

The following comments were received by the Library during the months of June and July, 2016. 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.

## **Port Angeles**

**Comment:** Cleaning the CDs and DVDs will make them last longer. Often the CDs and DVDs are dirty or damaged and won't play or play poorly. If library staff cleans them, customers are less apt to clean them using damaging methods such as rubbing the discs on their jeans or on other rough surfaces. (I've seen this done to library discs.) Cleaning discs using disc cleaning products will prolong their usability and avoid the disappointment of discs that don't work or don't work well. Thank you for your time!!

**Response:** Thanks for expressing your concerns about CDs and DVDs. We agree it is frustrating to check out a disc that will not play correctly and are trying to find a workable strategy that will allow more discs to be cleaned without a huge pull on our limited resources. Currently NOLS has an amazing volunteer that does a majority of the cleaning and resurfacing of discs. It can be a long process. Lately we have been more proactive in the assessment of discs that may need cleaning as time allows.

**Comment: (received by email)** I came to the library today because I heard that it had wifi & internet access. I badly needed to get some work done, which requires a fast and stable internet connection.

I ended up using all of my time trying to find a way around the totalitarian firewall that is apparently in place. My work requires connecting via VPN to protect from unauthorized access to our systems. You'd think that this would be something a library with a public wifi network would want to support.

But no. It appears that the network is locked down as strongly as China's Great Firewall. It blocks access all the VPN providers I could reach (as well as my own).

Very very disappointed. The library system should offer the ability to make secure connections to the internet instead of requiring open connections that anyone else on the wifi network can sniff (& steal information via).

**Response:** I'm sorry to hear that you had a frustrating experience at the library the other day. In the future, if you are having difficulty using any library service, whether it be the public Wi-Fi or a database, please don't hesitate to ask library staff for assistance. NOLS strongly supports the free flow of information, but the Library's public Wi-Fi network must be locked down for security reasons and to prevent illegal activity. NOLS IT has opened

the network ports that are necessary to allow internet access, email, ftp and known VPNs, however, there are 65,535 ports that can be used by a diversity of software, and it is not feasible for the Library to try to anticipate every possible option that a library user may desire. If a blocked port is preventing a legitimate use of the Library's public network, as happened in your case, NOLS IT can generally unblock that port when the connection issues are brought to our attention. If you have further questions about this process, please let me know.

**Comment:** The July Art Blastapalooza was fabulous – THANK YOU!! I'm looking forward to the next one (:

**Response:** It was the work of many to create the multifaceted event – but we had a lot of fun doing it, and even more fun watching the festive, all ages crowd enjoying themselves. We're glad you had a good time.

### **Sequim**

**Comment: (received by email)** I am emailing to let you know that the three staff members at your library were extremely helpful this afternoon. We were looking for a restaurant for dinner this evening and they (Mary and two others) directed us to Dockside at the John Wayne Marina. Mary gave us a city map which provided us with directions. Then she looked up the address and phone number on the internet so we could call to make a reservation. We had a terrific dinner at Dockside--the staff was amazing and the view of the marina was very relaxing after a day of hiking in the Olympic National Park.

When we travel to unfamiliar cities, I know that I can always count on the staff at the city libraries to provide us with great advise.

Thank you.

**Response:** So glad you were happy with the service you received – at the library and the Dockside (: I'll pass your thanks on to the staff at the Sequim Library. Thanks for taking the time to write.

### **Received by e-mail**

**Comment:** Hi, I just wanted to let you know that I HATE the new renewal system. Can I opt out of it? I prefer to manage things myself. Every time I check to plan my next library visit, the dates change!!!! Also, did you realize that people will be keeping things longer as a result of this? I had some stuff due on 6/14 a Tuesday, and on sat the 11th the system renewed them!!!!!!!!!!!! Isn't that a bit too early? Also, I keep being bothered my those inane messages that come on my computer. I am perfectly capable of being responsible for myself. This new system is in my face!!!! PLEASE take me off this system- it's a nightmare! Who asked for this anyway? I can think of other things that would be more worthwhile as a system enhancement than this.

**Response:** Thank you for sharing your concern about NOLS' new automatic renewal feature. The feature was implemented in an effort to improve customer service by reducing overdue fines on items that could legitimately have been renewed – avoiding a fine – if the patron had only remembered to do the renewal. This courtesy service reduces unnecessary economic impact for many patrons. For example, a busy parent might suddenly discover that the dozen children's books they borrowed, and thought had been returned, are still at home. The books are now eight days overdue and one has been requested by another patron. Prior to the automatic renewal service, the parent would have been charged \$19.20 (\$0.20 per day, per book). Under the new system, 11 of those books would have been automatically renewed, preventing unnecessary overdue fines, and leaving only a \$1.60 fine for the one book another patron was waiting for.

Borrowing policies, such as checkout durations, renewal eligibility of items, grace periods, and assessment of overdue charges, have *not* changed. Patrons are still held responsible for overdue material. Overdue fines are still charged when an unreturned item cannot be renewed because another patron has a hold on the item or the item has already been renewed twice. Patrons are also charged replacement and processing fees when items are never returned or are returned damaged. Although automatic renewal notifications are sent a few days ahead of the original or renewal due date, the automatic renewal does not extend or reduce the 21 day checkout period (with 2 21 day renewals allowed, provided there are no holds) defined by NOLS policy. The timing of the renewal notification email allows the notice to serve as a timely reminder about those items that cannot be renewed, and must therefore be returned, sufficiently in advance of the due date, in order to allow the patron to get those items returned before fines begin accruing.

NOLS has received a lot of very positive feedback about the automatic renewal feature since it was implemented, but we do understand that enhancements that are a real help for some may be unnecessary or a bother for others. Unfortunately, at this time the computer system NOLS uses does not allow individual patrons to completely opt out of the automatic renewal feature. While we can't turn off the automatic renewals for individual patrons, we can turn off the email notifications. The items out screen in the patron's library account will always show the current due date for all items, and the current renewal eligibility status of each item. Many patrons prefer to simply consult their account rather than receive email notifications, and to manage their own returns as they desire. This might be a good option for you. Staff will be happy to assist you in making this change to your notification options if you wish.

Again, thank you for your feedback. We will continue to monitor the automatic renewal feature over the next several months for positive and negative effects, and adjustments may be made. If you have further questions, please let me know.