

Hoopla FAQs

What is Hoopla?

Hoopla is a free service offered by your public library that allows you to borrow eBooks, audiobooks, comics, movies, and TV on a web browser, phone, tablet, or TV.

Do I need a library card to use Hoopla?

Yes, you will need an Auburn library card to access Auburn's Hoopla collection. You do not need to be an Auburn resident to apply for an Auburn library card.

If you already have a card from another CW MARS member library, you may already have access to their Hoopla collection!

What is the difference between Libby and Hoopla? Can I use both?

Libby and Hoopla are separate services with separate catalogs and borrowing limits. Your library card gives you access to both services!

Are there any fees to use Hoopla?

No, Hoopla is a free service provided to library users by participating libraries.

What devices are compatible with Hoopla?

Amazon Devices We support all Amazon Fire tablets. We do not support the Kindle Paperwhite or any eReader devices like it. We currently support all 1st, 2nd and 3rd gen Fire TV devices. We do not currently support Fire TV Cube. We do not support Alexa.

Android We support most devices running Android 7.1 and above.

Apple TV The hoopla app is available on 4th and 5th gen devices, and we support AirPlay on 2nd, 3rd, 4th, and 5th gen devices.

Apple CarPlay/Android Auto Yes, we do support Apple CarPlay and Android Auto as long as your device and vehicle are supported.

Chromebooks/Chromecast Yes! We support most Chromebooks. We support casting to the 1st and 2nd generation Chromecasts, including Chromecast Ultra and Smart TVs with Chromecast built-in.

iOS Devices We support devices running iOS 15 or higher

Mac We currently support MacOS 11 and above. We currently support recent versions of Safari, Chrome, and Firefox.

Roku We offer a Roku channel for devices running 9.4 and higher.

TVs We currently support Samsung TV version 7.0 (2022) LG TV versions webOSTV 23-25 and webOSTV 5.0-7.0

Windows We currently support Windows 7, Windows 8.1, Windows 10 and Windows 11. Hoopla will not work with Windows mobile devices. We currently support recent versions of Microsoft Edge, recent versions of Google Chrome and Firefox.

Can I use Hoopla on multiple devices?

You can use Hoopla with any number of supported devices. However, you can only use your account on one device at a time. If you try to use your account on another device at the same time you will receive a multiple device warning. To prevent this error message, make sure Hoopla is closed on all of your devices before you try to use your borrowed content.

What are the borrowing limits for Hoopla?

The max number of Instant borrow per patron per month is 5.

The monthly borrow limit resets on the first day of the new month. Unused borrows will not roll over into the next month. Previously borrowed titles will remain until their lending period expires.

You can navigate to the "My Hoopla" section of the site or app to view your titles remaining for the current month.

The library also has a collective monthly budget cap. If this budget cap is reached, you may need to wait until the next month to borrow additional titles, even if you haven't used all of your checkouts for the month.

How long is borrowed content available?

Most Movies and TV episodes are available for 72 hours (3 days) from the time you borrow the title. Some publishers limit the borrow time to 48 hours (2 days).

Most Music albums are available for 7 days from the time you borrow the title.

Most Audiobooks, Comics, and eBooks are available for 21 days from the time you borrow the title.

BingePasses are available for 7 days from the time you borrow the title.

If your library allows renewals: The renew option will appear 24 hours before a title is due on the title details page. Keep in mind renewing a title will take a borrow from your monthly limit.

Can I renew a title?

Yes, the renew option will appear 24 hours before a title is due on the title details page. Keep in mind renewing a title will take a borrow from your monthly limit.

Can I return a title before the lending period expires?

You can return the title before the lending period has expired by clicking the return now button located at the bottom of the title on the title information page. Use this to manage your device storage and remove content you are finished with.

Please note that returning a title early does not give users additional borrows for that month.

Can I place a hold on a title?

No, there is no need to place holds in Hoopla! Titles are available instantly with no holds and no waiting, as long as you have not reached your monthly limit.

What are Bonus Borrows?

Available the last seven days of each calendar month, Bonus Borrows are titles available for you to enjoy without using your monthly Hoopla Instant borrows. Explore a broad range of content, new authors, and so much more.

You can access your BingePass title on the web or via your Android, Android Fire, or iOS device. Select BingePasses are accessible on Roku devices. BingePass is not available on set-top boxes (e.g., Samsung TV, Fire TV/Stick, or Apple TV).

What is a BingePass?

Unlock endless entertainment with BingePass! Enjoy seven days of on-demand streaming access to movies, digital magazines, crossword puzzles, podcasts for kids, lifelong learning courses, and more. Get digital access to individual platforms, collections, and entire TV seasons with SeasonPass, free with your library card.