



Customer Comments

November/December, 2016

The following comments were received by the Library during the months of November and December, 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: Please make it possible to pay fines with a debit or credit card. I rarely have cash or carry checks and I think that is pretty common now.

Response: Thank you for taking the time to comment and share your suggestions on improving our library's services. In case you weren't aware, NOLS does offer online credit card payments for fines and fees through the library's [website](#). The site can be accessed from any library computer with internet access or from your personal computer at home.

Unfortunately, the Library is not able, at this time, to offer credit card payment at staffed service desks or self-checkout stations. This feature may be offered in the future, but at present the costs and complexity of ensuring secure handling of on-premises credit card payments far exceeds the amount of income NOLS could expect to receive from offering this payment option.

Comment: Every time I have been to this Library I have always been happy to come here. I have always had a good experience and the workers here are great, sweet. I adore the staff. Keep up the great work.

Response: Thanks for your 'sweet' praise!

Comment: I would like more hand sanitizer stations throughout the Library. Think about it, I would have thought that being such a "hands on" place that there would be more germ prevention. I would be happy to volunteer to help sanitize the computer areas, desks tables – chairs – key boards. I'm totally not saying that our Library is not clean, the place always looks perfect, I'm talking about the invisible germs.

Response: Wall-mounted hand sanitizing stations are currently available for patron use in the library's lobby and children's area. An additional station that used to be located near the public computers became non-functional and was removed when that area was remodeled last summer – thanks for the reminder that it needs to be replaced. Staff clean and sanitize all areas of the library, including computer keyboards, on a regular basis. Thanks for your offer to assist with this. As it happens, the Port Angeles Library currently has a volunteer vacancy for cleaning public computer stations. More information about volunteer vacancies can be found at www.nols.org – pull down *About NOLS* and click on *Volunteer*.

Sequim

Comment: I don't often borrow DVDs, primarily because it seems at least 50% of the time they are defective (i.e. they don't play completely through). Of course this is always extremely frustrating, and more than once I've vowed to never check out another DVD. However, when

reminded of an old movie in the Library's system that I'd like to see – I give it another try. And again last night I experienced the same problem! I've seen people checking out "stacks" of DVDs (I understand the Library's policy is to allow TEN to be checked out at a time). It seems likely that a lot of people take a bunch of DVDs home for several days, and allow their kids to play with them. I recommend changing your policy for checking out DVDs as follows: 1. Only ONE DVD to be checked out at a time. 2. Maximum check-out duration THREE DAYS. 3. NO "grace period". No doubt some people will object to such a policy. However, please consider the rest of us who respect library property, and promptly return DVDs. 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. 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.

Comment: It goes without saying that more and more essential services are conducted on the internet and while people don't have privacy at PA, their computer arrangement is very superior to the congested set-up at Sequim, where the slightest glance from neighbors sets their eyes on all your data, to say nothing of the noise, smells from dirty people, and more, at Sequim. Some years ago there was a university study of public keyboards, which found them to be the picture of filth, including fecal matter. I can handle the turd bits, but it is well past due to put the PA arrangement at Sequim.

Response: We're glad you like the recent reconfiguration of the public computer desks at the Port Angeles Main Library. Unfortunately, given the undeniable space constraints at the busy Sequim Branch, the two sided desks now in use in PA would not be practical in Sequim. The current arrangement of the public computers at the Sequim Branch, maximizes use of the available space in order to provide as much computer access as possible - but we certainly agree that elbow room is very limited. Considering how many people use each computer in the library every day, your concern for the public's health is appreciated. Library staff clean the public computers on a regular basis. In order to fight germs and other sanitary concerns, hand sanitizer gel dispensers are located throughout the Library and can be used to clean your hands after or while using a computer.

Received by e-mail

Comment: Re-subscribe to reference USA or white pages or something allowing name, address, phone lookup online. NOLS used to have Reference USA, but cancelled it; since then, the internet market has matured and now there's no way to look that information up without having to pay for the data. It used to be you at least had lots of telephone books that could be used. Maybe NOLS could get Reference USA (or something like it) again & offer it to card holders. The irony, of course, is that hard-copy telephone books are also fading away, and soon there will be NO way to find people through the library.

Response: We understand how frustrating it can be when a library resource you're accustomed to is no longer available. Reference USA, while providing important information, is unfortunately, very costly to provide and minimally used by NOLS customers. The Library periodically reviews use statistics and analyzes cost sustainability of all the digital resources NOLS offers. The cost per use of Reference USA is not justifiable in the Library's current budget reality. If you need help finding phone numbers or other information, please contact staff at any NOLS branch. NOLS still carries some phone books, and if you need to make extensive use of a specific phone book we may be able to acquire it; you can make a request through NOLS' website using the Request It feature or talk to any Customer Service Specialist. Thank you for sharing your thoughts about NOLS' database collection.