3

<b>Google</b>
Nexus 4*
Nexus 5*
Nexus 5X*
Nexus 6*
Nexus 6P*
Nexus 7*
Nexus 9*
Nexus 10
Pixel*
Pixel C
Pixel XL*

<b>Acer</b>
Iconia One
Iconia One 7
Iconia One 8
Iconia One 10
Iconia Tab 8
Iconia Tab 10
Iconia Tab 10 A3
Iconia Tab A3
Liquid Z410
Liquid Z520

<b>BLU</b>
Energy X 2
Life One X
Life One XL
R1 HD
Studio 6.0 LTE
Studio 7.0" II
Studio C 5+5
Studio Energy 2
Studio X Plus
Studio XL LTE
VIVO AIR LTE

<b>Asus</b>
MeMO Pad 7
MeMO Pad 8
P008
PadFone X mini
T00G
Transformer Pad
Zenfone 2
Zenfone 2 Laser
Zenpad
ZenPad 10
ZenPad C 7.0
ZenPad S

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## Section 8. Android - Supported Devices (Continued)

Note: Devices with a star (\*) next to them are Hoopla-certified devices. This means that Hoopla has these devices on site for testing and troubleshooting.

Lenovo	
A70000	
A7-50 Tablet	
Idea Tab A10-70	
IdeaTab A7-A3500-FL	
Phab Plus	
Tab 2	
Tab 2 A7-20	
Tab 2 A7-30	
Tab 2 A8-50F	
Tab S8	
Yoga Tab 3 Pro 10	
Yoga Tablet	
Yoga Tablet 10	

Motorola	
Droid Maxx 2	
Droid Mini XT1030	
Droid RAZR	
Droid RAZR HD	
Droid RAZR M*	
Droid Turbo*	
Droid Turbo 2*	
Droid Ultra*	
iDroid Tango 2	
Moto E*	
Moto G*	
Moto G XT1031	
Moto G4	
Moto X*	
Moto X Play	
Moto Z	

NuVision	
TM101A530L	
TM1088	
TM1318 Tablet	
TM700A520L	
TM785A520L	
TM785M3	

RCA	
10 Viking Pro	
11 Maven Pro	
7 Mercury	
7 Voyager	
7 Voyager 2	
8 Apollo	
Pro10 Edition	
Pro 10 Edition II	

ZTE	
Allstar Z818L	
Avid Plus	
Axon 7	
Axon Pro	
Boost Max+	
Citrine LTE	
Grand X 2	
Grand X 3	
Grand X Max	
Grand X Max+	
Grand X Max 2	
Lever	
Maven	
Maven 2	
Max	
Overture 2	
Prestige	
Sonata 3	
Speed	
Stratos	
Warp 7 TD-LTE	
Warp Elite	
Warp Sync	
Zmax 2	
Zmax Pro	
Zmax Z970	

HTC	
HTC 10	HTC Desire 626s
HTC 831C	HTC Desire 816
HTC Desire	HTC M9U
HTC Desire 510	HTC Mini
HTC Desire 520	HTC One A9
HTC Desire 526	HTC One E8
HTC Desire 530	HTC One M7*
HTC Desire 601	HTC One M8
HTC Desire 610	HTC One M9
HTC Desire 612	HTC One Max
HTC Desire 625	HTC One Mini 2
HTC Desire 626	HTC One Remix

Sony	
Xperia M2	
Xperia M4	
Xperia T2 Ultra	
Xperia Tablet Z	
Xperia Z	
Xperia Z1	
Xperia Z1s	
Xperia Z2	
Xperia Z3	
Xperia Z3+	
Xperia Z3v	
Xperia Z5	
Xperia ZL	

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## Section 8. Android - Supported Devices (Continued)

Note: Devices with a star (\*) next to them are Hoopla-certified devices. This means that Hoopla has these devices on site for testing and troubleshooting.

LG	
Access	M2
Destiny	MS550 Stylo 2 Plus
Escape 2	Optimus F60
Escape 3	Optimus G Pro
F180k Optimus G	Optimus Zone 3
F370L	Phoenix 2
G Flex 2	Premier
G Pad	Rebel
G Pad 3	Risio
G Pad F	Spree
G Pad X	Stylo*
G Vista	Stylo 2
G2*	Sunset
G3*	Transpyre
G4*	Treasure
G5	Tribute
K3	Tribute 2
K7	UK410 G Pad
K8	V10
K10	V995
L22C	VK410 G Pad
Lancet	Volt
Leon	Volt 2
Lucid 3	Volt LS740

Other Manufacturers	
Dell Venue 8	Nabi Big Tab HD 24"
Dell Venue 10 5050	Nabi DreamTab HD8
Ellipsis 8	Nextbook 7" Tablet
Envizen 9	Nextbook Ares 8
Envizen 10.1" HD IPS	Nextbook Ares 10L
Huawei Ascend Mate 7	Nextbook Ares 11
Huawei G620-A2	Nvidia Shield Tablet
Huawei Honor 5X	OnePlus 1
Huawei Honor 7	OnePlus 2
Huawei MediaPad X1	OnePlus 3
Huawei P9 Lite	Sharp Aquos Crystal
Huawei Prepaid Pronto	Sprint Slate 8 Tablet
Huawei Union	Sprint Slate 10 Tablet
Insignia Flex 8	Verizon Ellipsis 10
Insignia Flex 10.1	Verizon Ellipsis Kids LTE
Insignia Flex Elite	Visual Land 8
Kyocera Brigadier E6782	Visual Land 9
Kyocera Duraforce	Visual Land Prestige
Kyocera Hydro Air	Visual Land Prestige Elite
Kyocera Hydro Reach	Visual Land Prestige Elite 7QS
Kyocera Hydro Vibe C6725	Xiaomi Hongmi 2 4G
Kyocera Hydro Wave	Xiaomi Mi 4I Dual SIM
Nabi 2 Kids Tablet	Xiaomi Mi Pad
Nabi Big Tab HD 20"	Xiaomi Redmi Note 2

### Why aren't some devices supported by Hoopla?

Because of the rapidly-developing nature of technology, older devices tend to reach a point where they are unable to implement updates. Hoopla strives to support older devices for as long as possible, but the older the device is, the less likely Hoopla will be able to provide support for it.

## 9. Using Hoopla on the TV (Rev. 4/2017)

How can I use Hoopla on the TV?

Currently, there are two supported ways to watch Hoopla videos on your TV. Both Android and iOS users are able to cast videos to their Chromecast.

iOS users can take advantage of their Apple TV via AirPlay. Currently Hoopla only supports iOS 9 and iOS 10 on mobile devices. Make sure your device is running the latest software.

For devices running iOS 9, AirPlay is supported only via mirroring, and even then it can be inconsistent.

For devices running iOS 10, and using the Hoopla app version 4.10 or newer, AirPlay is supported natively (no mirroring is required).

For more information on AirPlay, visit <https://support.apple.com/en-us/HT204289>

What is Chromecast?

Chromecast is a way to wirelessly stream hoopla videos to your TV using Android and iOS devices. Currently, Chromecasting audio is not an option.

How do I set up Chromecast?

First you need to make sure your Chromecast device, and your Android or iOS device are on the same Wi-Fi network. Second, make sure you are running the latest Hoopla digital app. Third, you will see a little icon in the upper right, click on that to start the cast, then click play on the video.

For more information on Chromecast, visit

<https://support.google.com/chromecast/chromecast/?hl=en#topic=3058948>

## Section 10. Additional Hoopla Help (Rev. 6/2017)

For self-help, visit [www.hoopladigital.com/help](http://www.hoopladigital.com/help)

For instructional videos, see Hoopla's youtube channel: [www.youtube.com/user/hoopladigital](http://www.youtube.com/user/hoopladigital)

For one-on-one help, please contact one of St. Tammany Parish Library's reference librarians:

Headquarters	Ed	893-6280 ext. 2012	<a href="mailto:ed@stpl.us">ed@stpl.us</a>
Causeway	Sonnet	626-9779 ext. 305	<a href="mailto:sonnet@stpl.us">sonnet@stpl.us</a>
Covington	Germaine	893-6280 ext. 6	<a href="mailto:germaine@stpl.us">germaine@stpl.us</a>
	Jane	893-6280 ext. 5	<a href="mailto:jane@stpl.us">jane@stpl.us</a>
Madisonville	Samantha	845-4819 ext. 106	<a href="mailto:samantha@stpl.us">samantha@stpl.us</a>
Mandeville	Crissie	626-4293 ext. 2	<a href="mailto:crissie.molina@stpl.us">crissie.molina@stpl.us</a>
Slidell	Ben	646-6470 ext. 3	<a href="mailto:ben@stpl.us">ben@stpl.us</a>
	Noelle	646-6470 ext. 3	<a href="mailto:noelle@stpl.us">noelle@stpl.us</a>

## **11. Hoopla Content Policy (Version: December 9, 2015)**

Hoopla offers media in a variety of popular formats, which support its function as a major source for Libraries across North America to enable them to meet the mobile needs of their communities both educationally and recreationally. The Hoopla online media collection is made available in whole to serve the general public, and reflects the racial, ethnic and cultural diversity of many different communities. It is representative of diverse viewpoints and interests. Our media collection includes Movies, TV, Music, Audiobooks, eBooks and Comics that patrons can temporarily download and/or stream. Patron use is the most powerful influence on the Hoopla collection. Circulations along with customer and patron requests trigger the addition and removal of media. In addition, selections are made to provide depth and diversity of viewpoints to the existing media collection and to build a world-class app that provides access to all media under one login. Hoopla provides media to support each individual's journey, and does not place a value on one customer's needs or preferences over another's. Hoopla upholds the right of the individual to access information, even though the content may be controversial, unorthodox or unacceptable to others. Hoopla does provide functionality for Libraries which allow them to curate the Hoopla offering and patron accesses accordingly. Materials for children and teenagers are intended to broaden their vision, support recreational reading, encourage and facilitate reading skills, supplement their educational needs, stimulate and widen their interests, lead to recognition and appreciation of literature and reflect the diversity. The reading and viewing activity of children is ultimately the responsibility of parents, who guide and oversee their own children's development. Hoopla does not infringe on that relationship.

## **Section 12. Privacy Policy (Effective as of 8/29/2016)**

Midwest Tape, LLC and its affiliates (collectively, "Midwest Tape," "we" or "us") provide digital content, software applications, technology services, and other services. This privacy policy ("Privacy Policy") applies to all Midwest Tape hosted websites, mobile applications, and associated services (including [www.hoopladigital.com](http://www.hoopladigital.com) and its related services) (collectively, the "Services").

We are committed to protecting the privacy, accuracy, and reliability of any personal information that you provide to us consistent with this Privacy Policy and to safeguard loss, misuse, unauthorized access, disclosure, and alteration of this information. This Privacy Policy explains how we use and share any personal information that is gathered during your use of the Services.

The Services offer a wide variety of content. However, not all of Midwest Tape's sources of content may be relied upon to provide accurate, complete or current information. Some of the content may even be viewed as offensive, inaccurate, or controversial. You are responsible for your own use of Services, and parents are responsible for their children's use of and access to content available on the Internet or otherwise via the Services.

We periodically evaluate our Privacy Policy to consider new technologies, business practices, and our users' needs, and may make changes to the Privacy Policy from time to time. Please check this page regularly for updates. Your continued use of the Services after posting of any changes to this Privacy Policy means that you agree to be bound by such changes.

### **• What is "Personal Information"?**

"Personal Information" describes information that can be associated with a specific user and used to identify that person, such as name, email address, birthday, gender, location information, etc. You may submit Personal Information when you use the Services. Other information, not personally identifiable, may be collected automatically when you are visiting or using the Services. The Services work in conjunction with your library system so your library card number (and/or PIN or other authorization, where applicable) is necessary to verify that you are authorized by and in good standing with the library. An email address and password, submitted by you, will be used to authenticate you when you use the Services.

The Services record how you use our application, including but not limited to: your online activity, digital content selections, and operating systems. Some of this information may be reported in generic or aggregated form to your library, content providers, and licensing agencies.

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## **Section 12. Privacy Policy (Continued)**

- How do we protect your Personal Information?

Your privacy is important to us. We have implemented measures to protect against the loss, misuse, and alteration of your Personal Information. All electronic communication between your web browser or mobile device and our servers is protected and encrypted via SSL (HTTPS). Your password is encrypted before it is stored in our database. We use computer safeguards such as firewalls and data encryption and physical access controls to our buildings and files. However, no computer or other safeguards can be 100% secure from malicious intrusion, hackers, or other unauthorized access. Therefore, although we use commercially reasonable efforts to comply with this Privacy Policy, we cannot guarantee error-free performance under this Privacy Policy. We will take prompt corrective action if we discover any failure to comply with this Privacy Policy. Midwest Tape will not be liable for any incidental, indirect, consequential, or punitive damages or for loss of profit or opportunity, loss of use, or other financial loss arising out of or relating to this Privacy Policy.

- Do we disclose any Personal Information to third parties?

We may provide Personal Information that you provide to us, such as your library card number and the content you have selected, to the library that issued the library card that you used to create your account. We also may disclose Personal Information to trusted third parties who assist us in operating our website, conducting our business, or servicing you, so long as those parties agree to keep this information confidential. We may release your Personal Information when we believe release is appropriate to comply with the law, enforce the policies associated with our Services, or protect our or others' rights, property, or safety. Otherwise, we do not sell, trade, or otherwise transfer to third parties your Personal Information. However, generic or aggregated visitor information may be provided to third parties for marketing, advertising, or other uses.

- Use of cookies

We use technologies such as cookies and IP tracking to tailor our Services to our users. Cookies are small text files used to recognize a user of the Services and are written onto a user's computer or other device. Cookies also are used for, among other things, saving your login details. It is possible to set up a browser in such a way that cookies cannot be used. In doing so, however, you may not be able to use all of the Services' functionality.

**(continued on next page)**

## **Section 12. Privacy Policy (Continued)**

- Third-party links

Occasionally, at our discretion, we may include or offer links to third-party web sites or services in connection with our Services. These third-party sites and services have separate and independent privacy policies. We therefore have no responsibility or liability for the content and activities of these linked sites or services. Nonetheless, we seek to protect the integrity of our site and welcome any feedback about these sites and services.

- What if I share information with others while using the Services?

While using the Services, you may have opportunities to post reviews, rate digital content, and share digital content information with others in public forums and on social networking websites such as Facebook and Twitter. When you share this information, it is made public. We are not responsible for any third party's use of any information that you publicly display or disclose through our Service.

- Online Privacy Policy Only

This Privacy Policy applies only to information collected through our [www.hoopladigital.com](http://www.hoopladigital.com) website and Hoopla mobile applications, and not to information collected offline.

- Consent to Privacy Policy

By using the Services, you are consenting to and accepting the Privacy Policy.

- Changes to our Privacy Policy

If we decide to change our Privacy Policy, we will update the effective date below.

- Contacting us

If you have any questions regarding this Privacy Policy, you may email them to [info@hoopladigital.com](mailto:info@hoopladigital.com)

**This Privacy Policy is effective as of 8/29/2016.**

## **Section 13. Terms and Conditions (Effective as of 8/29/2016)**

I. Midwest Tape, LLC and its affiliates (collectively, "Midwest Tape") provide digital content, software applications, technology services to libraries and library patrons. These Terms and Conditions of Use include all updates, supplements, additional terms, software licenses, promotional offers, and all HOOPLA rules and policies (collectively referred to as "Terms"). The Terms apply to all HOOPLA websites, applications, software, technologies, and services (collectively, the "Platform").

By installing or otherwise using the Platform, you acknowledge that you have read and understood these Terms, and agree to be bound by them and our Privacy Policy ([see Section 12](#)), which is expressly incorporated herein by reference and made a part of these Terms. If you do not agree to (or cannot comply with) the Terms, do not install or use the Platform or any software or any music, images, video, text, or other content available through the Platform ("Content").

Midwest Tape periodically evaluates its Terms to consider new technologies, business practices, and our users' needs, and may make changes to the Terms from time to time. Please check this page regularly for updates. Your continued use of the Platform after posting of any changes to these Terms means that you agree to be bound by such changes.

### **II. COPYRIGHT, TRADEMARK AND INTELLECTUAL PROPERTY**

Copyright law protects the Content that is made available through the Platform. All of the Content made available through the Platform is protected by intellectual property rights, including copyright, trademark, trade secret, and/or patent rights (collectively, "Intellectual Property Rights") of Midwest Tape and/or third parties.

You must be an authorized library patron to access, use, and connect to the Platform to borrow and view the Content. As an authorized library patron, you may borrow and view the Content during the designated loan period for your own, personal, non-commercial use only ("Allowed Use"), after which period the borrowed content will expire.

Midwest Tape and/or its Content providers grant you a non-assignable, non-transferable, limited license to use the Content through the Platform, which may enable you to obtain, listen to, view, and/or read (as the case may be) Content that may be provided to you through the Platform in digital form, and you shall do so solely for your personal, noncommercial, entertainment use. This Content is owned by Midwest Tape, LLC and/or other third parties. However, in all circumstances, you understand and acknowledge that your rights with respect to Content will be limited by copyright law. You agree that you will not attempt to modify any apps, software or other Content obtained through the Platform for any reason whatsoever, including for the purpose of disguising or changing any indications of the ownership or source of the Content.

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### **Section 13. Terms and Conditions (Continued)**

You represent, warrant, and agree that you are using the Platform hereunder for your own personal, noncommercial, entertainment use and not for redistribution or transfer of any kind. You agree not to reproduce, modify, redistribute, broadcast, publicly perform, or publicly display any Content, or otherwise transfer any Content obtained through the Platform.

You agree that you will not, for any reason whatsoever, reverse engineer, decompile, disassemble, or otherwise tamper with any security components, usage rules, or other protection measures applicable to the Platform or Content. You agree to abide by the rules and policies established from time to time by Midwest Tape. Such rules and policies will be applied generally in a nondiscriminatory manner to users of the Platform, and may include, for example, required or automated updates, modifications, and/or reinstallations of the software and obtaining available patches to address security, interoperability, and/or performance issues. Any use of the Platform or Content other than use expressly permitted under these Terms is unauthorized and may be a violation of law.

You agree not to make any use of the Content that would infringe the copyright therein. You agree to abide by the rules and policies established from time to time by Midwest Tape or its Content providers.

Violation of any of the above restrictions may result in a termination of your ability to access the Platform and Content. Midwest Tape reserves any and all rights or remedies that may be available in the event of your breach of these Terms.

All of the technology related to the Platform, the HOOPLA mark, and any related collateral are owned by Midwest Tape and protected by Midwest Tape's Intellectual Property Rights.

The owners of Content are intended beneficiaries of these Terms and shall have the right to enforce these Terms against you.

#### **III. DESIGNATION OF AGENT UNDER THE DIGITAL MILLENNIUM COPYRIGHT ACT (DMCA)**

Midwest Tape respects the intellectual property rights of others. If you believe that your work (or the work of a third party on whose behalf you are entitled to act) has been copied, used, or made available on or through the Platform in a way that constitutes an infringement of your copyright rights, please provide our copyright agent with a copyright infringement notice ("Notice"), which should include the following written information:

1. a statement that you have identified material on the Platform which infringes your copyright (or infringes the copyright of a third party on whose behalf you are entitled to act, if applicable);
2. identification of the copyrighted work claimed to have been infringed, or, if multiple copyrighted works at a single online site are covered by a single Notice, a representative list of such works at that site;

**(continued on next page)**

### **Section 13. Terms and Conditions (Continued)**

3. identification of the material that is claimed to be infringing or to be the subject of infringing activity and that is to be removed or access to which is to be disabled, and information reasonably sufficient to permit Midwest Tape to locate the material (e.g., a URL and/or screen shot);
4. your full name, email address, postal address, and telephone number through which you can be contacted;
5. a statement by you that you have a good-faith belief that use of the material in the manner complained of is not authorized by the copyright owner, its agent, or the law;
6. a statement by you that the information in the Notice is accurate, and under penalty of perjury, that you are authorized to act on behalf of the owner of the exclusive right that is allegedly infringed; and
7. a physical or electronic signature (which may be a scanned copy) of a person authorized to act on behalf of owner of the work that is allegedly infringed.

Midwest Tape's agent for notice of claims of copyright infringement on or regarding the Platform can be reached as follows:

Midwest Tape's Designated Agent

By mail:

Midwest Tape / hoopla Designated Agent  
1417 Timberwolf Dr.  
Holland, OH 43528

By email:

copyright@hoopladigital.com

By phone:

(419) 868-9475

By fax:

(567) 703-8775

If you are unsure about your rights in respect of material, or whether there has been an infringement of your rights, we suggest you obtain legal advice before sending a Notice to Midwest Tape.

**(continued on next page)**

## **Section 13. Terms and Conditions (Continued)**

### **IV. SECURITY**

You agree that you will not violate or attempt to violate the security of the Platform, any associated software, and/or Content.

You agree that it is your responsibility to install anti-virus software and related protections against viruses, Trojan horses, worms, time bombs, cancelbots, or other computer programming routines or engines that are intended to damage, destroy, or otherwise impair computer's functionality or operation which may be transferred to your computer via the Platform, any associated software, and/or Content.

### **V. NO OTHER LICENSE**

Except as expressly stated herein, no other rights or licenses are granted hereunder.

### **VI. SUBMISSIONS**

All remarks, suggestions, ideas, graphics, or other information communicated to Midwest Tape through the Platform (each a "Submission" and collectively the "Submissions") will forever be the property of Midwest Tape and you hereby assign any and all copyrights, patents and other intellectual property rights in and to such Submissions to Midwest Tape. Midwest Tape will not be required to treat any Submission as confidential, and will not be liable for any ideas for its business (including without limitation, product, or advertising ideas) and will not incur any liability as a result of any similarities to any Submission that may appear in future Midwest Tape operations. Without limitation, Midwest Tape will have exclusive ownership of all present and future existing rights (of every kind and nature everywhere) to the Submissions. Midwest Tape will be entitled to use any and all Submissions for any commercial or other purpose whatsoever without compensation to you or any other person sending any Submission. You acknowledge that you are responsible for whatever material you submit, and you, not Midwest Tape, have full responsibility for the material, including its legality, reliability, appropriateness, originality, and copyright. You agree that any material you submit does not violate the Intellectual Property Rights, or any other rights, of any third party.

### **VII. DISCLAIMER OF WARRANTY AND LIMITATION OF LIABILITY**

THE PLATFORM (INCLUDING ALL SOFTWARE, CONTENT AND OTHER INFORMATION, MATERIALS AND PRODUCTS INCLUDED ON OR OTHERWISE MADE AVAILABLE TO YOU THROUGH THE PLATFORM) IS PROVIDED "AS-IS" AND "AS AVAILABLE" WITHOUT WARRANTIES OF ANY KIND FROM MIDWEST TAPE OR ANY OWNERS OF CONTENT. TO THE FULLEST EXTENT PERMISSIBLE BY APPLICABLE LAW, MIDWEST TAPE AND ALL OWNERS OF CONTENT DISCLAIM ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, NON-INFRINGEMENT AND IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. NEITHER

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## **Section 13. Terms and Conditions (Continued)**

MIDWEST TAPE NOR ANY OWNER OF CONTENT WARRANTS THAT THE PLATFORM OR ANY SOFTWARE, CONTENT, INFORMATION, MATERIALS OR PRODUCTS INCLUDED ON OR OTHERWISE MADE AVAILABLE TO YOU THROUGH THE PLATFORM IS OR ARE FREE OF VIRUSES OR OTHER HARMFUL COMPONENTS.

NEITHER MIDWEST TAPE NOR ANY OWNER OF CONTENT WILL BE LIABLE FOR ANY INCIDENTAL, PUNITIVE, SPECIAL OR CONSEQUENTIAL DAMAGES OF ANY KIND ARISING FROM THE USE OF THE PLATFORM OR FROM ANY SOFTWARE, CONTENT, INFORMATION, MATERIALS OR PRODUCTS INCLUDED ON OR OTHERWISE MADE AVAILABLE TO YOU THROUGH THE PLATFORM, OR FOR ANY DAMAGES IN EXCESS OF THE AMOUNT PAID FOR THE SPECIFIC ITEM OF CONTENT GIVING RISE TO THE APPLICABLE CLAIM FOR DAMAGES.

### **VIII. TERMINATION OF ACCESS**

Midwest Tape may, from time to time, remove Content from the Platform without notice. Midwest Tape reserves the right to modify, suspend, or discontinue the Platform (or any part thereof), any associated software, or any Content (or any part thereof) at any time with or without notice to you. Midwest Tape shall not be liable to you or any third party should it exercise such right.

### **IX. MISCELLANEOUS**

These Terms will be governed by and interpreted pursuant to the laws of the State of Ohio, United States of America, notwithstanding any principles of conflicts of law. By accessing the Platform you agree to submit to the jurisdiction of the State of Ohio and agree that it shall serve as the exclusive venue for any disputes relating to the Platform, software for or associated with the Platform, and/or Content. You agree to resolve any claims relating to the Platform, software for or associated with the Platform, and/or Content through final and binding arbitration in Lucas County, Ohio, before a single arbitrator. The American Arbitration Association (AAA) will administer the arbitration under its Commercial Arbitration Rules and the Supplementary Procedures for Consumer Related Disputes. You further agree to waive any defense of inconvenient forum in connection with the maintenance of any action or proceeding so brought. You may only resolve disputes with Midwest Tape on an individual basis, and may not bring a claim as a plaintiff or a class member in a class, consolidated, or representative action. Class arbitrations, class actions, private attorney general actions, and consolidation with other arbitrations are not allowed. If any part of these Terms is unlawful, void, or unenforceable, that part will be deemed severable and will not affect the validity and enforceability of any remaining provisions. Possible evidence of use of this Platform, software for or associated with the Platform, or Content for illegal purposes will be provided to law enforcement authorities.

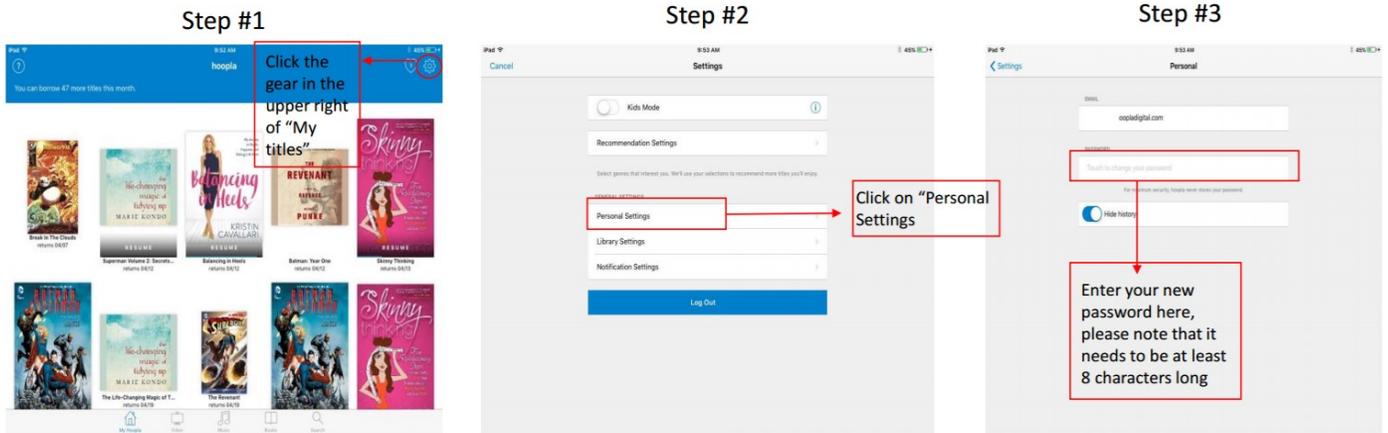
### **X. CONTACTING US**

If there are any questions regarding these Terms, you can email them to [info@hoopladigital.com](mailto:info@hoopladigital.com)

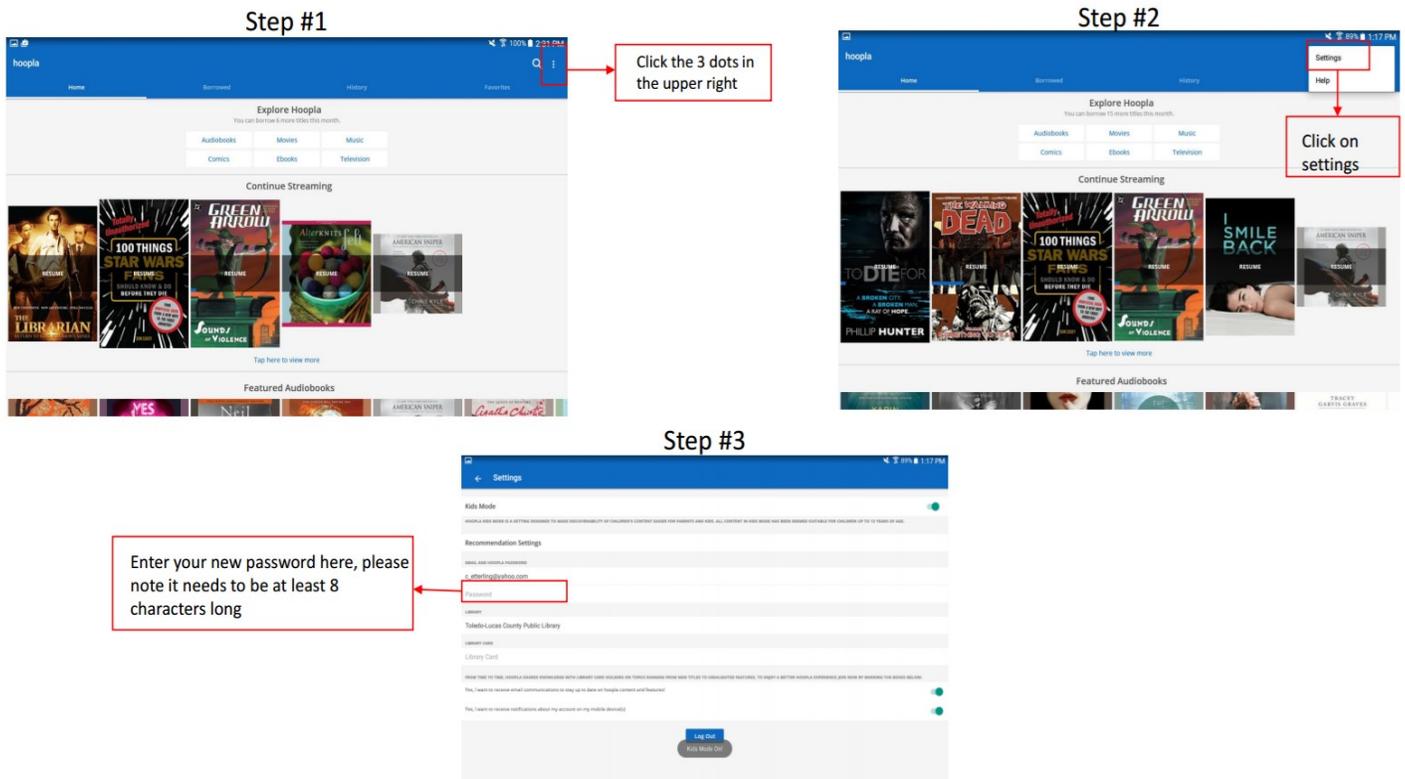
These Terms are effective as of 8/29/2016.

## Section 14. How to Access Your Settings on iOS and Android devices

- iOS (Note: Step #1 shows how to access your settings. Steps #2 and #3 show how to change your password.)



- Android (Note: Steps #1 and #2 show how to access your settings. Step #3 shows how to change your password.)



## Section 15. How to Access Your Settings in Your Web Browser on Your Computer

(Note: Steps #1 and #2 also show how to change your password.)

Step #1

Step #2

The screenshot shows the Hoopla website's Settings page. At the top, a dark blue navigation bar contains the Hoopla logo, 'MY HOOPLA', 'BROWSE', 'SEARCH', 'SETTINGS', and 'LOGOUT'. A red circle with the number '81' is placed over the Hoopla logo. A red box highlights the 'SETTINGS' link in the navigation bar, with an arrow pointing to a callout box on the right that says 'Click on Settings in the upper right, then click "Change Password"'. Below the navigation bar, the page title is 'Settings'. A message states 'You are logged in as c\_etterling@yahoo.com through Toledo-Lucas Co Public Library.' Below this, there are three buttons: 'EDIT EMAIL', 'CHANGE PASSWORD', and 'LIBRARY SETTINGS'. The 'CHANGE PASSWORD' button is highlighted with a red box and has an arrow pointing to it from the callout box. The page content includes sections for email preferences, mobile notifications, Kids Mode, Borrowing History, and Recommendations, each with toggle switches or buttons. A 'LOG OUT' button is located at the bottom center of the page.

hoopla MY HOOPLA BROWSE SEARCH SETTINGS LOGOUT

### Settings

You are logged in as c\_etterling@yahoo.com through Toledo-Lucas Co Public Library.

EDIT EMAIL CHANGE PASSWORD LIBRARY SETTINGS

I want to receive emails from hoopla to stay up to date on content and features. YES NO

I want to receive notifications about my account on my mobile device(s). YES NO

**Kids Mode**  
Only show kid-appropriate content in your browse and search results. ON OFF

**Borrowing History**  
We normally keep track of your borrowing history to make it easier for you to borrow items again. HIDE SHOW

**Recommendations**  
Select categories that best fit your interests. We'll use them to recommend similar titles we think you'll enjoy. SELECT

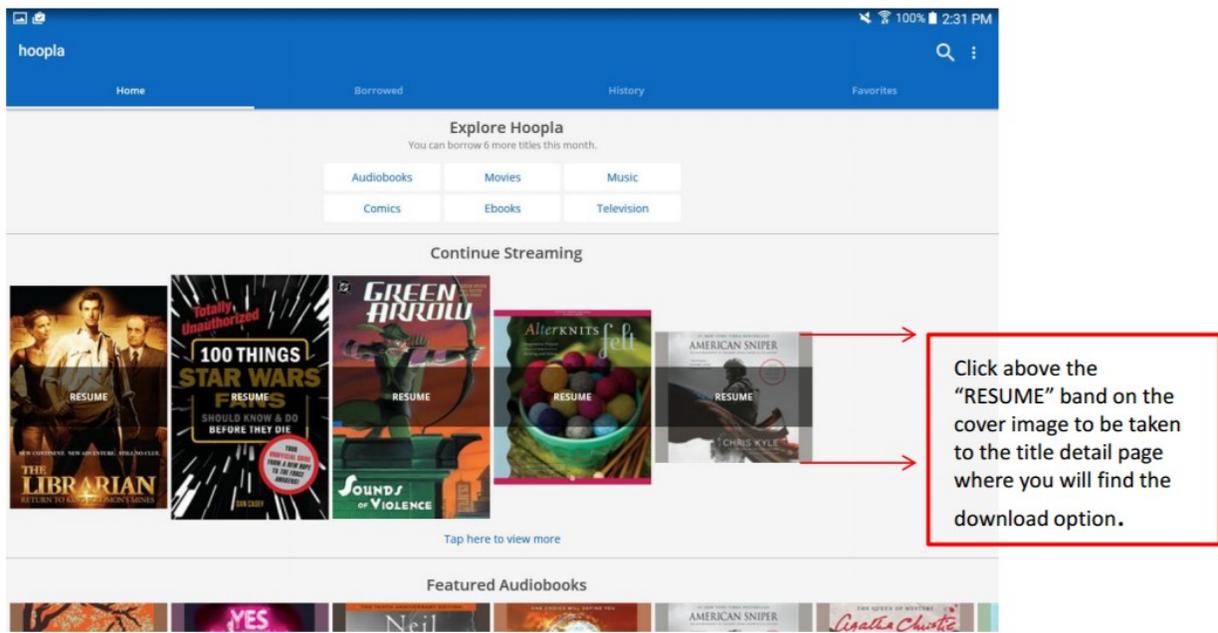
LOG OUT

Click on Settings in the upper right, then click "Change Password"

## Section 16. Android - How to Download a Borrowed Title

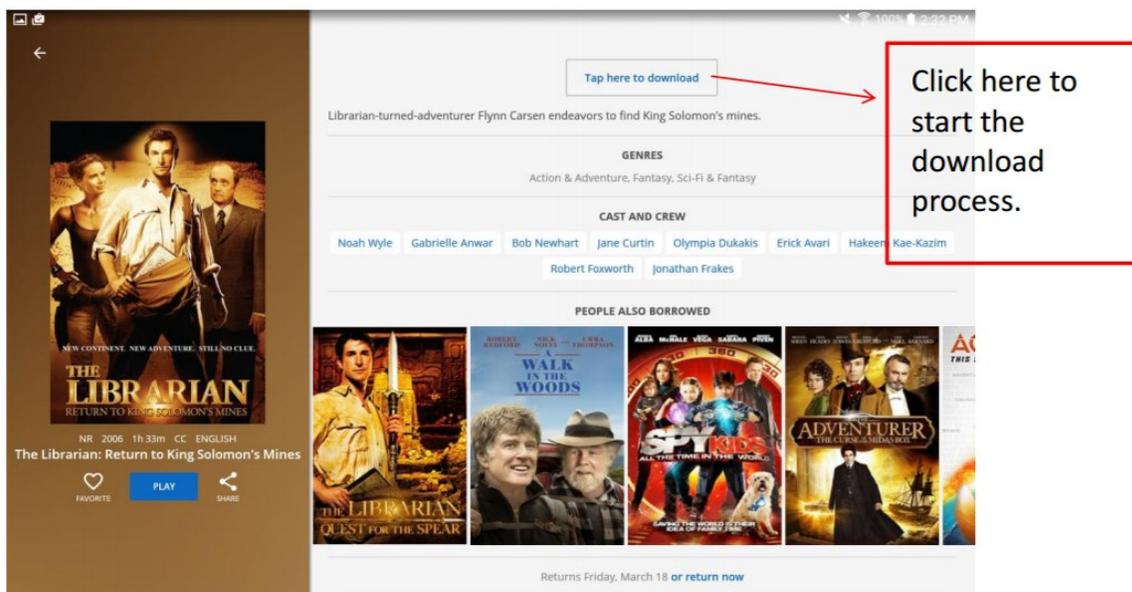
### Step #1

To download a title after you have already started to watch it on Android, you will need to click above or below the “Resume” banner on the image.



### Step #2

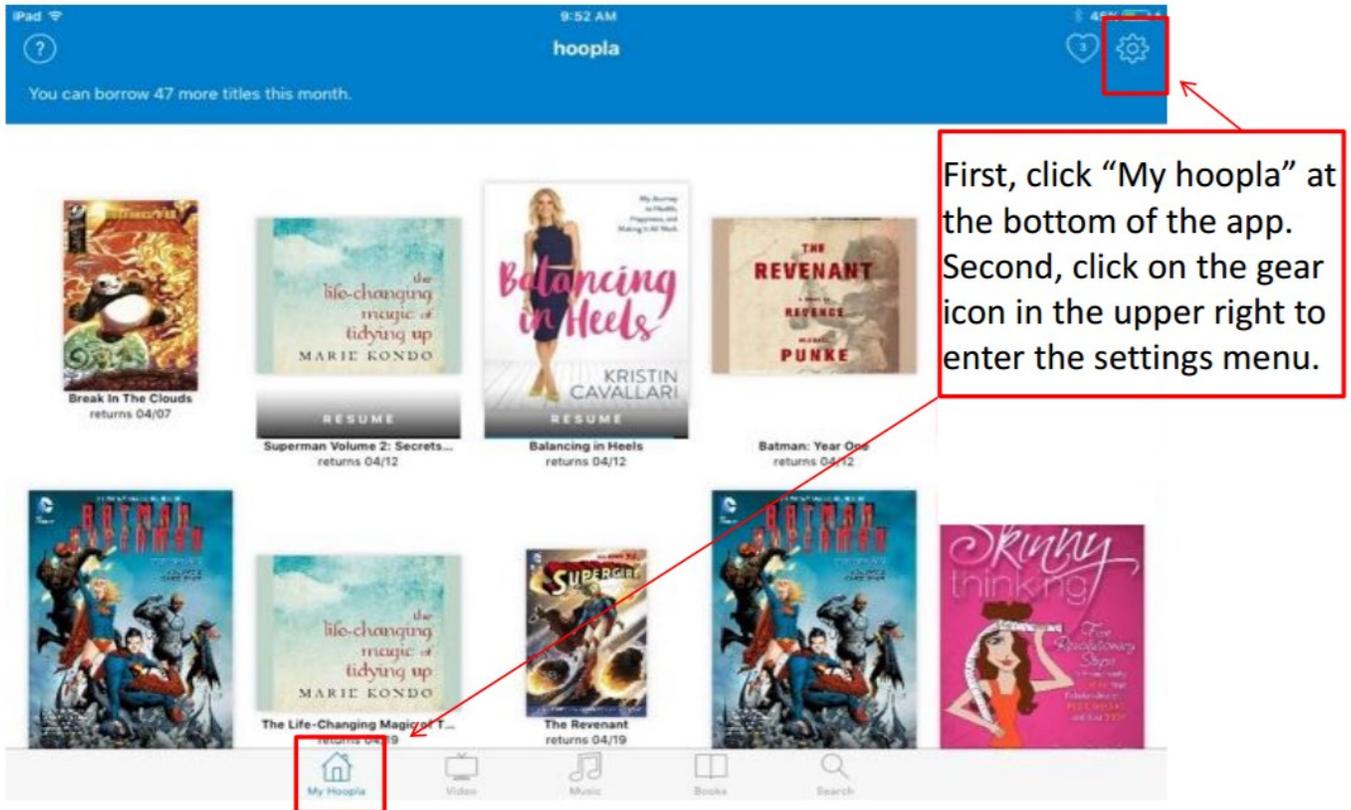
This will be what the screen will look like if you click above or below the “RESUME” band on the cover art. Then you will just click on “Tap here to download” to begin the temporary download.



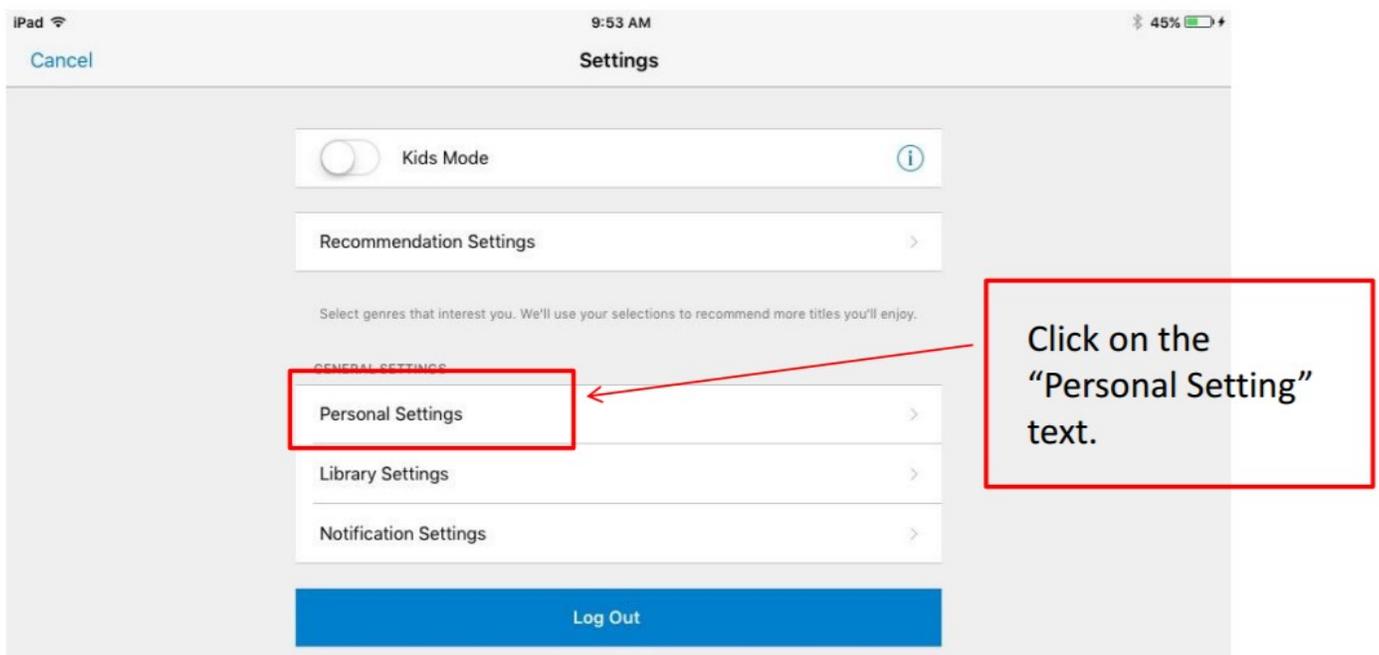
## Section 17. How to Hide or Delete Your History

- For iOS devices

### Step #1 – History Hiding



### Step #2 – History Hiding

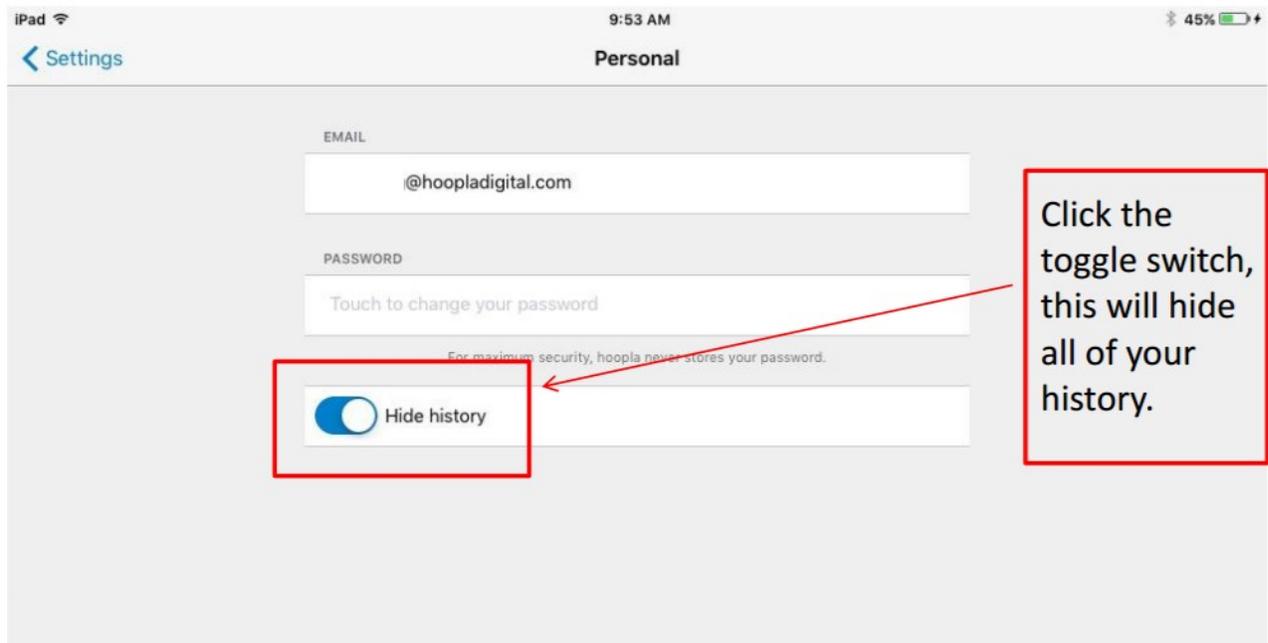


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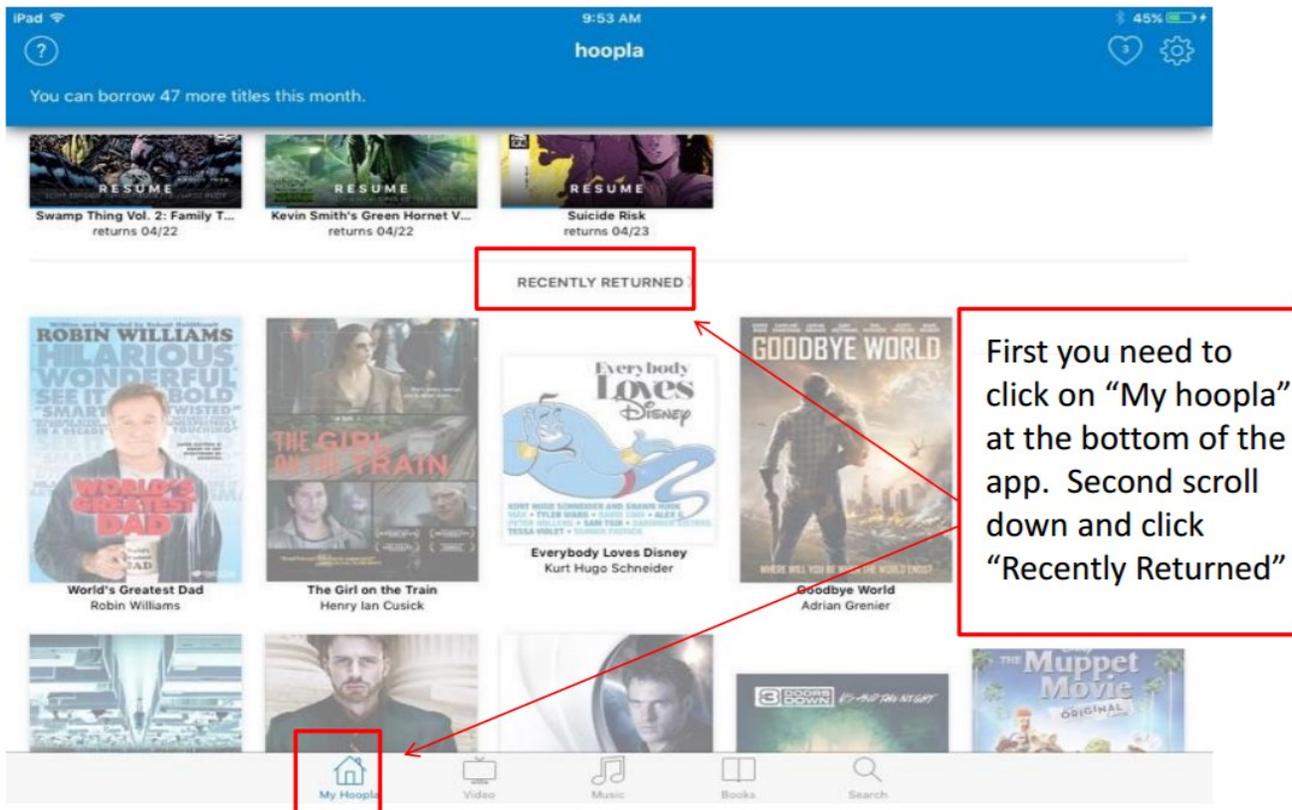
## Section 17. How to Hide or Delete Your History (continued)

For iOS devices (continued)

### Step #3 – History Hiding



### Step # 1 – Deleting individual titles

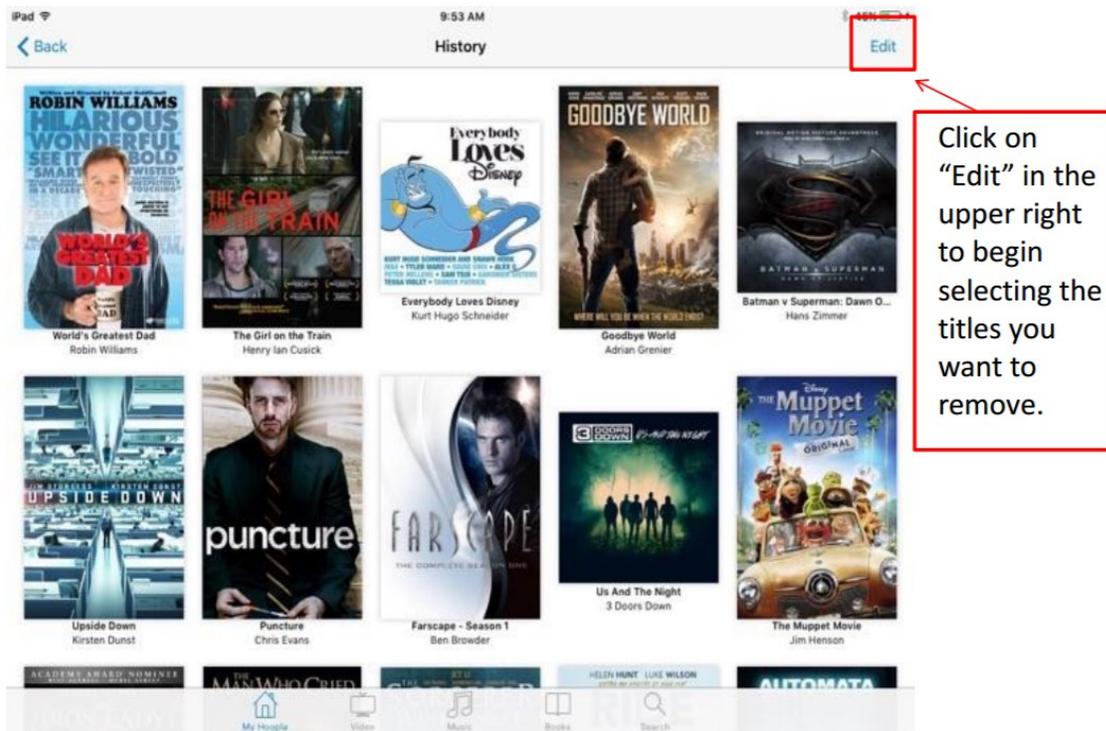


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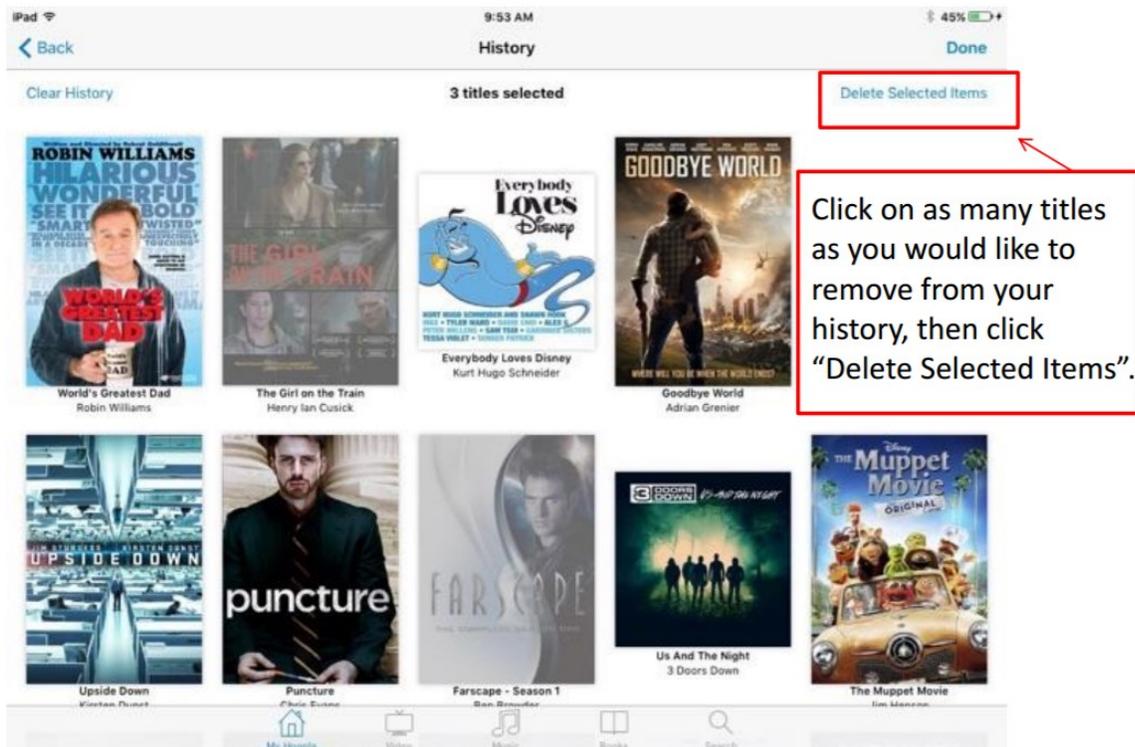
## Section 17. How to Hide or Delete Your History (continued)

For iOS devices (continued)

### Step #2 – Deleting Individual Titles



### Step #3 – Deleting Individual Titles

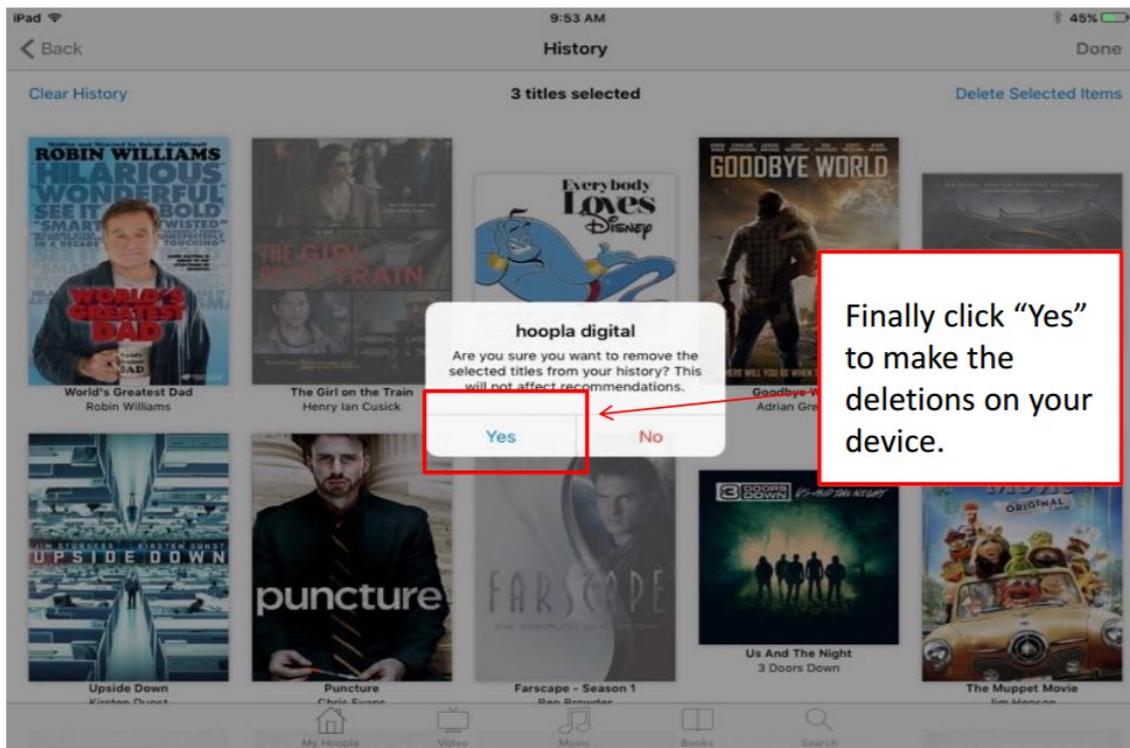


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## Section 17. How to Hide or Delete Your History (continued)

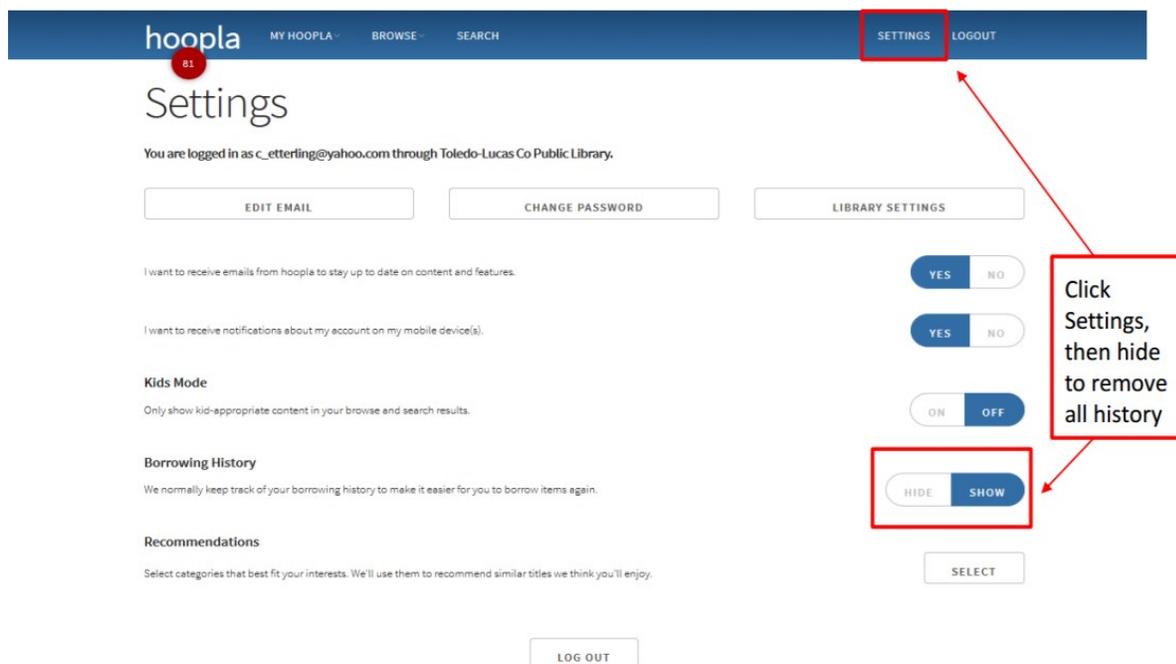
For iOS devices (continued)

### Step #4 – Deleting Individual Titles



- For Your Web Browser on Your Computer

### Option #1



(continued on next page)

## Section 17. How to Hide or Delete Your History (continued)

For Your Web Browser on Your Computer (continued)

### Option #2

The screenshot shows the Hoopla website's History page. At the top left, the 'My Hoopla' dropdown menu is open, with 'History' highlighted in a red box. A red arrow points from the 'History' option to the 'Man In The Moon' movie card. Another red box highlights the 'HIDE' button on the 'Operator' movie card. A text box on the left contains the following instructions: 'Click "My hoopla" at the top, then click on "History". Then you can click the "Hide" button to hide individual titles.' The page displays a grid of movie and TV show cards, each with a 'HIDE' button. A 'CLEAR HISTORY' button is located in the top right corner.

- For Android Devices

## History Hiding or Select Title Deletion

### Step #1

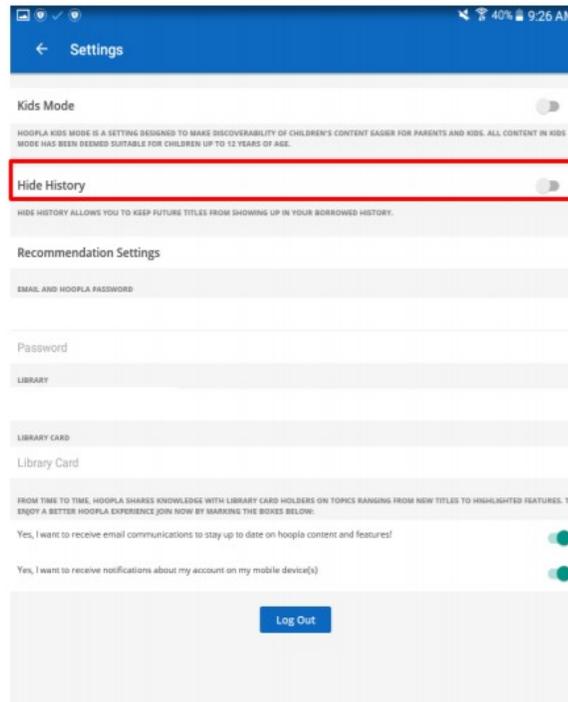
The screenshot shows the Hoopla mobile app interface. At the top right, the 'Settings' option is highlighted in a red box. A red arrow points from the 'Settings' box to a text box on the right that says 'Enter settings to hide your entire history'. The app interface includes a top navigation bar with 'Home', 'Borrowed', and 'History' tabs. Below the navigation bar, there are sections for 'Explore Hoopla', 'Continue Streaming', 'Featured Audiobooks', and 'Featured Movies'. The 'Continue Streaming' section shows four items: 'The Brown Fairy Book', 'Halo: The Fall Of Reach', 'Rollerball', and 'The Jungle Book'. The 'Featured Audiobooks' section shows four items: 'Until the Beginning', 'Men Are From Mars', 'The Assassination of M...', and 'Cash Landing'. The 'Featured Movies' section shows four items: 'Love Sick', 'They', 'Daddy's Home', and 'Daddy's Home 2'.

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## Section 17. How to Hide or Delete Your History (continued)

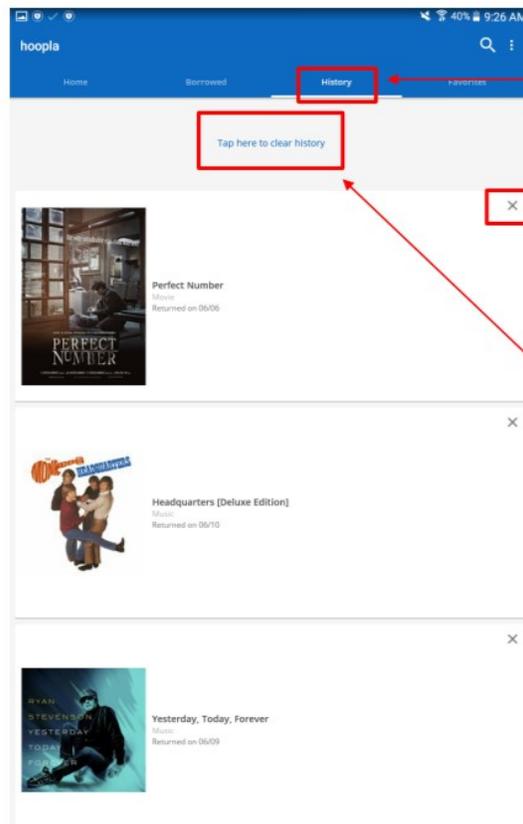
For Android Devices (continued)

### Step #2



Click here to hide your entire history

### Step #3



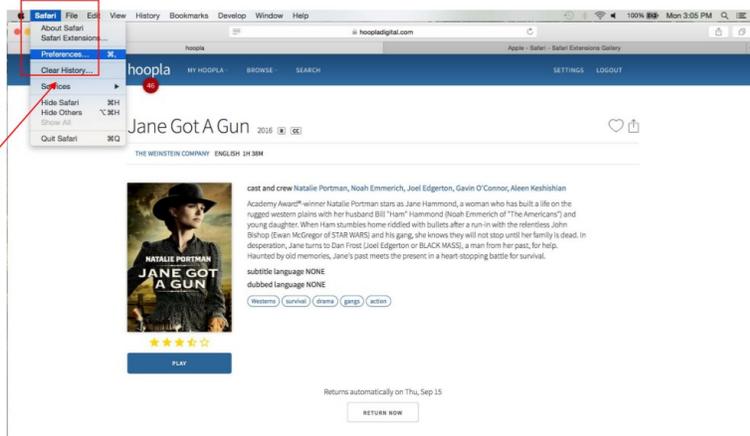
Tap on history to see all previously borrowed items

Tap on the "Tap here to clear history" text to remove all, or click the X to the right of each title you want to delete

# Section 18. How to Enable Silverlight When Using the Safari Browser

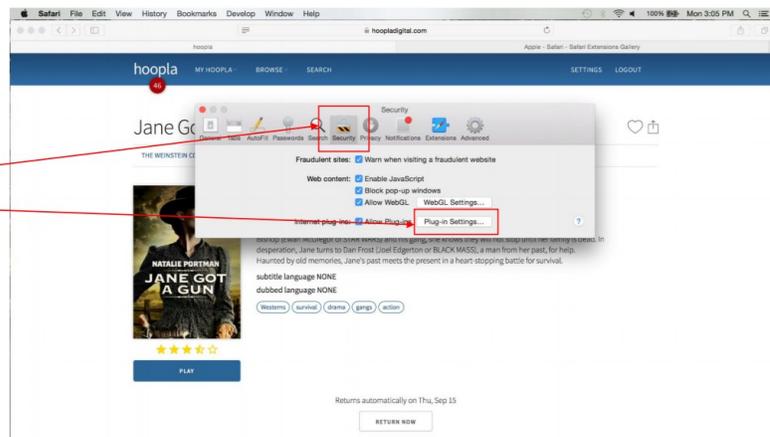
## STEP #1

Click "Safari" in the upper right, then click on "Preferences"



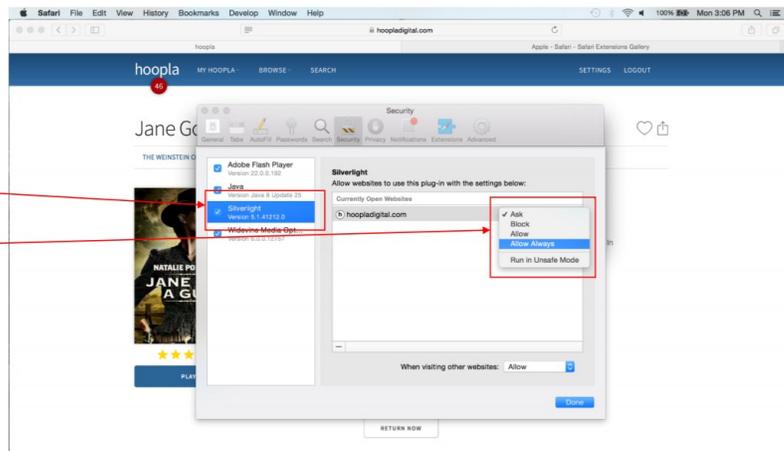
## STEP #2

First click "Security" at the top of the new window that opened, then click on "Plug-in Settings"



## STEP #3

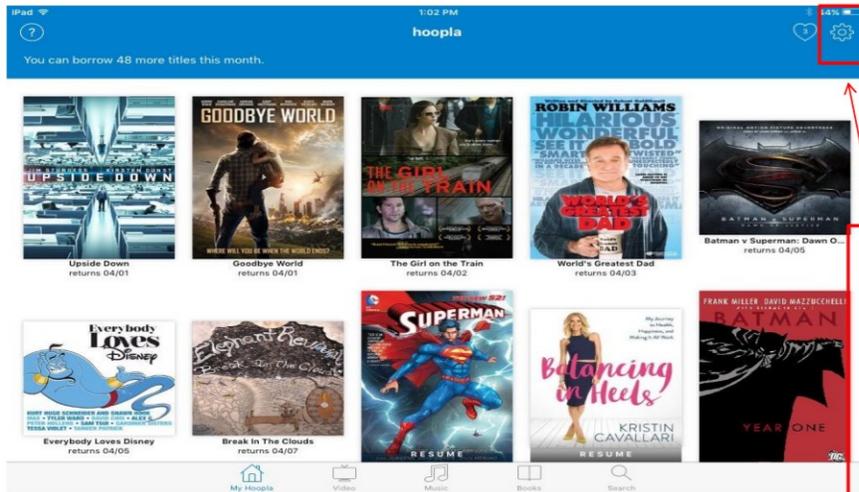
Click on Silverlight, then "Allow Always". This should correct your issue with videos not playing.



## Section 19. How to Activate Kids Mode

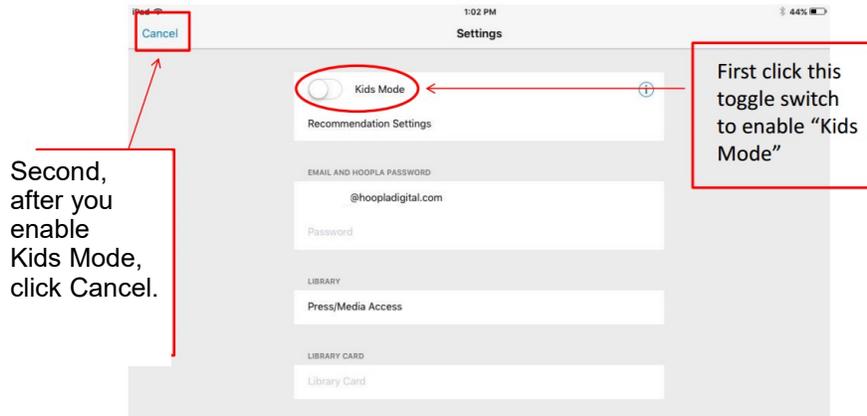
- For iOS devices

### STEP #1



Under My Hoopla, click the gear icon in the upper right to be taken to the settings menu.

### STEP #2

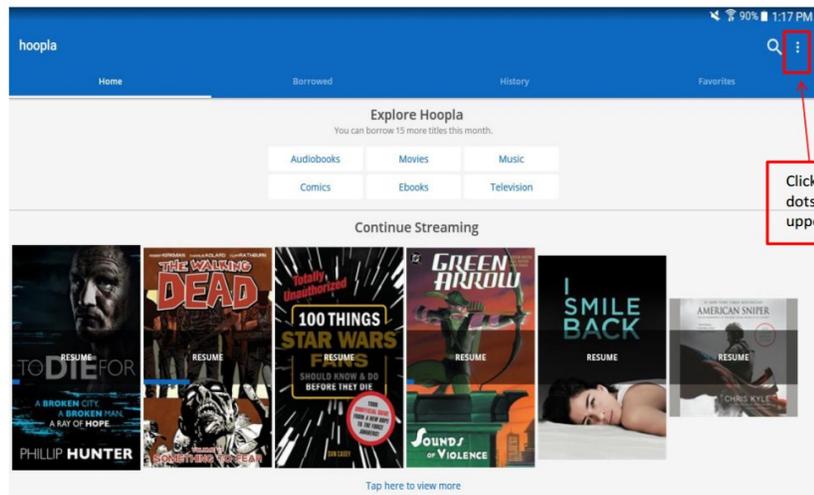


Second, after you enable Kids Mode, click Cancel.

First click this toggle switch to enable "Kids Mode"

- For Android devices

### STEP #1



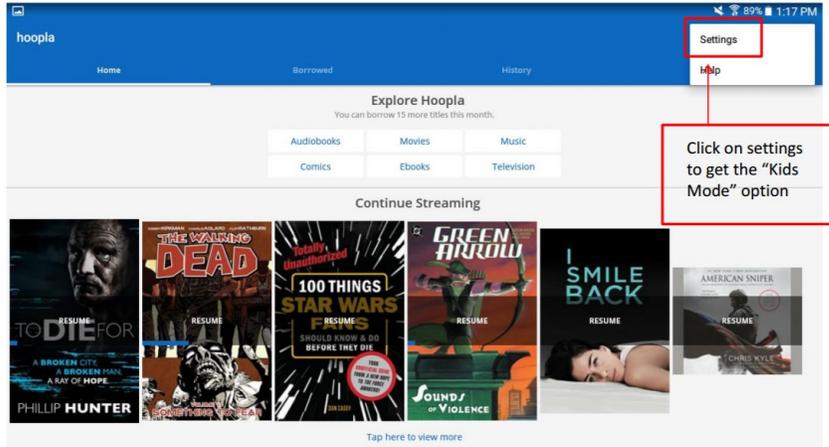
Click on the 3 dots in the upper right

(continued on next page)

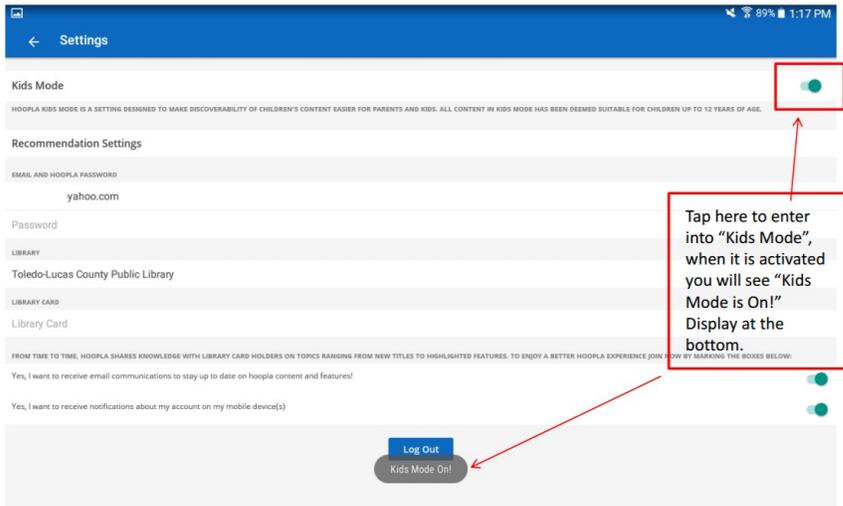
## Section 19. How to Activate Kids Mode (Continued)

For Android devices (continued)

### STEP #2



### STEP #3



### • For Your Web Browser on Your Computer

