



## Customer Comments

### November 2025

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

There were several audiobooks available on Hoopla last year. They are no longer available. Can I get access to them again?

**Response:**

Thank you for your interest in NOLS' collections. NOLS currently accesses 2 different vendors for downloadable or streaming eAudiobooks: hoopla and Libby (Overdrive). Hoopla works more as a subscription service, meaning NOLS does not have input on titles that are added or removed from their offerings.

NOLS participates in Libby as part of a wider Washington state consortium for digital content. Libraries in the consortium select and purchase titles for Libby. NOLS' Librarians make purchases based on our Collection Management Policy guidelines. If you are looking for specific titles that are not available on hoopla you can suggest a purchase via Libby using [this form](#).

Thanks again and enjoy your day.

**Comment:**

I would like to express my desire to once again see a cart of books discarded by the library come to the lobby. I have enjoyed many books I found there and looked forward to discovering new ones. Many friends miss this service too!

*(No response requested)*