



Customer Comments

October 2020

The following comments were received by the Library during the month of October 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:

I would just like to say THANK YOU ALL for keeping the library going! Especially when so many life changes have happened these past almost 7 months! I think the Book Match and Grab Bag ideas are BRILLIANT! You all are very appreciated!!!!

Response:

Thank you for the positive feedback! I'll make sure to share it with staff. It has definitely been an interesting and difficult year, so hearing about the Library's services being utilized and appreciated is always nice. Thank you!

Comment:

I'm trying to take my holds off. I no longer need the books. How do I take a book off hold? It's not easy.

Response:

To cancel a hold you have placed on a library item, you can call any NOLS branch (contact information is available at www.nols.org/contact), email ehelp@nols.org, or you can take the following steps from www.nols.org:

1. Click on "My Account" and enter your account information
2. Once you have accessed your account, click on the "Holds" option
3. Select the titles you would like to cancel
4. At the bottom of your holds list, select the "Cancel Selected" button

If you need further assistance, please let me know, or feel free to contact a staff member at any branch.