



Customer Comments

April 2024

The following comments were received by the Library during the months of April 2024. 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:

It is wonderful that kids have access to computers and games at the library, but it would be GREAT if the library monitored or limited what games are played/accessible. I brought my young child to the Clallam Bay branch recently after the school across the street had let out for the day, and found 2 young boys (approx ages 7-9?) playing first player shooter/sniper games with each other while loudly talking about their sick kill count, wondering why the enemies they're shooting at wouldn't die, talking about grenades they had used on their enemies, etc. I understand that some parents let their children play these games, but these children had no parents or adults around and were very loudly discussing topics that I don't want my young child exposed to. I believe the game was Roblox but might have misheard them.

Response:

Thank you for sharing your concerns and experience. Finding exactly the right balance between different patron needs and perspectives is a continual challenge for library staff as perspectives on appropriate public behavior continue to shift.

As a space that is open to all, NOLS has an obligation to protect everyone's right to enjoy library resources and access to information.

Currently, NOLS does have an Internet Policy (4.5) that is guided by the following American Library Association statements on access to information:

- The Library Bill of Rights
- Freedom to Read Statement
- Interpretation of the Library Bill of Rights: Access to Library Resources and Services for Minors and Access to Digital Information, Services, and Networks.

Within that policy, NOLS is in accordance with the Children's Internet Protection Act (CIPA), which provides filtering on public internet computers. The filters visual depictions of obscenity, child pornography, and, in the case of person under the age of 17 years, materials that are "harmful to minors."

In section 7 of the policy, Internet Access by Minors is addressed. It is the responsibility of parents or legal guardians to guide and control their child's use of the Library and library resources, including the Internet. Beyond the implementation of filtering software, as described above, the Library cannot and will not act in the place of parents in providing supervision of children as they explore the Internet.

Library staff do their best to address inappropriate library behavior when it occurs in accordance with the Library's Basic Rule of Conduct Policy (4.1), but it is not always simple or straightforward to do so, particularly when children are involved. In essence this policy requires that all patrons refrain from conduct that hinders others from enjoying the library in peace.

In the future, if volume of other patrons hinders your library experience, please know that staff are happy to assess the impact of volume on others in the space and address behaviors in alignment with Library's Basic Rule of Conduct Policy (4.1).

Comment:

Please can you make a way for reciprocal cards to be available to those over the phone without coming to one of the branches. I have a PACREG barcode but can't use it now and live outside the NOLS area. I called but was told I have to come to one of the branches to get a card. This doesn't make sense if you offer a reciprocal service but it's not really reciprocal. Other libraries can do this over the phone and it would be nice if you did as well.

Response:

The North Olympic Library serves the people of Clallam County. The intent of the Library's [Library Card Policy \(3.1\)](#) is to allow people who are residing in or may be visiting the county to still fully access the Library's resources while in Clallam County. For example, someone with a library card from Spokane Public Library who is visiting Olympic National Park this summer could stop by a NOLS branch, get a NOLS library card and checkout some hiking guides during their visit.

The intent of the Library's Library Card Policy is not to provide remote access to all of the online resources the Library subscribes to for all residents of Washington State. The cost of many online resources are based on the size of the population the Library serves, and other online items, such as eBooks or streaming music, are paid for per use.

Providing library cards and full access to library resources available online to people who are not in Clallam County, is not fiscally sustainable for the Library.