



# Customer Comments

## June-July 2022

The following comments were received by the Library during the months of June and July 2022. 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:***

When placing holds in the new catalog it would be helpful to be able to select dates for the holds to be pulled, the way it is now the holds could all be pulled on the same day which creates too big of a backlog for me to read in the check out time period.

#### ***Response:***

We agree! A request to address this issue has been submitted to our catalog software vendor.

#### ***Comment:***

I was wondering if the library would consider offering the online resource Skillshare in the future? I have been utilizing the LinkedIn resource & am very appreciative of what it has to offer in terms of resume & business building lessons, although would be extremely interested in a platform that focuses on more creative lessons. Thank you already for all the amazing resources & events the library system already provides! It is very much appreciated!

#### ***Response:***

Thanks for the feedback. It's great to hear LinkedIn Learning is being utilized. Your recommendation of Skillshare was shared with the Library's Online Resources Team and considered for 2023. While there are many great resources available, price and how well they can integrate with the Library's systems remain key considerations. Many of the Library's current online resources, including LinkedIn Learning, have been made available through partnerships with other libraries, including the Washington State Library. If Skillshare or a similar resource is able to work with multiple organizations at this scale, it would likely get priority consideration.

**Comment:**

After holding my library card since 2005, I find today that my card expired today. I logged on to renew and found that your system is behind the times, and I'm not able to renew my Library card. I listen to books daily, and they always help me go to sleep at night, and at 82 years old, that is so necessary for me. I'm disappointed with your service; why should a library card have an expiration date? Get with the times and allow your patrons to renew their cards online the same as we are able to borrow audible books.

**Response:**

I'm sorry to hear the unexpected expiration of your library card impacted your use of the Library.

Library cards at the North Olympic Library System (NOLS) are set to expire after three years to ensure cardholders are still active and live in the Library's service area. For patrons who regularly use the library, it's common for them not to know that their card has expired because when staff encounter an expired card, they simply verify the patron's contact information and quickly update the expiration date without any disruption to the patron's access.

During the beginning of the pandemic, when there was limited access to the library, expiration dates were extended and the warning notices about expiration dates were temporarily suspended. Your comment is a useful reminder that the Library needs to enable automatic notices again – notices that are sent 30 days before a library card expires. NOLS will also review its library card policies and procedures and consider allowing library cards to be renewed online. Improving accessibility and ease of use is always a priority.

In the meantime, please know if you experience similar issues accessing your library account, you can always contact library staff by phone for more immediate service.

Again, I apologize for the inconvenience. If I can assist you with anything else or if you have any questions, please let me know.