



Customer Comments

March / April, 2017

The following comments were received by the Library during the months of March and April, 2017. Where the customer requested a personal reply by phone or email, it was provided. Customer comments and responses are also posted on the Library's website.

Port Angeles

Comment: I brought in a book that my dog had chewed the corner on. The lady at the desk said it had to be handled by someone else. I received a bill in the mail for \$33.99. \$28.99 for a new book and \$5.00 processing fee. I think that this was excessive. The damage was just one small corner and definitely still readable.

Response: Thank you for taking the time to share your concerns regarding fines and fees at NOLS. In order to provide a reasonable level of protection for library materials, and thereby insure the library is a good steward of these public resources, NOLS imposes certain penalties for overdue, lost, or damaged library materials. The replacement charge for lost or damaged items is based on the actual cost to replace that item while the processing fee covers expenses associated with updating the database of holdings, physical processing, and other required handling of replacement items. At the discretion of the Branch Manager, patrons may be allowed the option of clearing charges for a lost or damaged item by providing a new replacement, and paying just the processing fee. Patrons are sometimes able to find new items at discounted prices, thus saving a few dollars on the replacement cost.

While a chewed corner on a book does not generally make a book unreadable, damage of this type does adversely impact the appearance of the library collection as a whole, resulting in a negative public perception of the materials available for borrowing. Consider for example, the difference between using a pencil in your own home that had chew marks from your own pet on it, as opposed to being offered a pencil with chew marks on it at a place of business. Both pencils work just fine, but the second scenario is less appealing and may influence your perception of the standards of professionalism and courtesy held by the business. The same is true of the library collection. A tidy collection supports customer satisfaction, and encourages repeat use of the many terrific library resources available, for free, to the public.

Comment: Mental Floss subscription has expired

Response: Thank you for your interest in NOLS' magazine collection. Unfortunately, Mental Floss magazine has suspended its publication. (We were sad to see it go, too. It was a staff favorite.)

Comment: Thank you for providing space for AARP Tax Help.

Response: You are most welcome. NOLS is happy continue facilitating access to this very valuable community service through our long-term partnership with AARP Tax Help.

Comment: IDEA: How about a Big Screen TV to share special events (like the Olympics in Rio, etc.) with library patrons? They do this in the public library in Victoria, BC and it helps to create a community spirit.

Response: The Port Angeles Main Library does have a big screen TV in the Carver Meeting Room, and in the past NOLS has used it to feature various high-interest broadcasts, such as the Olympics, political debates, etc. Thanks for the reminder that it may be time to reinvigorate this programming endeavor.

Comment: I noticed the artwork in the library depicted only white people. I would like to see more racial diversity reflected in the art. Thanks!

Response: The artwork displayed in the Port Angeles Main Library (and also the Sequim Branch) is the result of the *Art in the Library* exhibit program. This program, which has been in effect since 2010, features the work of local and regional artists on a rotating basis. The works exhibited in any single show naturally reflects artistic visions and styles of the individual artist, or artists, being exhibited. Over the course of the last seven years, however, hundreds of artists have exhibited, representing a very wide array of techniques, mediums, and subject matter. Additional information about the Art in the Library program can be found on the library webpage, www.nols.org.

Comment: The [group identified] here in PA would like to add a “Little Library” at [location identified]. We would love it if it were possible to do it by April 22nd, but understand the restriction of that (timeline).

Response: Thanks for your interest and enthusiasm! The Tiny Olympic Libraries were made possible through a joint project between NOLS and the North Olympic Library Foundation (NOLF). There are currently 4 stationary TOLS (one each in carefully chosen, high pedestrian locations in the communities of Port Angeles, Sequim, Clallam Bay, and Forks) and one travelling TOL, which NOLS regularly takes to festivals and fairs. We agree that the TOLS are a particularly adorable aspect of NOLS’ beyond-the-walls service to the community, and are not surprised that we periodically receive requests to install additional units of these tiny browsing libraries. At this time, however NOLS does not plan to expand this service further, for several reasons:

- the TOLS are custom designed and built, and actually quite costly to produce (approximately \$900 each, installed);
- keeping the TOLS tidy and stocked requires regular staff or volunteer effort;
- there is a limit to the supply of quality reading materials (mostly donated) from which the TOLS are stocked; and finally,
- the location of the TOLS must be very strategically analyzed, in order to protect the TOL units, as much as possible, from vandalism.

In the event that NOLS and/or NOLF decide to expand the TOL project at a later date, however, we have made note of the various suggested locations for placement of additional units. Thanks for your suggestion.