



Customer Comments

December 2025

The following comments were received by the Library during the month of December 2025. 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.

Comment:

I was wondering how the books are chosen for your Book Discussion Groups.

Response:

The North Olympic Library System (NOLS) has a Book Discussion Group Team that makes the selections for all of the [book groups that NOLS organizes](#). The team is made up of three staff members who facilitate the NOLS book group meetings, and a Librarian who manages the NOLS collection. Each fall, the Book Discussion Group Team meets to select 10-12 new book kits to purchase and which titles each group will read the following year. The NOLS [Collection Management Policy](#) is used as an overall guide.

For deciding Book Discussion Group titles, the team first takes into consideration [book kits that NOLS currently owns](#). If a Book Discussion Group hasn't been assigned one of the existing book kit titles in the last five years, the title may be considered for the upcoming year. The team also looks at singular titles that have circulated well at NOLS and asks for title suggestions from the Librarians who select new material for the Library's collection. With a goal of selecting a variety of genres and a balance fiction and nonfiction titles, the team then uses this additional criteria to help narrow its list:

- Is it available in paperback and in stock from the Library's vendors?
- Is it less than or close to 400 pages?
- Does it have high potential for community interest both for NOLS Book Discussion Groups and for private community book clubs?
- Does it align with other Library programming?

During the first few months of the year, the team will use existing book kits for each book group while newly ordered book kits are ordered and assembled.

If you have further questions, please let me know.

Comment:

I love the Request an Item Not in the Collection feature. Is it possible to extend it a bit further to update the requester that a title will or will not be added? Currently, if a request is accepted, the title will randomly show up in the Holds section of an account once purchased. It would be great to know when the decision is made on the NOLS side, so we can make alternative plans to track down a title if NOLS cannot obtain it.

Response:

Thank you for the suggestion. NOLS has started to research and test new online tools for patrons to easily track and get notified about the new titles and interlibrary loan items they request. We hope to improve this service later in 2026. Until then, you can always contact library staff at ehelp@nols.org or 360-417-8500 to check on the status of your requests.