



## Customer Comments

### May 2025

*The following comments were received by the Library during the months of April of 2025. 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:**

Could you please check into getting patrons access to the Mango Language App?

**Response:**

Thank you for your interest in NOLS' collection. A committee considers which online resources would be appropriate for NOLS each year. Criteria looked at include: past offerings and usage; requests from staff or patrons; whether or not the resource fills a gap in current offerings and other formats; price; and many other considerations. The decisions are made in Fall to help fiscal planning for the following year.

NOLS subscribed to Mango many, many years ago as well as a different language database. They didn't survive the years as the cost was not proportionate to usage. But things change! We will put your suggestion on the list to look at for the next round of considerations.

**Comment:**

The gentleman working the front desk today 5/15 @ 2 pm was absolutely kind, patient and lovely to every single customer he assisted. I visit weekly to meet with clients as part of my job. Everyone here is so gracious to everyone they encounter. This is how we grow communities and change lives. Thanks for doing what you do :) It matters.

**Response:**

Thank you for the very kind feedback. I'm happy to hear the library has been a positive space for you and your clients.

I'll share your feedback with staff at the Sequim Library.