



QUESTION: I have a patron who has been using hoopla without issue for months. He has a Samsung Galaxy S9 Android and listens to audiobooks. He is downloading them to his device but they won't play.

ANSWER:

- Patrons currently get 6 titles (any format) a month
- Tell patrons to make sure to completely download the file before starting to play them.
- Sometimes patrons have issues with audio playback when the RAM gets low. The help guide suggests closing all apps and doing a soft reset on the phone (that is, turn it on/off)

TRY THIS:

A. CLOSE OUT ALL OTHER APPS OR PROGRAMS

Once you launch an application, it continues to run in the background when you go off to do other tasks.

WHY: RAM may be low and your device may be lagging!

iPhone

Click the home button twice quickly, then swipe up to clear each app or program that's open.

Android

Hold the home button until the menu comes up, all the applications will display in a list or grid. Highlight each one and swipe left or right to close each open app. To see what is running in general, go to the main menu. Locate the Settings > Apps. Touch the running tab to view active or running apps, choose an individual app and you can touch Stop or Force Stop.

B. SOFT RESET OR TURN PHONE OFF / ON

C. CLEAR CACHE

iPhone

Settings > General > iPhone Storage > Safari

This is a web browser. Tap Privacy then Clear Browsing Data.

Android

Go to the Settings menu, find Apps then locate the hoopla app. Tap on Storage and look for Clear Cache. Clear Data will delete any files you have saved within the app which might apply here.

D. UNINSTALL / REINSTALL APP

Hoopla doesn't have a cache clean up so the only way to purge the data and improve things may be to uninstall and reinstall the hoopla app

Message	Scenarios for Message	What Patrons See
Patron cannot authenticate due to an ILS authentication error.	Mainly caused by not entering a PIN number when it is required, or entering spaces in a library card, or entering an incorrect PIN number.	"Please re-enter your library card and PIN. For further assistance, please contact the library."
Patron cannot borrow. ILS system was unresponsive.	Caused by a brief interruption in communication with ILS. Could be poor or slow connection on a patron's device.	We are experiencing communication issues. Please contact a librarian for further information, or try again later.
Cannot lend. Title contains obvious profanity.	If your library chooses to not offer titles that contain obvious profanity.	We currently do not offer this title. Please contact a librarian to express your interest.
Daily budget cap exceeded. Patrons cannot borrow.	If the library has a monthly dollar cap in place, and the daily limit has been reached.	Our daily lending limit has been reached. Please continue to browse, add to favorites, and come back tomorrow
Patron attempted to borrow an already borrowed title.	If a patron is browsing hoopladigital.com before logging in and tries to borrow a title they already have borrowed.	This title is already borrowed. Press play to enjoy.
Patron cannot borrow. Borrow limit exceeded.	If a patron has reached their number of allotted titles, and is trying to borrow another title.	You have reached your monthly lending limit of X titles. Please continue to browse and add to your favorites. See you next month.
Patron cannot borrow. Disabled lending policy.	Your library does not offer a particular format, and a patron tries to borrow that format. Would only occur if a patron is not logged in.	We currently do not offer this format. Please contact a librarian to express your interest.
Patron cannot borrow. Max lends per period exceeded.	Patrons can borrow a single album twice in a 30 day period. This error occurs when a patron tries to borrow an album a third time. Only affects music.	Our music label-required monthly lending limit of 2 borrows within a 30-day period has been reached. Please continue to browse, and borrow another selection.
Patron cannot borrow. No license found.	If a patron is not logged in, and finds a title that is not available in their area.	This title is currently unavailable. Please continue to browse and borrow another title.
Patron cannot borrow. Patron policy violation.	If a patron fails any of your set criteria, such as fines, or a juvenile card, or a card range.	Sorry, but our lending policy does not allow you to register for hoopla. For further assistance, please contact the library.
Patron cannot borrow. Title exceeds maximum rating.	If a patron is not logged in, and tries to borrow a title that is above your library's global rating restriction.	We currently do not offer titles with this rating. Please contact a librarian to express your interest.
Cannot register. Patron policy validation.	If a patron fails any of your set criteria, such as fines, or a juvenile card, or a card range.	Sorry, but our lending policy does not allow you to register for hoopla. For further assistance, please contact the library.
Patron cannot register due to invalid email	Patron could be making a typo, or using an e-mail domain we are unfamiliar with. We can add their domain to a known list, however.	Please check the format of your email address. X is currently not supported.
Patron cannot register. Email address is already registered.	If a patron tries to register but already has a hoopla account with their e-mail	mufasa@apple.com has already been registered. Please log into your hoopla account.
Patron cannot register. Library card is already registered.	If a patron tries to register but already has a hoopla account with their library card.	Your library card has already been registered. Please log into your hoopla account, or contact the library.