



Customer Comments

February 2021

The following comments were received by the Library during the month of February 2021. 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:

In the opening page of your website, you have categories of new arrivals. Would it be possible for you to separate the music CDs from the audiobook CDs? It would make browsing much easier.

Thank you for all you do for the community!!

Response:

Thank you for the suggestion. 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 later this year.

In the meantime, here is an alternative way to browse new CDs 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. You can select "New Compact Disc" or "New Talking Books."
4. After you have selected your preferred options, press "Set Search Options" and your search results will be refined for easier browsing.