



Customer Comments

August 2023

The following comments were received by the Library during the months of August 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: French children's books PLEASE! We love the library!!!

Response: Thank you for your comment card regarding French children's books. Per our [Collection Management Policy](#), 2.1.3.B, our collection consists primarily of works in English and we have a dedicated, but small, collection in Spanish to reflect Clallam County residents—but we would be happy to look into specific titles you are looking for in French! Please fill out the [Suggest It! form](#) so we can review what you are looking for in greater detail; either titles or just more information about what level of books you are interested in helps us to fill requests. We are able to request titles in French via interlibrary loan, and many larger systems in Washington State have extensive foreign language collections, so you can make sure to select that option on the form. Thanks for being a patron of NOLS!

Comment: I accidentally dropped my car keys down a storm drain in the library parking lot directly beneath my car door. I was frantic... calling city public works, friends, Lyft/Uber, and Wilder Toyota. No one was able to help me. Exasperated! I walked into the library where I was quickly calmed. I asked the desk librarian to contact the maintenance staff (Jeff & Steve) and ask if they might help me. In two minutes they were at my car and in another two minutes they extracted my keys from 4' of water. I was ecstatic! They said it was all part of the job! The library is the best! And the staff peerless. Thank you!

Response: No response requested.