



Customer Comments

March 2015

The following comments were received by the Library during the month of March 2015. 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.

Sequim

Comment: We need to eliminate word spelling in Library. Right now if you leave out one letter, or don't have exactly the title of a book your computer can't find it? Very frustrating for such a great Library system.

Response: We agree that this is very frustrating. Unfortunately the automated catalog system that NOLS uses imposes some limitations. We're aware of the issues, and are advocating for enhancements that would correct this issue. . A "Did you mean...?" feature that will suggest only items in the NOLS catalog is likely in a not-too-future upgrade. Hopefully this will reduce some of these frustrations.

Comment: Our Library means so much to us; the community we have with it and our personal relationships with all of the most helpful staff. There is always a sense of helpfulness, friendliness, caring and excitement. Please expand our Sequim Library.

Response: We're glad you're enjoying the, cramped but friendly, Sequim Branch. Stay tuned for opportunities to provide input to a conceptual design for an expanded branch later this year.

Comment: You are all awesome! Love the Adult reading programs and art and community events.

Response: Thanks for your comments.

Clallam Bay

Comment: So many local authors are using print-on demand. Please have a class on getting POD books into libraries!

Response: The North Olympic Peninsula does indeed have some talented writers. Unfortunately, there are some selection challenges associated with adding print-on-demand titles to the library collection, in that such titles do not always meet NOLS established selection criteria. NOLS is, however, currently exploring an idea that could make locally authored titles available on a read-and-return basis. That is, the books could be borrowed and returned on the honor system but they would not be added to the library catalog. We'll be working out the details in the coming months. Stay tuned and be on the lookout for a local author shelf at your branch. We'll also look into the idea of offering a workshop on POD.