



Customer Comments

March 2022

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

I am reaching out in regards to having a Free Mobile App that supports both iOS and Google Play for NOLS. Currently, many other library systems such as Timberland and Pierce County Library System as well Tacoma Public Library, as well as others have Mobile Apps and by having a Mobile App that a Patron can download for FREE this would have some additional features which would be awesome such as Access the Library Catalog, Access Library Account (Place holds and renew checkouts, Create a digital library card for convenience to use at Self Check Kiosks or When Checking out materials, Finding Materials including Research Materials, Scan an ISBN to find the book at the library and Locate a Nearby Library Location and more.

Also, I was curious about Printing at NOLS what needs to happen to upgrade the Print Management System to Papercut MF or Pharos Print Center. I have noticed some library systems have used it and like it. PaperCut is widely used and maybe a good solution to track printing and similar to Pharos Print Center which Timberland Regional Library uses which is a Great Investment and worth checking into.

Any thoughts on having this at NOLS? Would this be a great benefit to the patrons in the community?

Response:

Thanks for the thoughtful suggestions! An app for the Library and a new print management system have both been on NOLS' radar for some time and we hope to launch both in 2022.

NOLS will be updating its catalog software in May 2022. After we are able to ensure that transition has gone smoothly and running well, an app will be made available that works with the new catalog software and has many of the features you mention.

Due to a number of critical staffing changes in our IT Department and then a necessary shift in focus during the pandemic, the Library's print management system has not been updated yet,

but new software has been budgeted for in 2022. Research and planning has begun on updating the Library's print management system to a more user-friendly system that allows patrons to print directly from their own devices.