

# WHAT TO SAY WHEN A PATRON ASKS...

## Why their child's card won't work on Hoopla

- Due to new State Law, patrons under 18 are prohibited from checking out materials on Hoopla.
- A parent or guardian may check out a book on Hoopla using their library card, or they may come into the library to choose something else.
- If they would like to speak to a manager, refer them to your Branch Manager. If they are unavailable, refer them to MCLS Public Information and Marketing Specialist, Jill Swan at (601) 859-7733 ext. 108

## What the password is for MAGNOLIA

- Ask them, "Are you over the age of 18?"
  - if the answer is "yes", the password is magn1152
  - if the answer is "no", the password is magn0897