

61702 Temporary Loss of Libby Service for Child and Teen Accounts

My request regards the temporary loss of Libby service for child and teen accounts.

I would like to know how many complaints you received, the time span of these complaints and was there specific content that was mentioned in the complaint that was deemed non-age suitable?

No such complaints were received.

When will the service be reinstated for child and teen access?

The Library Service is currently working with Overdrive (Libby developers) to identify a solution. It is not yet possible to provide a definitive date; however, the work is taking place as a priority.