



Customer Comments

March 2023

The following comments were received by the Library during the months of March 2023. 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.

Comment: I am a regular library visitor, and my husband and I love coming to this library. But I've recently noticed an odor in the library that makes me wonder whether it's cleaned very often. Is Spring cleaning on the to-do list? Thanks for your time.

Response: I'm glad you enjoy the library, but sorry to hear you experienced an unpleasant odor.

All NOLS branches are cleaned daily and receive a lot of routine maintenance throughout the year. Additionally, the heating, ventilation and air conditioning units at each branch are regularly maintained and have high quality filters.

If you can let me know what branch you experienced the odor in, we'll look into the issue further. If you experience the odor again, please let library staff at the front desk know right away. That will help us identify and handle the issue sooner as needed. Unfortunately, other library patrons are sometimes the source of strong odors. Disruptive odors are against Library policy, and staff are trained to deal with those often sensitive issues tactfully, but it can sometimes take a while for odors to clear once they are in the building.

Please let me know if you have further questions.

Comment: Kristen was very helpful in assisting me with signing into Consumer Reports from home. I was researching a business. KUDOS!

Response: *No response requested.*

Comment: I think it would be beneficial to add French, Italian and German children's books to your collection.

Response: *No response requested.*