



# Customer Comments

## May 2022

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

Please tell me what "Overdrive" and "Hoopla" categories are about (in the new catalog).

#### **Response:**

OverDrive and Hoopla are both services the Library subscribes to in order to provide digital content to patrons, including eBooks, eAudiobooks, digital magazines and streaming music, movies and TV shows. Both services have been available to North Olympic Library System patrons for the past decade, but the content had to be accessed through separate websites or mobile apps. With the Library's latest catalog upgrade, OverDrive and Hoopla content can be accessed directly from the library catalog.

You can learn more about OverDrive, Hoopla and other online resources at [www.nols.org/online-resources](http://www.nols.org/online-resources). The "Getting Started" links provide a lot of useful information. Please note that OverDrive's app is called Libby, and because a large group of Washington State libraries share access to OverDrive materials, our OverDrive catalog is called the Washington Anytime Library. It can be confusing at first, but all you need to remember is that OverDrive, Libby, and Washington Anytime Library are all interchangeable.

If you have further questions, please let me know.

#### **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 will be 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 considerations.