



## Customer Comments

October 2018

The following comments were received by the Library during October 2018. 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.

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

**Comment:** Hello, It seems the library here is sadly short on female adventure novels. I have been requesting most through interlibrary loan. It would be more efficient if there was a separate request button for borrowing versus suggesting the library buy a book. Also it would be good to get notice that the library has actually requested the item. Last time it was a surprise, I wasn't aware my request had been approved/processed. Thank You.

### **Response:**

Thank you for your questions and suggestions. I'll try to answer each of your points.

If you could give me a few examples of what you mean by "female adventure novels" I can try to help you find similar items in the collection and make additional suggestions for the collection. You might be interested in [BookMatch](#), a service where library staff make suggestions for you based on what book you've enjoyed before, or what type of reading experience you're looking for.

Most libraries, including NOLS, integrate the purchase suggestion and ILL request into one form, because it's best if staff review all these requests. Fortunately, NOLS staff regularly and frequently review incoming suggestions, so this extra step does not add substantially to any wait times while still allowing content selectors to keep an eye on what materials are of interest to patrons.

In cases where an ILL has been requested from an outside library, the title should appear on your holds list once NOLS has received confirmation that the item has been shipped. Unfortunately, there are so many steps to the ILL process—and so many patrons requesting new ILLs all the time—that there isn't enough staff time to update patron records about in-process ILLs. Generally, when requesting an ILL from an outside library, NOLS will send the request to up to five libraries. The first library has up to four days to respond before the request is automatically forwarded to the second library, and so on. It's not unheard-of to have to send the request to more than five libraries.

Once a library agrees to lend a copy to NOLS, the item must be brought in, sometimes from a branch, compact storage, or elsewhere, before being sent to NOLS. Because an item could become lost or damaged at any point in the process, increasing the wait time as the request process is started again, it would be frustrating for NOLS patrons to be caught in this yes-no back-and-forth.

When NOLS receives confirmation that a requested item has been shipped, that is when the title will appear on your account. You can log in and check your holds through [the catalog](#) by clicking on “My Account” and then, on the drop-down menu, “Log In / Register.” After logging in with your library card number and password, you can choose “Holds” under the right-side menu. Incoming ILLs will appear with the title as “ILL-[title].” If you check your holds regularly, you should notice when new items appear. This is also how you would first notice if a suggestion had been purchased for you. Then, when the item is received and processed, you are automatically alerted that an item is on hold for you.

Library staff handle more than 100 ILL requests each month, submitting new requests, processing incoming, and returning outgoing titles—as well as loaning NOLS books to libraries requesting from our collection—so staff try to keep the process as streamlined as possible, which does include not alerting patrons until an item has safely been received.

Thank you for these suggestions about how NOLS could improve library services and collections. Please let us know if you have other ideas about how NOLS could serve you better.