



Customer Comments

October/November, 2017

The following comments were received by the Library during the month of October and November, 2017. 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: May I suggest the idea of what King County Library System does of providing 75 free pages a week. I'm told the actuality works out to 2 pages each as most don't use it as the have different interests. So the cost per 75 pages is about 7 cents with your bulk buys.

Response: Thank you for your suggestion. KCLS' policy regarding free printing is indeed a generous one. NOLS' policies regarding computer use and fees and charges are periodically reviewed and updated by the Board of Trustees, and free copies have certainly been considered during previous policy reviews. To date the Board has continued to endorse the current policy of charging 10¢ per copy fee for printing and copying, as being most appropriate to NOLS' public service objectives and available revenues.

Comment: Suggestion - The current exhibit at the library featuring predominantly one artist is, I feel, a misuse of the libraries community art space. Considering that the walls are booked for many months into the future, how was this permitted?

Response: Thanks for your interest in NOLS' Art in the Library project. In the seven years since the inception of this project NOLS has been pleased to be able to provide a venue for hundreds of local artists who have chosen to share their creative talents with the community by exhibiting in the library. Similar to booking practices of professional galleries, NOLS endeavors to provide a wide array of different types of work and styles of exhibits, including multi-artist shows, special themed shows, open call shows, and solo shows. We believe this variety is one of the strengths of the program. Solo shows are the norm for the Sequim Branch, which has limited exhibit space available. They are somewhat less common at the larger Port Angeles Main Library, primarily because many artists lack a sufficient body of work to fill all the exhibit spaces available. The two artists currently exhibiting at the Port Angeles Main Library happen to work in larger 2D and 3D formats, and thus it was feasible, and deemed interesting, to book a two artist show for the winter Art in the Library exhibit. Due to the popularity of the Art in the Library program, it is generally necessary for artists to book several shows out. Most of the Library's exhibiting artists seem to feel this unique opportunity is well worth the wait - and not out of the ordinary in the context of booking schedules for galleries and other art exhibit spaces. You can learn more about Art in the Library selection criteria and booking procedures at www.nols.org/art-in-library/.

Sequim

Comment: First of all, my wife and I had the pleasure of attending the KUINKA concert / art opening at PA on 10/27. Wow! Great energy and entertainment. Whoever landed this excellent band deserves a pat on the back. Talk about keeping our libraries relevant!

We live in Sequim and use the branch there for a variety of tasks and/ or enlightenment. And occasionally we make the short drive to the PA Branch for concerts, author presentations, or simply to get a book in your fine facility.

You know, I have never been disappointed by a NOLS event. In fact they have always far exceeded my expectation. I should add here that I have always been impressed by the friendly professionalism of the NOLS staff. Thanks for your efforts.

Response: Kuinka is really a fun group! And it's so fun for NOLS to be able to offer this kind of lively, relevant programming right in the heart of the library!

I'm glad you also enjoy the equally fine, if more spatially challenged, programs and events available at the Sequim Branch. If you aren't already planning to join the discussion about possible expansion of the Sequim Branch, which would make it easier for NOLS to bring big-crowd events of this type to the Sequim Branch, I hope you'll consider attending one of the upcoming interactive design events. The first event is scheduled for next Monday, November 6 from 4-6pm. You can find more information at www.nols.org/conceptual-design-open-house/. Thanks so much for your kind words - I'll pass them on to the creative and hardworking staff that made the Kuinka show happen.

Received by e-mail

Comment: Suggestion - You allow me to establish a username so that I don't have to remember the whole card number when I log in. Then, you require me to go find the card and type the whole number when I make a suggestion. If I'm already logged in, why can't you let me make a suggestion without finding and typing the library card number. Seems to defeat the purpose of allowing me to establish a user name.

Response: User names are certainly a convenience. NOLS is glad to be able to offer that option as a quicker and easier way for library customers to log in to *Polaris*, the software system that manages the library collection and allows customers to access their library account. The *Suggest It* form, which provides a simple way for library users to suggest titles for acquisition, is also a customer convenience. The *Suggest It* form, however, resides on the Library's webpage, www.nols.org, which does not interface directly with the *Polaris* system, and therefore does not recognize the *Polaris* assigned username. While it might be theoretically possible to link these two interfaces, doing so would introduce unnecessary vulnerabilities into the security of these two highly secure computerized systems. These two customer conveniences also differ in that the *Suggest It* form initiates a manual process rather than an automated feature. In this manual process, Librarians utilize the information provided in the *Suggest It* form to research the request, make a decision about ordering the title, determine where to acquire the item, order the item, and, if ordered, ultimately to place a hold on the item for the customer who suggested its purchase. If the item will not be purchased, the *Suggest It* form is used by a separate set of staff, who follow a similar multi-step process to procure the item for the patron through inter-library loan. In either event, the *Suggest It* form contains the information needed for staff to complete this complex manual process, and ensure that the item is made available to the appropriate customer.