



Getting Started with Libby and Hoopla

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Overview

We have a wide variety of services that offer the ability to download or stream your favorite content. Libby and Hoopla are two of the most popular services we offer at the Library so we will focus on these two platforms, but if you have question about other options, please reach out to digitalservices@balibrary.org.

Libby & OverDrive

Before we get into the mechanics of the service, I want to provide an update. OverDrive has chosen to re-brand their app to Libby. The company OverDrive will still be around, however, as it relates to Library services, Libby will be the app we recommend for reading e-books. The OverDrive app has been removed from all marketplaces so no new downloads of the app can take place, but if you already have OverDrive on your device, you may continue to use it until they stop supporting it. December 2022 is the current timeline the company has communicated to the Library as to when they will stop supporting the legacy app.

This transition should not affect most modern devices within the past 10 years, except for the Kindle Fire. Customers who use the Kindle Fire to read e-books will need to access Libby through a browser, or use the Kindle e-reader workflow.

Loan Rules

- Libby: e-books, audiobooks, and magazines
 - 21 days for e-books, audiobooks and magazines. Select Grab and Go titles are only available for 7 days.
 - 10 checkouts at one time (magazines do not count against your total)
 - Place up to 10 holds at a time
- Hoopla: audiobooks, movies, and television
 - 10 checkouts, per card, per month
 - Audiobooks checkout for 21 days.
 - TV & Movies checkout for 72 hours from the time they are borrowed.
 - Bingpass allows for unlimited views of *The Great Courses* or *Curiosity Stream*

Platform Highlights: Libby

- Manage multiple cards: Tap the 3 horizontal lines on the bottom, middle in the app. Press 1 card [or however many cards you have enabled]. Press Add Another Card. Enter the card number.
- Return Early
 - For non-Kindle devices, navigate to the icon on the bottom menu that looks like a book, which is your loans page
 - Tap > Manage Loan > Return Early
 - For Kindle customers, go login to Amazon.com > Go to your name in the upper right > Contents and Devices.
 - Find the title you'd like to return, click the three dots (ellipses) and choose return title.
- Suspend Hold: Tap your shelf icon and find the title you'd like to suspend. Tap 'holds,' then press manage hold, and suspend hold. You have a choice to suspend the hold anywhere from 1 – 180 days
- Renew: If it is within 3 days of the title being due and there are no holds, you have the option to renew the title. Go to your shelf and you will see 'Expiring soon. Renew?' Press renew and your title will extend for 21 days.
- Grab & Go: This is a smaller collection of our most popular titles. These titles check out for 7 days and are available on a first come, first served basis, without any holds.

Platform Highlights: Hoopla

- Always available! There are no holds, so if you see it, you can check it out.
- Bingepass: Only use one of your credits to view unlimited content from *The Great Courses* or *Curiosity Stream* for the following 7 days.
- Bonus borrows: these are titles that don't count against your monthly credits
- Watch content on popular streaming devices like Roku, Apple TV, Fire TV, and Google Chromecast

Processes

- Libby
 - Tablets/Phones
 - Download the app and sign up or sign in
 - Search for a title
 - Click Borrow and the title will automatically start to download.
 - Press Open Book, chose Libby and enjoy!
 - Kindle Fire: <https://help.libbyapp.com/en-us/6017.htm?Highlight=Kindle%20Fire>
 - Computer
 - Go to libbyapp.com/library/balibrary
 - Find a title you would like to borrow
 - Press borrow, Open Book, and choose Libby
 - Kindle E-Readers: <https://help.libbyapp.com/en-us/6017.htm?Highlight=Kindle>
 - Apple CarPlay: <https://help.libbyapp.com/en-us/6100.htm?Highlight=carplay>
 - Android Auto: <https://help.libbyapp.com/en-us/6094.htm?Highlight=android%20auto>
 -
- Hoopla
 - Tablets/Phones:
 - Download the app and sign up or sign in
 - Search for a title to listen to or watch
 - Press 'Download to your device' or 'Play.'
 - Kindle Fire:
 - Download the app and sign up or sign in
 - Search for a title to listen to or watch
 - Press 'Download to your device' or 'Play.'
 - Computer:
 - Use a computer to find a book or video on the Library's Hoopla website.
 - Click borrow, then click Play and stream from your computer.
 - Roku or Apple TV
 - Search for the app
 - Add channel
 - Sign-in
 - Confirm your account by going to the verification link and entering the code

In App Features: Libby

- Increase text size, including accessibility sizes
- Change background color for easier reading
- Change font, including OpenDyslexic
- Search within the book
- Add bookmarks

- Toggle between time remaining in book and chapter
- Define words
- Set playback speed
- Set 'sleep' timer
- Make comments

In App Features: Hoopla

- Adjust playback speed
- Set sleep timer
- Toggle time remaining in book or chapter
- Add bookmarks
- Picture in picture

Additional Resources

- Contact Digital Services
digitalservices@balibrary.org
847-382-1300 x2050
- Websites
 - <https://balibrary.org/downloads>
 - <https://help.libbyapp.com/>
 - <https://www.hoopladigital.com/help>