



Customer Comments

August 2020

The following comments were received by the Library during the month of August 2020. 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: Could the library purchase projectors for people to check out in the gear section?

Response: The North Olympic Library System has a projector available for checkout at each of its four branches. Normally, the projectors can be reserved by contacting library staff, but they have been made unavailable for checkout while the Library is closed to the public and offering curbside service.

The projectors are usually reserved for specific occasions, such as a presentation or a family reunion. If the Library started loaning the projectors under the current conditions, guaranteeing they would be available when needed would be very difficult due the fact that all returned materials are currently being quarantined for at least four days and curbside service hours are limited.

When conditions improve, and the Library can successfully loan projectors again, I'll let you know. In the meantime, staff will work on improving what information about the projectors is available on the Library's website and making them more accessible in the future.

Comment: We love Hoopla and have enjoyed the 10 units during the COVID lockdown. When things return to normal that decreases and would love it if we could purchase Hoopla units, which would help the library and we could have as many as we like. Give it some thought.

Response: We're glad you're taking advantage of and enjoying the increased hoopla circulation limits. The circulation limits are set at a high level and affect all customers equally. There is not a way to granularly set some customers at a limit of 5 or 15 borrows per month, for example, without that becoming the new "rule" for everyone.

The purchasing of additional units is a great idea but unfortunately is not something currently available with hoopla's current subscription model. I will contact the company representatives and pass along your suggestion as an enhancement for future service.

Comment: Just moved to Sequim in February from Kent. I was a patron of KCLS (King County Library System). They offered their patrons, as many library systems do, free access to an online learning site called Lynda.com, via login/pw. Can you offer this, as well?

Response: NOLS offers free access to Lynda.com as well. You can access it at through the Online Resources menu on the NOLS website, or directly at www.nols.org/lynda.

If you don't have a NOLS library card yet, you can register online at www.nols.org/library-card and begin using any of NOLS' online resources immediately.

If you have any questions, please let me know.

Comment: Thanks for the grab bags! Please please find a way to allow limited use of the library once summer is over. It's going to be a long cold lonely winter to paraphrase the Beatles, and the only relief I can see is trips to our beloved library. Self check out only, limited numbers of patrons, maybe make appts to come in? Close bathrooms if need be, no reading on site, but please find a way to let us come in and find books. I simply cannot think of any more television.

Response: We're really looking forward to welcoming the community back inside the buildings. While the Library is closed to the public, library staff continue to prepare for your eventual return.

Unfortunately, at this time libraries across the state are only permitted to allow essential staff inside the buildings while in Phase 2 of the State's Safe Start Plan. Libraries are not allowed to open to the public until Clallam County is in Phase 3. As restrictions are lifted and new guidance issued, the Library will continue to update the community via news releases, social media posts, and alerts at www.nols.org.

In the meantime, we encourage you to keep requesting those Grab Bags!