



Customer Comments

September 2023

The following comments were received by the Library during the months of September 2023. 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.

Comment:

I have been hearing about a media platform called Kanopy it is similar to hoopla and Libby but is for movies and tv shows. I would love to see this added to NOLS!

Response:

Thank you for your suggestion of Kanopy. The Library has reviewed Kanopy's services in previous years, but budget constraints have stopped NOLS from adding it in the past. Every year the Library reviews current offerings and resources based on patron input, budget information, and other planning decisions. We will keep your suggestion for future consideration.

It sounds like you're already familiar with other digital services NOLS offers such as hoopla and Libby. We understand Kanopy's collections are different than hoopla's, but hoopla is continually adding new [movies](#) and [TV shows](#) that can be streamed instantly and are worth checking out.

If you have any questions, please let me know.