



Customer Comments

March 2024

The following comments were received by the Library during the months of March 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:

I think you should make the check out time for DVD series for 4 discs or if the running time of a series is equal to 5 discs or more, the check out time should be 3 weeks. I feel that the check out system reminders is a little aggressive - people with special needs effected brains feel rights are being infringed on by the reminders and shorter check out times.

Response:

Thanks Thank you for sharing your concerns.

Currently, DVDs with one or two discs check out for one week. If no other patrons have holds on the item, the item will renew automatically for one additional week, up to two times.

DVDs with three discs or more check out for two weeks. If no other patrons have holds on the item, the item will renew automatically for two weeks, up to two times.

An almost overdue notice is automatically sent via email, text message, or phone 3 days before an item is due. Overdue notices are then sent when an item is 10 days overdue, 17 days overdue, and 30 days overdue.

Setting loan periods is definitely a balancing act – the Library wants patrons to have enough time to read, watch or listen to an item, while at the same time we want to ensure materials remain available for other patrons and that holds queues do not remain too high.

The Library's Collection Management Team will consider your suggestions when they meet later this spring. In the meantime, please know that if you need more time to finish an item, NOLS does not charge overdue fines, so you can keep items as long as you need without fines being charged.

If you have any questions or would like to discuss further, please let me know.