



Customer Comments

May/ June, 2017

The following comments were received by the Library during the month of May/June, 2017. 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: I get frustrated when I get Overdrive email and with new e-books offerings only to find out NOLS does not have them. I hope that some day that can change. Thank you

Response: We're glad you're enjoying the downloadable titles that NOLS offers through Overdrive. NOLS makes this subscription resource available to NOLS patrons through a statewide contract, which includes a number of libraries, and of course Overdrive also offers titles to individuals as a paid service. This means that there are many Overdrive titles to which NOLS patrons do not have access. Like any vendor, Overdrive has a marketing interest in spreading the good word about titles they'd like to sell, and uses their email newsletter for that purpose. But within the context of the titles available through NOLS' subscription, we can see how receiving the Overdrive upcoming titles marketing emails might be frustrating! You may not be aware that you can opt out of this Overdrive "newsletter". To do that, please sign in to your Overdrive account. To get to the opt-out check box choose "Account" from the general menu, select "Manage Account" and then "Subscriptions." It's likely that the newsletter also includes instructions for unsubscribing or managing your subscription, but I don't have a ready way to test that at this moment. Those are usually located in small type at the end of the email. If you need assistance with any of this, please let any library staff member know.

Alternatively, if you find the newsletter interesting you might want to continue receiving it, and suggest that some of your favorite new titles be added to the NOLS Overdrive collection. You can submit collection suggestions via the online Request It form, which is available at www.nols.org (click "Make a Request" at the bottom of the homepage). NOLS' selectors will then assess the suggestions for possible addition to the collection

Please let me know if we can provide any additional information.