

The Lincoln Public Library presents

# Digital Library for Seniors

## *TRAINING*

*Sponsored by:*

**Lincoln Hills Foundation**  
**Friends of the Lincoln Public Library**



*Check out eBooks, eAudiobooks, and Movies anytime, anywhere for free from your library*



## What is hoopla?

**hoopla** is a digital resource provided by your Library that allows you to borrow, instantly stream, and download eBooks, eAudiobooks, movies, music, and comics free-of-charge and with no waitlist! You will need a valid library card and an e-mail account to use **hoopla**.

## How to access hoopla?

To use **hoopla** on a computer, go to [www.hoopladigital.com](http://www.hoopladigital.com) and click “**Get Started Today**”.

To use **hoopla** on a mobile device (such as an e-reader, tablet or smartphone), locate the App Store on your device. In the App Store type “**Hoopla Digital**” into the search bar, accept the “terms of use”, and install it.

**hoopla** is available on ios 13+ (ipads, iphones), apple TV, apple car play, android 6.0+, android TV, chromecast, roku, firetv, fire tablet (NO paperwhite or similar type of e-reader), windows/mac, and chromebook. Go to [www.hoopladigital.com/help](http://www.hoopladigital.com/help) for specific device instructions.

## Sign Up for a hoopla Account

To sign up for a new **hoopla** account, tap on “**Sign Up**”. You will first need to “**Choose Your Library**” from the populated list, or search by zip code, and then click “**Next**”. You will then need to fill in your account details, including your email address, library card number, and password.

## Using hoopla

Use the **Search** bar to find titles or click **Browse** to browse through genres or categories. Tap on a title to see more information about it. Tap **Borrow** to view/read/listen to it now or tap the **heart icon** to add it to your **Favorites** list to borrow later. Once a title is borrowed, it is accessible by clicking on “**My hoopla**” on the website or in the app. You must remain logged in to view downloaded content.

## Borrowing Limits

Each cardholder can borrow **four (4) items per month**. Unused borrows will not roll over into the next month. Borrow limits reset on the 1st day of each month.

## Checkout Periods

- ⇒ Most eBooks, eAudiobooks, and comics are available for 21 days.
- ⇒ Most movie and TV episodes are available for 72 hours (3 days).
- ⇒ Most music album are available for 7 days.
- ⇒ hoopla's BingePass collection is available for 7 days (see description below)

You can return a title early, before the lending period has expired, by clicking the “**Return**” button located on the title information page. Use this to manage your device storage and remove content you are finished with. *Note: Returning a title early will not give a user additional borrows for that month.*

You can also “**Renew**” a title, so you can continue reading or listening without having to find the title to borrow or re-download. This option appears 24 hours before the title would return automatically. *Note: Renewing a title will use one of the remaining borrows for the month.*

## What is hoopla's BingePass?

With hoopla's BingePass, patrons can get **seven (7) days of unlimited use** of all titles in the BingePass collection for only **one (1) of their monthly Borrows**. The BingePass format opens the door to a lot of binge-worthy content that will educate, entertain, and allow patrons to pursue their varied interests. The BingePass collection is growing, and currently includes:

- **hoopla Magazines** – current issues of more than 50 popular magazines designed specifically for digital use, making them easy to read from a smartphone and offering a Listen feature with an audio track of each magazine article.
- **The Great Courses** – more than 300 popular courses, curated specifically for libraries, spanning topics like history, philosophy, science, math, travel and more; and including courses such as *The Black Death*, *National Geographic's Fundamentals of Photography*, *Understanding Investments*, and *Practicing Mindfulness*. The courses offer in-depth instruction from some of the world's greatest professors, and is ideal for lifelong learners.
- **Curiosity Stream** – includes countless high-quality and engaging documentaries and nonfiction series featuring the best of science, nature, travel, history, and more; including *Engineering the Future*, *History by the Numbers*, *Secrets of the Universe*, and *David Attenborough's Light on Earth*.

## Can I download titles to my computer?

Titles on the Windows and MacOS platforms are only available for streaming. If you wish to download a title, you can do so on any of **hoopla**'s three mobile apps (Android, iOS, Kindle).

## Reading eBooks

When you want to read a title, tap the blue “**Read**” button to open your ebook. Swipe left across the screen to turn pages and swipe right to turn pages backward. Tap on the **bookmark icon** to save your place. Tap the **magnifying glass icon** to locate a word or phrase in the book. Tap the **bulleted list icon** to view the table of contents. Tap on the **Aa icon** to customize the font type, text size, and brightness level to your preference. A progress bar at the bottom tracks your progress in both the chapter and the book. Tap and hold on any word in the text, and select from the pop-up menu to “**Look Up**”, “**Highlight**” or “**Search**” for that word.

## Listening to Audiobooks

When you want to listen to a title, tap the blue “**Play**” button. You can play, fast-forward, and rewind using the playback controls at the bottom. Tap on the **bookmark icon** to save your place. You can adjust the narration speed by tapping the “**1.00x/speed**” icon.

## Can I use hoopla on multiple devices?

You can use **hoopla** with any number of supported devices. However, you can only use your **hoopla** 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.

## I am going out of the country. Will hoopla still work?

Most of the content on **hoopla** has a WORLD playback license. This allows the content to be played anywhere in the world, based on IP address location. However, some content can only be played in the U.S. or in Canada due to certain legal restrictions, so it's possible that a user attempting to access that content may be denied due to their location.

## How do I activate Kids Mode?

**Kids Mode** is designed especially for kids (up to age 12). All of the content – movies, TV shows, music, audiobooks, eBooks, and comics – has been curated and brought together in this one family-friendly place. **Kids Mode** can be activated through your settings or by tapping the “**Kids Mode**” option on the home page. *Note: Logging out and back into your **hoopla** account switches **Kids Mode** off by default.*

## What do these Common Error Messages mean?

***“You have reached your monthly lending limit of XX titles. Please continue to browse and add to your favorites. See you next month.”***

**Meaning:** Your library limits the number of titles that a cardholder can borrow through **hoopla** each month. On the first day of the month, that number resets.

**Note:** Returning a title does not increase the borrow limit for the current month. The borrow limit is a cumulative total for the month, and not a total that can be borrowed at any given time. However, a borrowed title is available for its entire checkout period, regardless of when during the month it was borrowed.

***“The collective daily borrow limit set by your library has been reached and will reset at midnight. Please browse and add titles to favorites so you can easily access them after midnight.”***

**Meaning:** This message relates to your library’s “Daily Lending Budget Limit”. When a patron borrows a title through **hoopla**, their library is charged X amount for the title. Once the library lends enough titles to reach its daily spending limit, **hoopla** borrowing is turned off for the rest of the day for ALL library patrons. Try to borrow from **hoopla** as early in the morning as possible, as your library’s Daily Lending Budget Limit resets at midnight.

## Need additional support?

Go here for **hoopla** support and FAQs: [www.hoopladigital.com/help](http://www.hoopladigital.com/help)



## What is Libby?

Libby is a free app you can use to borrow eBooks, eAudiobooks, and digital magazines from your public library. You can stream titles with Wi-Fi or mobile data, or download them for offline use to read anytime, anywhere. All you need to get started is a library card.

## How to access Libby?

Install the Libby app from your device's app store – or visit [libbyapp.com](http://libbyapp.com) in your Chrome, Safari, Firefox, or Edge browser.

## Sign Up for a Libby Account

In the Libby app or website, follow the prompts to search for your library by name, City or zip code. We recommend typing in “95648” or “Lincoln Public Library”. Select the Lincoln Public Library, which is part of the **NorthNet Library System**, and enter your library card number. Tap “**Next**” to get to Libby’s main page.

## Borrowing Limits

Each cardholder may borrow up to **ten (10) Libby items per month**, and have up to **eight (8) outstanding holds**. Unused borrows will not roll over into the next month. Borrow limits reset on the 1st day of each month.

## Navigating the Libby app

In the footer there are 5 icons to help you navigate Libby. They are a **Magnifying Glass icon**; a **Library icon**; a **Menu icon**; a **Shelf icon**, and a **Clock icon**. See pictures of these icons and a short description of each below.

- Tap  to search for titles.
- Tap  to open the library collection you were most recently browsing.
- Tap  to see your loans, holds, and tags for all your libraries.
- Tap  to see your timeline.

In the  menu

- Tap **Manage Notifications** to change your notification settings. Once set up, in-app ("menu badge") notifications appear at the top of the menu.
- Tap a library (under "Your Libraries") to browse their collection.
- Tap **Cards +** (under "Your Libraries") to see your saved library cards.
- Tap **Add Library** to find another library.
- Tap **Get Some Help** to search for answers to your questions, find solutions to common problems, or suggest an idea.
- Tap **Settings** to customize your experience in Libby.

## How to Find Titles and Filter the Results?

**Browsing** – tap the **Library icon** in the footer to explore your library’s collection.

**Searching** – tap the **Magnifying Glass icon** in the footer to do basic author and title searches.

**Filtering** – use “**Preferences**” and “**Refine**” to filter your results

- You can tap “**Preferences**” to filter your search results for your choice of format, language, audience level, availability, etc. ***These preference selections will apply to all future browsing and search results until you change your preferences again.***

- To sort or filter a specific list or search results, use the “**Refine**” option. ***This will temporarily override your preferences.*** The most important “**Refine**” tool is “**Availability**”. Click this to change the results from “**Everything**” to “**Available Now.**”

## How to Borrow Titles?

- When you find a title, tap the book cover. This takes you to the title’s details page and a link to read or listen to a sample of the book.
- Tap “**Borrow**”.
- Choose your loan period by tapping the underlined loan period (select 7, 14 or 21 days). It will default to this loan period selection next time. If desired, select a new loan period. Now tap “**Borrow**” again.
- The title will start downloading automatically when you are connected to Wi-Fi, so you can read or listen to the book even when you’re offline. When the download is complete, tap “**Open Book.**”
- Borrowed titles will show up in the “**loans**” section under the **Shelf icon**.

## How to Place a Hold?

- You can place an item on hold if it is not available.
- Tap the book cover to open the details page.
- Tap “**Place Hold**”. Libby will tell you how long you may have to wait to borrow the title. If you find the wait time acceptable, tap “**Place Hold!**”
- Your holds will show up in “**holds**” section under the **Shelf icon**.

## How to Check Out a Hold?

When your hold becomes available, you will have ***three (3) days*** to act on it. Libby recommends setting up push notifications on your device. To manage push notifications, tap the **Menu icon**. Tap the “**Manage Notifications**” setting where you can select how you want to be notified. Once you’ve been notified that your hold is available, go to the **Shelf icon**, tap on “**holds**” to find your waiting item, and then tap “**Borrow.**”

## How to Suspend a Hold?

If you are notified that your hold is available but you are not ready to borrow it, you can suspend your hold and have it delivered later. Suspending a hold keeps you at the front of the wait list, but passes the current copy to the next person in line. To suspend a hold, go to the **Shelf icon**, tap “**holds**” and then tap “**Deliver Later**”. Use the slider to pick a “**deliver after**” date.

## How to Return a Title Early?

Your title will be returned automatically on its due date. If there is a waitlist for the title, you may want to return it early. Go to the **Shelf icon**, tap on **“loans”**, tap **“Manage Loan”** located next to the book cover, and then tap **“Return Early,”** and then **“Return.”**

## How to Renew a Title?

You *may* be able to renew a title within 3 days before its due date. Go to the **Shelf icon** and tap **“loans”**. From there, tap **“Manage Loan”** for the title that you want to renew, and then tap **“Renew Loan,”** and **“Renew.”**

There are a few reasons why you might be unable to renew a title:

- Someone else has the title on hold. In this case, you’ll see a **“Place Hold”** button (instead of **“Renew”**), which means you need to wait to borrow it again.
- It’s too early to renew the book. Libby will tell you how much longer you need to wait before you can renew it.
- The title may have expired or been manually removed from your library’s catalog.

## Reading eBooks

Libby makes it easy to customize how you read. When the book is open, press anywhere in the middle of the page and 3 icons will show up in the top right corner. Tap on the **“A” icon** to customize the appearance of your book, including text size, font type, book layout, and lighting. Tap on the **Magnifying Glass icon** to search within the book. Tap the **Bookmark icon** to bookmark a page. As you read, you can also tap and hold on any word, and select from the pop up menu to **“Define”**, **“Highlight”** or **“Search within Book”** for that word.

## Listening to eAudiobooks

Libby makes it simple to listen to eAudiobooks when, where, and how you want. You can “play”, “fast forward”, and “rewind” using the playback controls at the bottom. To change the playback speed in an eAudiobook, tap the **Speedometer icon**, then choose a preset or drag the **“Fine-tune”** slider to set a custom speed (0.6-3x). To set a sleep timer, tap the **Moon icon**, then choose a preset or drag the **“Fine-tune”** slider to set a timer for 5-120 minutes.

## Need additional support?

For help within the Libby app, tap the **Menu icon**. Under **“Help & Support”**, tap **“Get Some Help.”** From there you can type in a question, search a topic, or browse Libby’s Help site.



## What is Kanopy?

Kanopy is an on-demand streaming video platform for public libraries and universities that offers films and documentaries. Enjoy movies, documentaries, foreign films, classic cinema, independent films and educational videos that inspire, enrich and entertain, on your TV, mobile phones, tablets, and online. Kanopy does not charge you because your public library covers all associated costs, allowing you to watch for free, with no ads.

## How to Sign Up for a Kanopy Account

To get started with Kanopy, you'll need an email address and valid library card to set up a Kanopy account. Kanopy recommends doing this in a web browser, but you can also create your account in the Kanopy mobile app for [iOS](#) or [Android](#).

To create your Kanopy account:

1. From your web browser go to [www.kanopy.com](http://www.kanopy.com). Click the **Get Started** button.
2. On the next screen you'll see options to access Kanopy through a public library or a university. Select the **Find Your Library** button on the left. If the map and list of libraries on the next page doesn't show the Lincoln Public Library, type into the search box "Lincoln, CA" (city) or "95648" (zip code). Once you find the Lincoln Public Library, click on it and then tap **Select this Library**.
3. On the next page, enter your valid library card number and PIN or password (if required by your library). Then, select "Continue".
4. On the next page, enter your first and last name, email address, and a password you'd like to use. These do not need to match the information associated with your library card or library account.

## How Play Credits Work

Play credits are used to play videos on Kanopy. You receive **ten (10) play credits a month** from your library. Your play credits reset on the first day of each month (at midnight in your library's time zone), and unused play credits don't roll over to the next month. When you log into Kanopy, you'll see the play credit counter in the top-right

corner of the homepage. The counter displays your remaining play credits for the calendar month out of your total play credits for the month. A film uses a play credit once it has been playing for **five (5) seconds**. When you start a film, you can watch it as many times as you like over the next **48 or 72 hours** (*depending on the title*) without using another play credit.

## Play Credit Exceptions

The following titles don't use play credits in the standard way:

1. **Kanopy Kids:** You have **unlimited plays** for videos in the Kanopy Kids section.
2. **The Great Courses:** The Great Courses series don't use play credits, but the Lincoln Public Library sets a **limit of five (5) a month** on the number of series you can watch. The Great Courses are documentaries, many with multiple episodes to a series. To search for this category, use the Search bar and start typing in "The Great Courses". Under "Suggested Matches" select "The Great Courses". **Note:** *Kanopy doesn't show the number of Great Courses series that you've view over the month, but once you reached your monthly limit you won't be able to start a new Great Courses series until next month (but you can continue to watch any series you've already started).*

Some series, like series from A&E and The History Channel, require only one play credit to access an entire season. Other series require a play credit for each episode you watch.

## What is the "My Lists" Page?

The **My Lists** page is where you can find your **Continue Watching** list and **My Watchlist**. To access this page from a browser, tap **My Lists** near the top of the Kanopy website. In the Kanopy mobile app, tap **My Lists** from the bottom menu bar.

- **Continue Watching** shows titles you started but haven't finished. You can select a video to resume watching. If the viewing period for that title has ended, resuming the video will use an additional play credit.
- **My Watchlist** shows titles you've added to your watchlist. In a browser, you can remove a video from your watchlist by hovering your cursor over it and selecting "Remove from Watchlist". In the mobile app, you can remove a title from your watchlist by selecting the three vertical dots next to the video you want to remove, then selecting "Remove from Watchlist".

## Browse or Search for a Video

Once you're logged into Kanopy, you'll be taken to the Kanopy homepage. The films and collections displayed on the homepage vary by library and change over time. Below the banner at the top of the screen, you'll see "**shelves**" of film collections. Like the shelves at your library, these shelves contain films that share a subject or theme. To

browse a shelf, select the white arrow on the right. To load more shelves, scroll to the bottom of the page.

Select **Browse** at the top of the page to search within “**Featured**” categories (e.g., new additions, popular this month, Academy Award winners and nominees, etc.) or specific “**Genres**” (e.g., drama, comedy, world cinema, classic cinema, documentaries, TV series, action and adventure, thriller; short film, animation, etc.).

Select **Search** at the top of the page, to search by title or key word. To find **The Great Courses**, select “Search” and start typing in “The Great Courses”, and then under “Suggested Matches”, select “The Great Courses”.

When you hover over a film, you'll see that film's title card. From the title card, you can see more information about the film, add it to your watchlist, or select “See More” to go to the film's video page (where you can begin watching).

## Trailers on Kanopy

If a film has a trailer available, you'll see a “Trailer” button on its details page. Click this button to watch the trailer in an embedded video player. Trailers don't use play credits, so watch as many as you like!

## Adding Films to Your Watchlist

### From a browser

Hover your cursor over a title you'd like to add to your watchlist. When the title card appears, click “Add to My Watchlist”. You can also add a title to your watchlist from its title details page by selecting “Watchlist”. Select “Watchlist” again to remove the title from your watchlist. You can see your watchlist or remove titles from it on the **My Lists** page.

### From the Kanopy App

Select a title you'd like to add to your watchlist. Then, on the title details page, select “Watchlist”. You can tap “Watchlist” again to remove the title from your watchlist. You can also see your watchlist or remove titles from it on the **My Lists** page.

## How to tell how much time is left to watch a film

Once you start watching a film, you'll have **48 or 72 hours** (depending on the title) to watch it without using another play credit. In-progress films appear on your **Continue Watching** list, which is accessible from the **Continue Watching** shelf on the Kanopy homepage and from the **My Lists** page. At the top-right of each film on your **Continue Watching** list, you'll see the number of hours remaining until your play credit expires. If that area is blank (no time showing), or if it says “Expired”, your viewing time has expired, and watching that title will require an additional play credit. Also, if you hover over a film on your Continue Watching list, its title card will display how many hours (if any) you have left until the play credit expires.

## Displaying closed captions or subtitles

To enable closed captions or subtitles while watching a film, select the **CC** icon in the bottom-right corner of the video player. Slide the toggle next to “Captions” to turn them on. If multiple captioning tracks are available, you can select one below the toggle. Select “Captions Settings” to customize how captions appear in Kanopy.

## Kanopy Kids and Parental Controls

Kanopy Kids is a curated collection of movies and shows for kids. Your library offers **unlimited plays in Kanopy Kids** so kids are free to explore enriching, educational and entertaining films and TV series. When “Parental Controls” are enabled, your kid will only be able to view titles in Kanopy Kids. To set up “Parental Controls”, log in to your Kanopy account from a web or mobile browser. On the Kanopy homepage, click on your name in the top right-hand corner, select “My Account”, and then tap on “Parental Controls”. Enter a four-digit PIN and then tap “Turn On”. To exit Kanopy Kids, or to watch videos outside of Kanopy Kids, you will have to go back to “Parental Controls”, enter your PIN, and tap “Turn Off”.

## Kanopy TV Apps

Kanopy apps are available for these TV devices:

- [Amazon Fire TV](#)
- [Android TV](#)
- [Apple TV and Airplay](#)
- [Chromecast](#)
- [Roku](#)
- [Samsung TV](#)
- [Telstra TV](#)

You can also watch Kanopy on your TV by connecting your TV to your computer with an HDMI cable. Kanopy apps are also available on mobile devices.

**For Additional Support:** <https://help.kanopy.com/hc/en-us>