

The following comments were received by the Library during the months of August 2024. 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:

Suggestion - Even with hearing aids, it is difficult for me to comprehend. When you purchase DVDs, if you have the option, please select media with Closed Caption. Thank you for helping hearing impaired.

Response:

Thank you for your interest in the NOLS collection. NOLS strives to make the collection as accessible as possible to a wide range of people's needs. A majority of the DVDs that are purchased are the only copy available – meaning there isn't an option of purchasing with or without closed captioning. It's what the vendor, distributor, and publisher offer. NOLS would certainly opt for Closed Caption if there was a purchasing decision point. Many of the DVDs in NOLS' collection come with the option of subtitles.

You can find titles with Closed Caption or subtitle options by choosing "Show Edition" when searching the catalog. There will be a small icon in the "Physical Description" part of the display that indicates it is Closed Caption. Unfortunately, this does not always appear and there might be more options that don't yet have this icon. Library Staff will look into a system-wide clean-up to help ensure this icon is present when applicable.

8) **Grantchester: season 9**

Series	Masterpiece theatre		
Pub. Date	2024		
Physical Desc	2 videodiscs (400 minutes) : sound, colour ; 12 cm		

DVD

Show Edition

Checked Out

2 copies, 5 people are on the wait list.

Where is it?

Place Hold

Published	2024: PBS	<div>Checked Out</div> <div>2 copies, 5 people are on the wait list.</div> <div>Where is it?</div>	More Info
Edition	Widescreen version.		Place Hold
Physical Description	2 videodiscs (400 minutes) : sound, colour ; 12 cm 		