

If you use **hoopla®** through Coventry Public Library, you'll experience some service changes beginning this month (February 2024).

- Starting this month, **we are reducing the number of Instant hoopla checkouts you can make each month from eight to six.**
- We are also implementing a **budget cap** on our Instant hoopla service, which means that once the library has spent its budgeted amount of money on hoopla instant checkouts per day, no more instant checkouts will be allowed for anyone until the next day begins.
- In addition, we have purchased Flex titles. Unlike Instant titles, Flex titles can only be borrowed by one user at a time. If a copy is out on loan, it won't be available until someone returns it. These popular titles are first-come, first-served and may be borrowed even if our instant borrow budget is maxed for the day. **You may borrow two Flex titles at a time.** Once you return one, you may borrow another one.

### **How does hoopla work?**

To fully understand the reason for the new limits, it's important to know how hoopla works. Libraries that offer hoopla agree to pay a fee for each Instant item that patrons check out. Prices vary among items, but generally, an Instant ebook checkout through hoopla costs the library about \$3. Instant Movies and music cost about \$1.50, and some Instant eAudiobooks cost as much as \$3.99. eAudiobooks tend to be the most expensive category as well as the most popular with patrons, so those costs can rise quickly.

Libraries may also purchase Flex titles. These titles are not simultaneous use - one patron at a time can borrow these. We've added these titles so that there is always something available if the budget cap has been reached.

Over the past year, we've averaged 12 new patrons using hoopla each month. The increasing popularity of hoopla has been driving up the library's cost since we began offering the service. In 2023, the library's cost for hoopla increased by 57%.

We're thrilled that patrons enjoy hoopla. At the same time, we must control the library's costs for a service whose overall expense is influenced by the cost of each checkout and increasing use by patrons.

Setting a daily cap on our hoopla service allows us to better control our budget. On any given day, once the library's cost hits that cap, patrons will be unable to check out any more Instant hoopla items until the next day.

Lowering the number of checkouts that individual patrons can make from hoopla will ensure that more patrons can use the service each month.

Even though patrons are now limited to six Instant hoopla checkouts per month and two Flex borrows at a time, many patrons don't reach that number of checkouts. So, we believe the new limits will give the library enough budgetary control without placing overly burdensome limits on patrons.

We hope this helps explain some of the reasons for the new limits on hoopla. Thank you for your support of Coventry Public Library, and if you have questions about the new hoopla limits, please email us at [askreference@coventrylibrary.org](mailto:askreference@coventrylibrary.org).