hoopla

ROCHESTER PUBLIC LIBRARY

What you need before you begin:

- Active Rochester Public Library Card
- Library account password - set up on the Rochester Public Library Website (rpl.lib.nh.us)
  - If you need assistance setting this up, please call us at (603)332-1428 ext. 2 or email us at rpl.info@rochesternh.gov

Using the hoopla App on a phone or tablet

1. Search for the hoopla app through your device's app store and download it.

2. Open the app.

3. Tap "Sign Up".

4. Choose your library by searching for the Rochester Public Library by name or ZIP code. Make sure to choose Rochester, NH.

5. Enter the barcode located on the back of your library card

6. Enter your PIN (This refers to your Rochester Public Library account password)

7. Enter your email address and create a hoopla password of your choosing.

Using hoopla on a computer

1. Go to https://www.hoopladigital.com

2. Click "Get Started"

3. Choose your library by searching for the Rochester Public Library by name or Zip code. Make sure to choose Rochester, NH.

4. Enter your library card barcode located on the back of your card

5. Enter your pin (Use your Rochester Public Library account password)

6. Enter your email address and create a hoopla password of your choosing.

Need help?

Visit **https://www.hoopladigital.com/help**

OR

Call the Library at 603-332-1428

How to borrow an item

1. Tap the magnifying glass to search for a book/CD/Movie etc. OR browse the collection

2. Tap on the cover of the item you are interested in

4. Tap "Borrow"

5. If the item does not automatically download, tap download.

You are ready to begin reading, listening or watching!

hoopla FAQs

- **How many items can I borrow?**
  - You can borrow 5 items each month. Monthly checkouts reset on the first of the month.
- **If you got an error when enter your Library barcode or PIN (AKA- Library account password)**
  - Double check that you chose the correct library. Make sure it says Rochester, NH. Call the library and we can help you reset your PIN/Password.
- **Are you getting an error when trying to borrow an item?**
  - You might get this error if you have gotten a new library card, reset your library password, if your library account has expired or if you owe the library over $5. Give us a call we can help identify the problem.
- **Are there wait lists for items?**
  - Nope! Everything listed on hoopla is always available.
- **How long do I have the item for?**
  - You can borrow eBooks and audio books for 21 days, Music for 7 days and Movies/TV for 3 days.

Need help?

Visit **https://www.hoopladigital.com/help**

OR

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