



Customer Comments

May, 2018

The following comments were received by the Library during the month of May, 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 in Port Angeles:

Comment: The library is one of the only quiet places I have access to, and that's being ruined by the incessant noise from other patrons, particularly kids (not toddlers, like 12 year olds). This is one of the loudest libraries I've been to. Maybe you guys could put up signs? I know others' behavior isn't your fault, but maybe signs would encourage people to be quieter, especially in the computer area.

Response: We're sorry to hear you've had negative experiences in the library as a result of noise. We know how bothersome loud conversations and other behaviors can be in a public setting, which is why NOLS has established, and actively enforces, a Basic Rule of Conduct policy that prohibits library visitors from engaging in any conduct that interferes with the business of the library, unduly disrupts the library activities of others, or creates a risk to public health and safety. NOLS policies are available online at www.nols.org.

NOLS does post signage that clearly explains library policies and expectations with regard to disruptive behavior. The signage informs library users about the standards of courtesy and civility that are expected, and encourages visitors who observe or experience disruptive behavior to notify library staff. In Port Angeles, a sign is located inside the entrance of the library and in several additional locations throughout the building.

Modern library standards for quiet differ significantly from the requirement for absolute silence that many remember from the libraries of their youth. Changes in social standards and changes in library roles and missions have both contributed to this evolution. Increasingly, public libraries play an important role as a community hub where community members of all ages comes together to think, meet, work, play and create. In order to fulfill this role, a certain amount of noise must be permissible.

Library staff at all NOLS branches encounter disruptive behaviors on a nearly daily basis, and work hard to respond appropriately and consistently in situations that can be very challenging indeed. Please do help us in our sincere efforts to maintain comfortable and welcoming library spaces by letting staff know if you observe or experience a disruptive situation in the Library.

Received by e-mail:

Comment: Suggestion - A drive thru window to pick up books that are being held for pick up. It's wonderful to be notified by phone that I have items being held for pick up and a drive thru window for that purpose would be a nice added feature.

Response: We agree that this would be a great option. It's probably not anywhere in the immediate future for NOLS (there are significant cost factors and operational complexities to implementing a service like this), but it certainly is on the list of services that NOLS may consider in the future, as we continue to adapt to community expectations and changing society. Thanks for your input.