



Customer Comments

March, April, May, 2019

The following comments were received by the Library during the months of March, April, May, 2019. 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:

I want to thank you for the fantastic presentation at the library yesterday on Permaculture. It was informative, entertaining, inspiring and encouraging. I would love to see more events like this in the near future.

Personally, I have a budding (yet great) interest in foraging for wild edibles in my own yard, as well as how to best store them for maximum nutrient preservation. Would you consider bringing in a speaker during this year's active growing season about this topic?

Response: Thanks for getting in touch! I'm glad to hear that you enjoyed the permaculture presentation at the library. I appreciate the suggestion for a wild edibles presentation and will keep in mind as we're planning future programs. This spring/summer's programs are already planned, but I'll add it to the list of ones to consider for next year. If you hear of a good speaker on the topic, please feel free to pass along the name.

Received by e-mail

Comment: Suggestion - It happens to me very frequently at this library that a series I am reading is missing books. It also happens to other people I know and I recently heard someone complaining about it at the Sequim Branch with children's series. I don't know how the library staff gets alerted when parts of a series go missing, or as I'm told "withdrawn for damage" which seems to happen an awful lot and they are not being re-ordered which is the upsetting part. Sometimes they show up as inter-library loans which makes me mad, what about the person after me who is reading the series?! Many people don't know to use the form on the website and so you never even hear about their troubles. I hope the whole process is looked at thoroughly and re-evaluated to make sure that series, classic and popular books are re-ordered when needed and not when something like 7 people finally place holds on them (as I was also told once). Libraries are here to serve the community, this one does a great job but there are some things that could be improved like this. Thank you.

Response: Thanks for your interest in NOLS' collection. Library materials are continuously being assessed by staff to ensure they are in good shape. Sometimes materials are discarded because they cannot be repaired. Staff responsible for collection areas assess the needs of the collection when considering whether or not to reorder.

If you notice that part of the series you are interested in is not available, please feel free to submit a request. Any staff member will be able to assist people who are unfamiliar or uncomfortable with the online request form. We share your frustration that so many materials go out of print quickly and are unavailable for purchase. If you notice that your requests for missing series titles are filled via InterLibrary Loan (ILL) that probably indicates that the title was not available through regular library vendors and ILL was the only viable option. Materials may or may not be re-ordered based on other criteria found in the Collection Management Policy, available [here](#). We do not, however, have a request quota threshold - materials don't need a certain number of requests before they are considered for re-order.

Let me know if we can provide any additional information.

Comment: Suggestion - I am interested in an addition to your NOLS gear. Disc Golf is a physical activity that can be played FOR FREE every day at Lincoln Park. It is played like golf but uses frisbee-like discs. It is an all-ages activity that gets people outside and active on their own time. There is no check-in or start time. People can come and go as they please. Our local club would love to guide the building of a pack or two to check out as certain discs make new players more successful than other discs. Each kit would include a laminated scorecard, expo marker, map, and 4 discs. This might all be included in a small bag to carry on the course.

Response: Thank you for your suggestion. What a neat idea! When making a decision about adding items to the NOLS Gear collection, there are a lot of factors we need to consider. Some of these include storage space at each location, availability at each location, cost, maintenance, etc.. We will add your suggestion to the list of ideas for future consideration.

Comment: I would like to suggest that the library be open earlier like 9 am and stay open later on weekends there's not much to do in this town and especially for kids and the library is a fabulous place to go and my kids and I enjoy going there all the time. But I know myself and other families who are always looking for some place to go to just hang out and read or the kids like the play area or the games there and there's nowhere to go in the evenings on the weekends it would be very helpful and safe place for all youth and some young adults as well to go thanks

Response: We are happy to hear that you and your family enjoying visiting the library. We truly wish the library could be open during all the hours that our community would like to be able to enjoy access! Unfortunately the Library budget will not, at this time, support adding *additional* open hours, so any changes that might add open hours to library schedules would need to be balanced by being closed at other times that the library is now open. The current branch schedules were very carefully determined, based on public input and a certain amount of experimentation. They are designed to provide the most opportunity for access, for people of all ages, and to include as many evening and weekend hours as possible with current funding.

Comment: Here are a few ideas that have occurred to me since I moved here:

- a) let users see the status of their requests (ILL & acquisitions)
- b) sponsor a 'fix-it' group for minor household appliances. I suggest Once or twice a month

c) sponsor computer classes; perhaps Goodwill might cooperate, they have lots of training in larger locations, and much of their revenue is directed to job training. how about here? Word, Excell, Outlook, Photoshop.

Response:

Thanks for sharing your ideas. Here's some responses:

a) Users can see the status of their item requests – once the item has been ordered or ILLed. There are a series of manual steps that must occur prior to that point, in which various different staff are decision-making about whether to purchase or ILL the requested item. Since this is not an automated process, unfortunately it is not feasible to reflect the status of the request until the point of ordering is reached, and a hold is placed for the requesting customer.

b) We love the fix-it group idea, and have discussed it as a library program proposal several times in the past. It's a fairly complicated undertaking, however, particularly as an ongoing program. Perhaps it will become a reality at some point in the future.

c) The library does periodically offer computer courses, although at this point in time people do seem to be more inclined to undertake self-directed learning in this area. NOLS also provides access to a wide array of online learning, including training in use of computer programs, Microsoft Certification exams, and one-on-one "Tech-knowlogy" assistance. If you are not already familiar with the Library's tech training offerings check out the listings on the library webpage under [Online Resources](#).

Comment:

I wish to convey my displeasure regarding your renewal policy. For the second time in recent months I checked out a lengthy novel, long enough that the check-out time expired before I could finish the book. Each time when I checked in to renew the books I have been told I was not allowed to do so because someone else was waiting for their turn at the book.

I understand being on waiting lists. I have waited my turn many times. But I am completely willing to wait until a person finishes a book before returning it for the next reader in line. I believe it is completely reasonable to allow at least one renewal period to allow a reader to finish his or her read. It is frustrating to have to return a story before reaching its conclusion. Mind you, I am not condoning keeping a book for unusually long periods of time, but rather a reasonable time frame which in virtually every case would be accommodated by just one renewal.

The librarian I spoke with today told me that she would be happy to put my name back on the waiting list so I could finish the book at a later date. That is completely unacceptable. It could be many weeks, many months before my name rose to the top of the list again, totally destroying the reading experience.

For many years I have sung the praises of our NOLS. Today, however, I am disappointed.

Response: Thank you for taking the time to share your comments. I'm sorry to hear you're disappointed with your experience at NOLS.

NOLS' collection is incredibly popular! Many of the library's popular titles are in almost constant use. The Library serves a wide variety of users, so it can be difficult to strike a perfect balance when considering the length of loan periods and renewals. The current three-week loan period, and the ability to renew an item twice as long another patron is not waiting for the item, is pretty standard for public libraries. Other libraries in the region, such as Jefferson County, Port Townsend, and Pierce County have the exact same loan period and renewal limitations.

Items cannot be renewed when another patron has a hold on the item, or the item has already been renewed twice. Allowing a renewal regardless of the holds queue could result in very long wait times. For example, if someone was fourth on the list for a title, it could mean up to a 6-month wait time. Unfortunately, the library budget for new materials is not infinite, so there is a limit on our ability to mitigate long waits by purchasing more copies of currently popular materials. Balanced decision making must be exercised in all these decisions.

We recognize the three week loan period isn't ideal for everyone. Some patrons would appreciate having more time, and some patrons would prefer shorter loan periods in order to shorten the holds queue (this is actually the suggestion we receive more frequently). Nevertheless, we have received lots of positive feedback about NOLS' loan periods and other circulation policies. Loan periods, renewal eligibility of items, grace periods, and assessment of overdue charge, appear to strike the right balance for most of NOLS customers at this time.

If you have further questions or comments, please let me know.