



# Customer Comments

July 2020

The following comments were received by the Library during the month of July, 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:** Last week, I participated in the NOLS Books and Libations program. Each evening, I brewed a cup of tea and tuned in to Zoom with your lovely NOLS hostess/librarian and listened to a book review. What a great little offering during this time of social distancing. Having the tea locally sourced lent it a real "community" touch. I look forward to such programs in the future. Thank you and the Friends of the Library for making this program possible.

**Response:** I'm glad you enjoyed Book and Libations. Thanks for the positive feedback – I'll make sure to pass it on to the staff who organized the program and the Friends of the Library who sponsored it.

**Comment:** Now that curbside service is available, why aren't overdue items being requested to be returned? I have been waiting 2 months for an item and have a hold on that item. I have returned all of my previous items, it doesn't seem right for someone to hold onto something which has a request on it.

**Response:** I understand that waiting for an item for so long can be very frustrating and I apologize if the Library contributed to the delay.

When the Library began curbside service in late June, staff intentionally decided not to turn on automated overdue notices for at least one month. Due to the unprecedented nature of the situation the Library was dealing with – being closed to the public for months, an entirely new curbside model, and the need to quarantine returned material for 72 hours – easing back into things, including overdue notices, felt like the best way to make sure everything was handled properly and resumed smoothly. Having material returned gradually allowed staff and the new processes to be adjusted as needed, and for patrons to get accommodated to the new setup.

Automatic overdue notices will begin being sent again in August. Even before the pandemic, when automatic notices and bills were sent routinely, the Library could not always guarantee patrons would return materials on time, but we hope resuming overdue notices will encourage more long overdue items to be returned in a timely matter.