



Customer Comments

March 2025

The following comments were received by the Library during the months of March of 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 would love a sf/f/h speculative fiction book discussion group! I would be happy to volunteer in an organizational role if that helps.

Response:

Thank you for sharing your ideas for possible genres for NOLS' Book Discussion Groups. NOLS currently offers three monthly [Book Discussion Groups](#) that provide a wide range of fiction and nonfiction titles that are designed to get the community talking and thinking more deeply about books while expanding interests in genres or topics that individuals might not choose on their own. I will share your request for more science fiction, fantasy, and horror titles with the staff that select the Book Discussion Group titles. We also provide a wide selection of [Book Kits for Adults](#) that can be checked out from the Library for patrons to host their own book group. Each book kit contains several copies of the same book.

Comment:

Hello! I have been checking out libraries nearby and also near loved ones to gather a resource list and found a program our library doesn't seem to offer that I'd love to see added! <https://freegalmusic.com/> is offered through several other libraries in Washington state but ours is not listed. With so many people now looking to shift away from subscription services I would love to see this program added to NOLS if possible. It's possible we have something similar that I didn't see as our current resource offerings are quite extensive (Kudos and thank you!) but if not maybe this program can help fill a gap. Thank you for everything y'all do!

Response:

Thanks for the suggestion. NOLS doesn't currently subscribe to Freegal Music, but I'll share this suggestion with the Library's Electronic Resources Team which reviews options and makes recommendations. Most of these streaming services have a significant cost, so changes aren't usually made until the beginning of the year, so the Library can budget for them properly.

NOLS does currently subscribe to Hoopla, which provides a music streaming service, in addition to audiobooks, movies and TV shows. You can learn more about it at www.nols.org/online-resources.

If you have further questions, please let me know.

Comment:

I can't thank you enough for offering our community free access to "The New York Times" online. Purchasing a subscription has been way out of my budget, but now I can go online, any time I like, and read to my heart's content.

I've discovered I can also use my access anyplace I might run across an article online from "The Times": on Facebook, on a cooking website with a NYT Cooking recipe, doing a Google search that brings up NYT's video clips focusing on a current disaster.

I look forward to using my access to tune into the NYT's live blogs for election results, the Oscars or Golden Globe Awards, or sport's events, like a soccer match or the French Olympics coming up.

Very, very gratefully yours,