



Customer Comments

November-December 2020

The following comments were received by the Library during the months of November and December 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:

Our family (Mom and kids) enjoys scrolling through the list of new books and new DVDs. It would be very helpful if the children's books and DVDs were in a separate grouping so my child could easily access new titles that are appropriate to his age group (and the new adult books and DVDs sometimes have more adult images that I'd prefer him not having to scroll through). Thank you for your consideration of my request and I hope to see a separation of titles in the near future.

Response:

Thank you for the suggestion. I'm glad to hear you find the lists of the new materials useful. Unfortunately, the software used to create the lists have some limitations. All of the new material lists are automatically generated. Staff cannot edit the new material lists – the lists can only be enabled or disabled on the catalog homepage. Staff can create custom lists, such as the staff picks or themed lists you see at the top of the catalog page, but because these lists need to be created manually, it's not a practical option for new materials which are constantly added.

NOLS is very aware of these catalog browsing limitations and has plans to address them. To improve accessibility, usability and functionality, new catalog software has been budgeted for in 2021. At this time, an exact timeline is not available for when the transition to the new software will be made – a request for bids needs to be conducted first – but we're confident significant improvements will be made to the catalog browsing experience in 2021.

In the meantime, here is an alternative way to browse new children's material:

1. In the catalog search bar, enter an asterisk (*) and press enter. This search will display every item in the catalog.
2. Next, click on "More Search Options" and a window with several options will appear.
3. Under the Collections heading, select what library collections you would like to browse. Under "New Books", there are multiple selections for youth material.
4. After you have selected your preferred options, press "Set Search Options" and your search results will be refined for easier browsing.