



Customer Comments

January/February/March, 2017

The following comments were received by the Library during the months of January, February, and March, 2017. 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.

Sequim

Comment. Very nice evening last night listening to the talented musicians (Allyn Guthrie) playing Friday night at the Sequim library.

Response: Glad you enjoyed the music! Thanks for passing along the kind words.

Received by e-mail

Comment: I love the Hoopla lectures (The Great Courses) available through NOLS - EXCEPT - a 24-lecture series available only at 7 per month??? Really??? For example - I like doing one 30-minute lecture a day and at that rate, it is taking 3 1/2 months instead of 24 days. Destroys the continuity. Is there any way you can allow an entire lecture series to be available instead of bits and pieces? Thank you so much.

Response: We're glad that you're enjoying hoopla. The 7-per-month borrowing limitation is a basic cost structure parameter of the vendor relationship through which NOLS makes the hoopla resource available to NOLS patrons. Unfortunately it is the vendor, not NOLS, that determines what defines a single borrow. We think your idea for bundling short-length lectures in a series makes a lot of sense, and we will pass your suggestion on to the vendor for their consideration.

Many Great Courses are available from NOLS in physical formats (DVDs and books on CD). Depending on the course, these may be borrowed for either one-week (for DVD sets with only one or two discs) or three-weeks (for multi-disc/CD sets).

Let me know if we can be of any further assistance.

Comment: I would like to voice my concern, or file a request, to change the library hours in Clallam Bay. As the Clallam Bay library services the Clallam Bay/Seki and Neah Bay areas, I believe the hours are restrictive. The current hours are M-W 11am-7pm and Th-Fr 10am-5pm. I am wondering why there are no hours available on Saturday. Speaking for families who live in Neah Bay and work until 5pm, the only times we can come to the library are 5-7pm on M-W. This is restrictive because it overlaps with other activities, such as after school sports. It also requires an hour round-trip drive after work during dinner time or close to bed time. Because the library is not open Saturdays, it is difficult to request books to this location. If I, or other

families from Neah Bay, can only get to the library on Saturdays, then we have to drive to Forks or Port Angeles to do so.

I realize there are many factors that go into determining library hours. Although it is nice that there are some later evening hours at this location for guests to come after 5pm, I think the communities would benefit from having Saturday hours and the library could benefit from having increased visitors on the weekend. I believe Clallam Bay used to have Saturday hours and I do not know the reasons for changing these hours. I wanted to voice this concern and at least make a request for Saturday hours to be returned to this location. I appreciate you taking the time to read this e-mail and would appreciate any insight into whether adding Saturday hours would be possible, if a more formal request for this change and from more citizens would be required, or what would restrict this from happening.

Response:

Thank you for taking the time to share your thoughts regarding the library hours at the Clallam Bay Branch, and for appreciating the complexity of balancing customer service ideals with budgeting and operating concerns. I have personally been both a patron living in a small rural community with limited library hours, and a librarian operating a small rural branch, so your frustration at not being able to utilize your most local branch library at times that fit with your schedule is very familiar to me.

Developing and supporting schedules that include Saturday and evening hours is particularly challenging in small rural branches. The public often, and understandably, has a high perceived desire for open hours on weekends, but unfortunately that desire does not necessarily translate to actual usage when those hours are available. NOLS did provide Saturday hours at Clallam Bay Branch for approximately 4 years, but they were eliminated in late 2015. Here are a few of the factors we considered in making that decision:

- Low Saturday usage was the primary factor supporting the decision to eliminate Saturday hours.
- Saturday usage data considered in relation to personnel costs made it clear that Saturdays were by far the “most expensive” operating day at the Clallam Bay Branch.
- Based on community input sought at that time, we understood that one factor in low Saturday usage was a tendency for many West End families to leave the local area on weekends in order to run errands or attend events in Forks or Port Angeles.
- Staff also observed that most of the regular patrons using the Branch on Saturdays also visited the Library at other times during the week.
- In determining open hour schedules, the Library must develop a weekly schedule that can be covered by the available staff, within the constraints of legal work days and work week requirements. Staffing is unusually complicated at the Clallam Bay Branch, because there are only a few staff members, and security requires that two employees be working at any time the library is open to the public. Even maintaining the current open schedule at Clallam Bay requires staff normally assigned to the Forks Branch to cover regular shifts in Clallam Bay.

NOLS does not currently have sufficient personnel or budget resources to consider expanding open hours at the Clallam Bay Branch, so adding Saturday hours would necessarily require closing on a different day of the week. When all factors and the other closed-day options are considered, we still feel that being closed on Saturday is the most appropriate choice, although admittedly it is a compromise that may not meet the needs of every patron.

While we have no specific plans to restructure the Clallam Bay Branch schedule in the immediate future, we are always open to considering how to provide the best possible customer service within our available resources and operational constraints, and we are actively looking for ways to improve library services for Neah Bay residents. As we continue that process I will certainly keep your observations and request in mind.

This is a necessarily brief summary of a complex array of considerations. If I can answer any additional questions, please don't hesitate to ask.