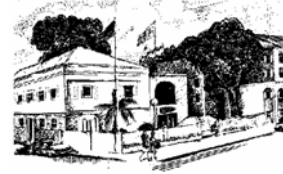




The Florence Williams Public Library

1122 King St., Christiansted,
St. Croix, V.I. 00820
340-773-5715
340-773-5327 Fax
<http://library.gov.vi>



December 10, 2003

Sue Hastings,
PMB 638 4093 Diamond Ruby,
Suite 7,
St. Croix, Virgin Islands 00822

Dear Ms. Hastings:

We welcome you to St. Croix and we invite to utilize the services of The Florence Williams Public Library. Numerous writers and historians do find that the resources of the library, although limited, are beneficial to their work. Often they donate copies, including one of their signed books to the collection. We look forward to you being included on that long list of authors and to acquiring your works.

With this opportunity I would like to respond to your letter dated November 3, 2003.

While they may appear to be cumbersome, the policy and procedure for obtaining a library card are quite simple and liberal. Unfortunately circumstances are such that people do take unfair advantage of the privilege to obtain a free library card and at times make it seem challenging for serious library users to see the rationale of those policies and procedures.

Library staff is instructed and expected to embrace the library patron and provide assistance with a positive attitude and to help as needed. There is continuing improvement in this area. As a matter of procedure, when a patron has concerns about the policy and procedure for obtaining a library card or otherwise that for whatever reason are not addressed to the patron's satisfaction, the staff member refers that patron to the Head Librarian directly so that further assistance can be provided.

Plans to re-instate and/or extend and expand library hours have not been implemented due to the considerable human, material and fiscal limitations faced by the library. And, to the serious security related issues the library constantly faces. These make it extremely difficult to expand/extend service at this time.

Your letter dated November appeared to be addressed to the FRIENDS, who also receive their mail at the library. The Fact is it probably arrived in the middle of the period when the library was flooded during the storm and also when I was victim of the flu and was out of it for a few days. The person to whom the letter appears to be address has been off-island for several weeks, unfortunately your letter was not opened until yesterday.

In 2004 Florence Williams Public Library will celebrate its 30th Anniversary. The plan is to bring focus on the impact that the library has on this community, to identify its challenges over the years, the progress it has made; to identify the challenges it

currently faces and define the needs of the library patron and the library and what is necessary to fulfill those needs. Importantly, an effort will be made to determine the future of the library and how it will serve the public in years to come. You are welcome to join in these endeavors.

Your support of the library is important.

Please feel free to call on the staff of the Florence Williams Public Library at any time for assistance. At your convenience I would like meet with you to provide you with more insight on the capacity of the library.

Sincerely,

Wallace Williams,
Head Librarian,
cc FRIENDS