



## **Notice: Muncie Public Library Will Discontinue Hoopla**

MPL continually evaluates the content, usage, and cost of our online resources in order to be good stewards of our resources. After careful consideration, we have made the decision to discontinue our Hoopla subscription. Hoopla's service model bills MPL every time a customer downloads an item and the costs have become unsustainable.

**Hoopla will end on or about January 31, 2025.**

We understand that this may come as disappointing news to Hoopla users who have enjoyed accessing content through this platform. However, only around 5% of our active card holders are using the service at this time, compared to 15% who use Libby.

While we recognize the convenience and appeal of Hoopla's content selection, MPL remains committed to delivering high-quality digital resources to our community through platforms such as Libby, The Palace Project, Magzter, and others.

### **FAQs Regarding Hoopla's Cancellation**

**Do I have to cancel or delete my account?**

You do not need to cancel or delete your account. Access to Hoopla material will end on or about January 31, 2025.

**I recently borrowed material. Will I still have access to the material beyond the expected January 31 cut-off date?**

If you've checked out an item, you should still be able to access it until the end of your borrowing period. Once that ends, those titles will be returned.

**Sometimes I have to wait so long for my holds on Libby. Will wait times improve?**

It's important to remember that the library service model has always been one of collective sharing and taking turns borrowing. This sometimes means longer wait periods for very popular titles. MPL pays close attention to holds ratios on Libby and other platforms, so we will order additional copies for our customers if holds get too high. If you would like an item that is not in Libby or other resources, please fill out a materials request form.



**Please visit any MPL Information or Circulation Desk with any questions you may have or to get help downloading the Libby or The Palace Project app on your phone or other device. Thank you!**