

FAQ



Here are answers to some of the most **F**requently **A**s**Q**uestions we receive...

What are your public hours?

9:00am – 5:00pm, Monday – Friday OR by appointment

My materials are due and you are never there when I call. How can I communicate with you?

Please either leave a message on our voice mail or e-mail us. Someone will return your call as soon as possible. We apologize for the inconvenience, but due to budget cuts we are short-staffed.

What is the Library Services for the Deaf & Hard of Hearing (LSDHH)?

- Lending collection of books, media programs, and assistive devices – for adults and children
- Information & Referral Services
- Demonstration area of Assistive Devices beneficial for people with hearing loss
- Reference collection including both consumer and academic magazines and newsletters
 - Special Programming for people who are D/deaf, hard of hearing, and Deaf-Blind
 - In-Service Training for Librarians & Community Public Awareness Programming
 - Website: <http://www.tndeaflibrary.nashville.gov> [1] – also accessible from the NPL Home Page – click at the bottom of the page under “Outreach” then “Deaf & Hard of Hearing”

Who may borrow materials from LSDHH?

Nashville Residents

Any Nashville Public Library cardholder in good standing may borrow materials. "Holds" may be placed on any print or media item (DVDs, CD-ROMs and VHS) to be picked up at any NPL location. Equipment may ONLY be picked up and returned to the Library Services for the Deaf & Hard of Hearing.

Tennessee Residents living outside Nashville

Anyone living in the State of Tennessee may borrow materials, free of charge. We also “ship” materials via UPS directly to the patron and pay return shipping fees. Please see our “[Rules for Borrowing](#) [2].”



What if I live in a state bordering Tennessee, but work in Tennessee. May I still borrow materials from your library?

No, you must be a Tennessee resident because funding for the program comes from an appropriation by the Tennessee State Legislature and from the Nashville Public Library.

How long may I keep the materials I borrow?

ALL materials in the Library Services for the Deaf & Hard of Hearing collection have a 3-week loan period. We now have automatic renewals if no one has a "hold" placed on the item(s) you borrowed.

If the materials I borrowed were shipped to me via UPS, do you need to have them back at the library on the "Due Date"?

No, BUT YOU ARE RESPONSIBLE to contact us on or before the "Due Date" to inform us that you are ready to have the box picked up - no later than the "Due Date." (You will receive an email notification of the Due Date a few days before the items are actually due.)

Can I renew the materials I have borrowed?

Print and media items are automatically renewed for additional 3-week periods, if no one has placed a "hold" on the item(s). Digital items are NOT automatically renewed.

Do you charge overdue fines for late materials?

NO! We no longer charge overdue fines. However, if the items are more than 30 days late in being returned, you will be billed the full value of the items not returned.

How do I pay for lost or damaged items?

Please write a check **Payable To: Nashville Public Library** and place it inside a well marked envelope with your items when they are mailed back to us. Of course, you may also mail the fine to us. (Credit and Debit cards are not accepted.)

Source URL: <https://tndeaflibrary.nashville.gov/learn/help-center/faq>

Links:

[1] <http://www.tndeaflibrary.nashville.gov/>

[2] <https://tndeaflibrary.nashville.gov/sites/default/files/LSDHH%20Rules%20for%20Borrowing%202013.pdf>