



# Customer Comments

January 2021

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

2020 was one of the hardest years I experienced ever in my life and for many people too. During that time I grew more as a person and began exploring hobbies and new stuff I'm interested in. I personally never had used the library ever during high school and my elementary/middle school years for the longest time ever and I regret not making a library account sooner! Quarantine and being bored of the same old routine of watching youtube and playing videogames 24/7 made me explore new hobbies and interesting stuff to do during that time. I recently started to read books and listen to audiobooks through the library even though I used to only read books or listen to audiobooks for school assignments. I reignited my passion for language learning and I'm studying Spanish as of right now using online resources. I am even taking the action to get into photography and buying my first camera to learn off from. So much happened during 2020 and I consider that year a blessing and a curse. I just wish I knew more about the library earlier and how the free resources from it can benefit you as a person, help with your education, and help explore new hobbies. The free ebooks and audiobooks from this library helped me gain interest in reading and the useful online resources such as [drivingtests.org](http://drivingtests.org) and Lynda are very useful and that I will use those resources later on in the year. I would only suggest that there aren't that many foreign language study resources in the library as my favorite hobby is foreign language studies but it's amazing how many free resources there are in this library and that not a lot of people realize all the benefits and the resources libraries offer. Thank you so much NOLS!

### **Response:**

Thank you for sharing your inspirational story! You're a great example of why it's never too late to discover the library. I'm glad you've been able to discover a variety of the library's services, and hope you continue to discover and utilize more as the Library is able to restore more services in the near future.

If you have future requests for foreign language material, feel free to contact library staff directly, or suggest items using the online [Suggest It! Form](#).

**Comment:**

Could a drop box for fragile materials such as DVD's & CD's please be set up? I dropped off a couple of CD's in the regular box & put a rubber band around them in an effort to keep them intact in case a book fell on them. Apparently, the sorter didn't realize that they were multiple items & now, NOLS claims that one of the CD's is missing & wants me to pay for it.

**Response:**

I'm sorry to hear about your experience. You definitely are not responsible for parts that get separated or damaged in the book drop. If something similar happens again in the future, please contact customer service staff at [ehelp@nols.org](mailto:ehelp@nols.org) or 360-417-8500.

Due to facility constraints and how returns are handled, separate book drops for fragile materials are not possible at the Clallam Bay, Forks or Sequim Branches. Before the pandemic, the Port Angeles Main Library had three separate return bins, one of which was for fragile media items like CDs and DVDs. When the Library was required to begin quarantining returned material last year, materials were combined due to space and process constraints. Since conditions continue to evolve, I'm happy to report that separate return bins for CDs and DVDs, books, and children's material will be reintroduced shortly.

**Comment:**

In making an overdue telephone notice, can you consider the time your staff have a chance to disinfect the material because of the pandemic? It really unnerving, to receive such of messages, wherein we know we have returned the item. Thank you very much.

**Response:**

The Library did adjust its automatic notification system due to the requirement to quarantine returned material for 24 hours. Overdue notices are currently being sent three days later than they were before the pandemic. Here's the current automatic notice timeline:

- 3 days before due date – Almost overdue notice
- 3 days after due date – First overdue notice sent
- 10 days after due date – Second overdue notice sent
- 17 days after due date – Third overdue notice sent
- 30 days after due date – Patron charged for item and bill sent via mail

Unfortunately, due to the fact that the notices are automated and we don't know exactly when someone has placed an item in a book return, many patrons are receiving notices for items already returned. For example, a book could be placed in a return at 12:30pm, but if the first

overdue notice was set to be sent at 1:00pm, an overdue notice is still going to be sent because the book will not be handled or checked in until the next day.

We have tried to reduce some of the understandable concern and confusion by mentioning the processing delay in the automated notices and signage at the book drops. We're also hopeful we'll be able to begin processing returned material quicker in the not so distant future.

In the meantime, if you have any concerns about materials checked out to your account, please feel free to contact library staff directly at [ehelp@nols.org](mailto:ehelp@nols.org) or 360-417-8500.