

The following comments were received by the Library during the month of April, 2019. 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:

I want to thank you for the fantastic presentation at the library yesterday on Permaculture. It was informative, entertaining, inspiring and encouraging. I would love to see more events like this in the near future.

Personally, I have a budding (yet great) interest in foraging for wild edibles in my own yard, as well as how to best store them for maximum nutrient preservation. Would you consider bringing in a speaker during this year's active growing season about this topic?

Response: Thanks for getting in touch! I'm glad to hear that you enjoyed the permaculture presentation at the library. We appreciate the suggestion for a wild edibles presentation and will keep it in mind as we're planning future programs. This spring/summer's programs are already planned, but I'll add it to the list of ones to consider for next year. If you hear of a good speaker on the topic, please feel free to pass along the name.

Received by e-mail

Comment: Suggestion - It happens to me very frequently at this library that a series I am reading is missing books. It also happens to other people I know and I recently heard someone complaining about it at the Sequim Branch with children's series. I don't know how the library staff gets alerted when parts of a series go missing, or as I'm told "withdrawn for damage" which seems to happen an awful lot and they are not being re-ordered which is the upsetting part. Sometimes they show up as inter-library loans which makes me mad, what about the person after me who is reading the series?! Many people don't know to use the form on the website and so you never even hear about their troubles. I hope the whole process is looked at thoroughly and re-evaluated to make sure that series, classic and popular books are re-ordered when needed and not when something like 7 people finally place holds on them (as I was also told once). Libraries are here to serve the community, this one does a great job but there are some things that could be improved like this. Thank you.

Response: Thanks for your interest in NOLS' collection. Library materials are continuously being assessed by staff to ensure they are in good shape. Sometimes materials are discarded because they cannot be repaired. Staff responsible for collection areas assess the needs of the collection when considering whether or not to reorder.

If you notice that part of the series you are interested in is not available, please feel free to submit a request. Any staff member will be able to assist people who are unfamiliar or uncomfortable with the online request form. We share your frustration that so many materials go out of print quickly and are unavailable for purchase. If you notice that your requests for missing series titles are filled via InterLibrary Loan (ILL) that probably indicates that the title was not available through regular library vendors and ILL was the only viable option. Materials may or may not be re-ordered based on other criteria found in the Collection Management Policy, available [here](#). We do not, however, have a request quota threshold - materials don't need a certain number of requests before they are considered for re-order.

Let me know if we can provide any additional information.