

# Hagaman Memorial Library Frequently Asked Questions: Audio and E-Books

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- *I want to read the latest book by a particular author – do you have a copy in the catalog?*

While we have resumed ordering physical books and receiving inter-library loans, the library also offers a digital collection through subscription services Hoopla Digital, and Overdrive. Available through these platforms are many audiobooks, eBooks, and other items that perhaps are not available in physical format in our catalog.

Should you not want to use our digital library services, circulation staff will be happy to place a purchase request for your sought-after item and submit it to the appropriate member of the professional staff, who will then consider your requested item for purchase and addition to the library catalog – however, we still do not know how long of a wait you will have for this item.

- *How do I use Hoopla Digital and/or Overdrive?*

Hoopla Digital and Overdrive are both free digital library services that you can access with your library card. They are both available on Google Play and in the App Store, and can also be accessed on your desktop computer respectively at [HooplaDigital.com](http://HooplaDigital.com) and [Overdrive.com](http://Overdrive.com). You may take out **8 items per month** on Hoopla Digital and **5 items** on Overdrive for a pre-set period of time; content checked out on either platform will automatically be returned. On Overdrive, you may place **ten item holds at a time**; for more information about Overdrive, please continue reading to the next section.

- *What are the pros and cons of using Hoopla or Overdrive?*

Both services are free and offer a wide selection of digitized content that otherwise would not be able to be housed physically in the library. Hoopla and Overdrive are compatible with many different operating platforms, such as Android, Apple/iOS, Nook, and Kindle.

On Hoopla, you have access to other items such as graphic novels, movies, music, and television programs; Overdrive is limited to audiobooks and eBooks – however, Overdrive offers patrons the option to read a sample before they elect to check out the digital content, as well as options to find the physical item in other libraries. New and highly anticipated books, such as *Nick* by Michael Farris Smith, are available for digital as well as traditional checkout – although on Overdrive, only one patron at a time may check out the digital content offered. There is zero wait time on Hoopla; also, for patrons with young children and teens, there is an option within individual Hoopla settings to set searches to Kids Mode for age-appropriate content.

While the library does not keep circulation records in accordance with our professional and ethical standards of safeguarding patron privacy, these services will keep track and generate recommendations to you based on items you may digitally check out. This capability should be able to be dismantled in Settings, unless of course it is preferred. Library staff ourselves will not be able to look at the records kept by Hoopla, Overdrive or other library technology.

- *I don't like Hoopla or Overdrive: is this all there is?*

As of right now, this is correct for digital collections offerings: as of December 30, 2020, RBDigital – an audio/eBook service offered through the Connecticut State Library – is no longer available through either ResearchItCT or Simply E; RBDigital will again be available **only** through SimplyE beginning February 2021.