



## Customer Comments

March-April 2016

The following comments were received by the Library during the months of March-April 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:** Just wanted to let you know how much I appreciate your new service of automatic renewal. What a special service you're providing our community. Really appreciate it.

**Response:** Our pleasure - it's definitely a win-win feature!

**Comment:** I was reading in the northwest section seated quietly. A man sat near me and smelled like he had not bathed in a very long time. I had to relocate the odor was so bad. I have never seen him before in the library. Perhaps staff could compassionately give him information for homeless shelters, resources, etc. Where he can bathe and change his clothes and get some help.

**Response:** Thanks for your comments and your understanding. Library staff do frequently intervene in exactly the compassionate way you suggest. Our aim is to find the appropriate balance between maintaining a comfortable library environment for everyone, while recognizing that some may be grappling with challenging life circumstances and require assistance.

### Received by e-mail

**Comment:** Hello! I want to congratulate you and your staff for re-creating a "wonderful" children's environment. I sent an email quite awhile ago after having many unacceptable experiences in the children's section with my grandchildren. We have returned over the past 2-3 months and what a delight! All is civil, respectful, and enjoyable!!! Truly a happy patron,

**Response:** We're so glad you returned to the library, that the problems you'd experienced previously have been alleviated, and that you and your family are enjoying the spruced up space. Thanks for taking the time to express your pleasure!

**Comment:** I was delighted when the ILL staff here in West Hartford, CT notified me that your copy of the Dale of Norway Favorite Baby pattern collection was waiting for me. I'd tracked the title down on World Cat with no expectation that I'd actually be able to borrow a copy. Thank you for sharing your book with a knitter on the other side of the country. Libraries are wonderful resources for so many things.

**Response:** Inter-Library loan is indeed a remarkable service. Thanks for taking the time to write!

**Comment:** I want to congratulate staff of NOLS for taking this progressive step (*implementing automatic renewals*). The punitive and authoritarian have no place in Libraries. The mission of Libraries is be helpful and this new automatic renewal program is just that. Thank you!

**Response:** You're most welcome.