

The following comments were received by the Library during the months of January/February, 2020. 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:

Excellent program with the African drums and bells! I had a lot of fun, as did my son. However, why the performance at 4pm? A family/children focused performance should be accessible to parents who work as well.

Response:

I'm glad you enjoyed the Gansango Music and Dance performance at the Port Angeles Main Library on February 13.

As with all programs, a number of factors were considered when Library staff decided on the program date and time. In this particular case, the performers had limited availability. Between the date options available, staff felt the program was a better fit on February 13 than on February 14, Valentine's Day. The Library has hosted Gansango a couple times during recent years and the group has always attracted a multi-generational audience, so it was decided to offer this program as an all ages event and the Library intentionally did not publicize it as only a family/children focused event. The program also had two parts, a performance and then a drum workshop, so the program could not start too late in the day. With that in mind, and a Saturday not an option, staff considered times on a weekday that would appeal and be accessible to a wide audience. The time that schools get out and the fact that many seniors avoid driving after sunset were just a few of the factors considered. The Library has not offered many programs with a 4pm start time, but staff thought this was a good opportunity to try something new. Over 70 people attended the performance, which the Library considered to be a success, and the 4pm start time allowed the performers to take a break before conducting the workshop at 6:30pm, which was also well attended by an all ages audience.

Library staff are continually evaluating the accessibility of library programs. We understand it can be difficult for working parents to attend some library programs, and will continue to consider this factor when planning future programs. NOLS does offer a wide variety of programs for children and adults, many of which happen on Saturdays and evenings. For example, the Seattle Opera will be offering a performance at the Port Angeles Main Library on Tuesday, March 6 at 6pm. You can find a complete list of upcoming events at www.nols.org/nols-events.

If you have further questions, please let me know.