

~~28 West Kinross River Parkway~~

West Allis, WI 53219

July 31, 2021

Ms. Michelle Wadewitz, Board President
West Allis Public Library
7421 West National Avenue
West Allis, WI 53214

Dear Ms. Wadewitz:

I have been a library card holder for probably close to 50 years. I used to take the bus to the library with our three children. Now I am taking our granddaughters to the same library.

In one of those recent visits, a Dork Diaries book was checked out by our granddaughter, using my card as she forgot her card. The book was returned on time. I did receive a letter on Friday, July 30, reporting that I owed \$19.99 because the book was damaged. Our granddaughter did explain what she thought happened, but I went into the library to see the damage myself. While they have all been taught how to handle books, she was in a hurry and laid the open book face down on a damp washcloth. There were about 10 or 12 pages that dried a little crinkly, no words were smeared. She apologized profusely several times and all is good.

However, my issue is the exorbitant price I had to pay for the book. I would have been happy to take the "damaged" book and replace it with a new one that I could have purchased for less than one-half of the price charged by the library. The cost to replace the book was way out of line and I would have welcomed having the alternative to replace it myself.

I would appreciate your taking this option under consideration as this experience has left me with a very negative impression of the library policy. I might add that I have checked out books with food and beverage stains. Charging a patron (who is and has been a taxpayer for 50 plus years) double for a book with no other option seems unwarranted.

Thank you for your attention to this matter.

Sincerely,



Barbara J. Herbst