

The following comments were received by the Library during the month of March 2021. Where the customer requested a personal reply by phone or email, it was provided. Customer comments and responses are posted on the Library's website.

## RECEIVED BY E-MAIL

### **Comment:**

Hello. Recently, I've enjoyed the Swedish based DVD "Wallander" mystery/police series, written by Swede Henning Mankel. NOLS has 2 versions of this series, Swedish, with subtitles, and UK, in English. I didn't become aware of the two different series until I inadvertently checked out a couple of DVDS from each of the 2 series for the same weekend, thinking they were a continuation of the one I started with. After sorting this out, I then pursued watching the ones I'd missed in each series. My suggestion: On the description of each DVD listed in the catalog, please list whether it is the Swedish edition with subtitles, or the UK version in English. Staff helped me sort this out. For the most part, the two series cover different stories which Mankel wrote, which is nice, so there's more variety. I prefer the Swedish edition, as I think it portrays the Swedish characters more authentically. However, both series are good, even though an older series, dealing with relevant current themes. Thank you.

*Follow-up comment:* Thank you for contacting me by email about the "Wallander" DVD series, 2 versions now at the library. You said you'd add "Swedish" by the series made in Sweden, to differentiate between the 2 versions the library has in stock. Because it took me a while to figure out that there are actually 2 sets/versions, I'd hope you will consider adding a bit more to differentiate, so it's not frustrating to people. Perhaps in parenthesis after Sweden, add (:subtitles). And for the other version, add UK (Great Britain, whatever), and in parenthesis (in English). If they are listed by each version, and then in order by season/number that would even add more clarity. All in the spirit of eliminating frustration. :-) thanx

### **Response:**

The titles on each version are different ("Wallander" vs. "Henning Mankell's Wallander") although a search for "Wallander" will bring up both versions. Additionally each version already has separate entries for each season. Maybe I'm not understanding your question/comment about the "season/number" that you reference. If you reply directly to this email that would be helpful. Thanks again for your interest in the collection.

*Follow-up comment:* Generally, we use the enumeration that is present on the physical materials. The Swedish version has been republished (or published differently) and redistributed from the initial format we received. The first copy we received included episodes 1 – 3 with no other enumeration. Subsequent copies came in with just a number (like a season number) such as “2.” We decided to enter both season and episodes as all of the copies are not physically consistent. So you’ll see that the Swedish version also has season indications as well as episodes. Hopefully people who are looking for a specific episode or who otherwise want to watch in a particular order can find what they are looking for.

I have now updated the Kenneth Branagh version to reflect its “English”ness. It’s always a challenge to follow cataloging rules and try to get the most clarity for users who want to find titles such as these. In the interest of not making the title harder to find and still providing further specificity, here’s what the English version looks like this: “Wallander (English) : season 1”.