



Customer Comments

January 2016

The following comments were received by the Library during the month of January, 2016. 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.

Port Angeles

Comment: Paige assisted me the other day and not only was she polite and knowledgeable, she was also extremely kind. She deserves a raise!

Response: We're glad you are happy with the service. We've let Paige know you appreciated her help.

Sequim

Comment: First-off, let me say that I really appreciate the Library – ya'all do a great job and make it enjoyable for all of us. The subject of this note is your policy on DVDs. It's my understanding that customers are currently allowed to check out TEN DVDs, for a duration of SEVEN DAYS. I've checked out maybe ten DVDs (one at a time) over a period of about three years; and at least half of those caused "hang-ups" when playing them. The last one (Million Dollar Baby- a movie I REALLY wanted to see) gave the most serious problems. I could not watch at least 1/3 of it. There are two discs in the package (the movie & about an hour of "special-features"). The second disc (the special features) played perfectly – absolutely no problems. I believe your DVD check-out policy is the main source of the problems; people take home a bunch of discs and let their kids play with them for a week. Therefore, I recommend these revision to your check-out policy – **ONE DVD for THREE DAYS**. This would not be popular with some customers; but please consider the rest of us. Thank you and best regards.

Response: NOLS' DVD collection is incredibly popular! Many of the library's DVDs are in almost constant use, and they do wear out over time. The five copies of the DVD you mentioned, for instance, have been checked out a total of 1283 times over the approximately 10 years it has been available in the collection. Certainly some library DVDs receive very hard use, but for the most part the wear-and-tear on NOLS' DVD collection is the result of the number of total circulations. Given the popularity of this collection, reducing the length of the checkout period would likely result in even higher circulation of each DVD, and even shorter life spans. The checkout period for DVDs has been designed to meet the viewing needs of the community – for the most part it seems to do this well. If you encounter a DVD that "hangs-up" be sure to notify staff when you return it so that we can repair, replace or discard as appropriate.