

hoopla[®]

changes to borrowing



Hamilton-Wenham Public Library has set a monthly budget cap for our Hoopla account, which is divided into a collective daily borrow limit.

Patrons can borrow up to 4 items per month while budget is available, but once each daily limit is met, borrowing is not available to anyone until the next day.

“What? Why?”

Hoopla does not use a traditional library waitlist. It offers instant access with zero wait times. However, the library pays Hoopla a fee for every single item borrowed, and those fees vary depending on the type of item checked out. Also, usage has grown rapidly. This meant we were getting big and unpredictable Hoopla bills each month. Setting a monthly budget cap allows our library to continue offering Hoopla.

Individual patron borrows remain the current 4 checkouts per month, but once the library's overall daily cap is hit, no one is able to borrow anything until the next day. If you see a message that “The collective daily borrow limit set by your library has been reached and will reset at midnight,” this is why.

Tips For Successful Borrowing

- **BORROW EARLY**

The library's budget tracker resets at midnight every night. Consider timing your checkouts accordingly.

- **USE THE FAVORITES LIST**

Tap the Heart icon on any item you want and save it to your personal list. Then you can easily find and check it out when the daily budget resets.

- **LIBBY, FREEGAL, KANOPY**

Hoopla capped? Switch to our **Libby app** (or **Overdrive collection**, if you're on a computer) for downloadable eBooks and audiobooks, **Freegal** for streaming music, and **Kanopy** for streaming video content. These have different models from Hoopla and are all available through our library.

Ask Reference if you have questions about this or about additional resources at the **Boston Public Library** that are available online to Massachusetts residents.

Email info@hwlibrary.org or call 978-468-5577 x618.