# SIP2 - Library to Patron Messaging

**SUBJECT:** IMPORTANT! Borrowing policy updates coming to hoopla app

**COPY:** Dear [*patron name*],

As part of our continued commitment to access, confidentiality, privacy, and service, we wanted to inform you of some upcoming changes to hoopla’s user authentication policies. As you may be aware, [*library name*] provides access to over 800,000 audiobooks, comics, eBooks, movies, music, and TV titles through the hoopla digital media streaming platform. **On December 10, 2019,** hoopla will be pushing out updates that will impact its electronic protocols and improve content access in accordance with [*library name*] patron borrowing policies. During this time some users may be impacted and **unable to borrow content** on their mobile, desktop, set-top, and digital assistant (Alexa, Google, etc.) devices.

Once the update goes live, if you believe you have been impacted and are no longer able to borrow content, **please review the attached help document—noting [*library name*] PIN requirements using the [*requirement, i.e. last four digits of the phone number listed on your account*]—or contact [*person/staff*] at [*contact information*]**.

We thank you for your continued patronage and support. At [*library name*] we are committed to providing you access to diverse content offerings that support your advancement in education and lifelong learning.

Warmest regards,

[*person/staff*]

[*library name*]