



Customer Comments

April 2025

The following comments were received by the Library during the months of April of 2025. 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.

Comment:

An amazing experience. The feel of walking into a “library” that is still a building containing book – after being in a city where the transformation away from book (Spokane) is heart-warming and inspiring. In fact, it is enough to inspire thoughts of moving to Forks just for the library. Thank you to the knowledgeable personable and helpful staff member, David, who answered every question and knew every resource. Happy Library Workers Appreciation Day to all!!!

Response:

We're glad you enjoyed your time at the Forks Branch Library and you were able to get your questions answered! We'll share your positive feedback with David!

Comment:

Would it be possible to put a book return/drop-off receptacle on the east side of PA? Perhaps at Walmart or the Safeway on Hwy 101. Thank you!

Response:

I appreciate you taking the time to share your suggestion with NOLS. As part of continued efforts to expand our Outreach Services, we are in the process of exploring possible locations throughout Clallam County to place material return bins in community locations to help patrons who might not be able to easily make it into one of our locations. We will include your suggested locations as part of our considerations as we continue evaluating this future service.

Comment:

Hi a seed library would be wonderful thank you.

Comment:

Please bring back the Seed Library! It's such an amazing resource.

Response:

Thank you for your suggestion! We are glad to hear you are excited about the idea of a seed library. NOLS had a seed library in the past, but it was eventually discontinued due to available resources. It is encouraging to know there is still interest from community members like yourself, and we will keep this in mind as we explore future program and service opportunities.

Comment:

Please consider installing a drive through book return for new (Sequim) library.

Response:

The outdoor book drop locations are something the Sequim Library Expansion and Renovation design team have been discussing for years now. Library staff were very aware of how the outdoor book drops were utilized, and we heard about the desire for drive-up book drops from community members at public meetings that were held and from patrons visiting the library.

Despite the Sequim Library project costing millions, there were still compromises and tough decisions that had to be made about the design. The project is about half the size of the new library that was proposed to voters in 2018, but the bond measure to fund it did not reach the required 60% yes vote to move forward. For the smaller scale Sequim Library Expansion and Renovation project we're working on now, funded primarily through grants, donations and DNR timber revenue, the project's focus has been on providing ADA-accessible bathrooms, a fire-sprinkler system, increased space for collections, improved community access to broadband and computers, new study and conference rooms, adequate staff space, and more room for educational, cultural and civic events. We're certainly getting all of that, but decisions had to be made such as if we'd have even more room for collections or much larger meeting rooms, or how much of the site to use for accessible sidewalks and pathways, outdoor seating and activity areas instead of additional drive lanes and parking lot.

Because the project is a renovation, utilizing the existing foundation and many of the existing walls, the building will remain situated in the same spot in the middle of the site. Due to the limitations of the long and narrow site, the renovated building design does not include a drive-up book drop. However, the design consists of an area for patrons to pull up for quick returns to a covered book drop connected to the building. The distance from the areas where patrons can quickly park to the book drop is 16 feet, which is less than half the distance of the parking lane to the outdoor book drop in Port Angeles. I've attached a site plan and rendering that show the drive-up area in front of the new library and location of the book drops.

Along with the limitations of the site layout, outdoor book drops present other challenges, including keeping library materials dry, maintaining during closures, keeping staff safe when the drops are emptied, and preventing damage from vehicles.

The accessible parking spaces at the new library will be closer to the entrance of the building, aisles will be larger and the space easier to navigate for those who are using wheelchairs, walkers, crutches or have mobility issues, and library materials will be shelved higher off the ground and not as high on the top shelves, to make them easier to access by all. If mobility issues prevent a patron from being able to make it into the library to browse or checkout material, they can sign up for the Library's Outreach Delivery Services. Through the service, library materials will be dropped off right at the patron's front door and picked back up directly from the patron's house. This is an option for someone with mobility issues to return a book, especially if they are not planning on getting out of their vehicle to use the library facility for other purposes.

For those with mobility issues who want to come into the library and enjoy the library site, they'll find the new library a much better experience. From the beginning of the Sequim Library Expansion and Renovation Project, the importance of accessibility and going beyond ADA compliance when possible has been stressed. Under the Priorities section of the minutes from the design team's first meeting is this note: "Priorities – Universal Access – A guiding principle for the entire design."

Ensuring good accessibility has been discussed throughout the project. Examples of this can be seen in early discussions about aisle width (ADA minimum is 36" but the Sequim Library will have a 42" minimum), the meeting room sink has no cabinets under it so a wheelchair can pull up directly to it instead of alongside (again going above and beyond the ADA requirement for that setup), and accessible pathways are being added from the street to the building and from the building to the stage in the back field where many performances take place.

Working on civic projects throughout the state, the architects have a lot of experience with ADA standards and taking the next step towards universal design. They have tools within their software that checks for accessibility issues – everything from mirror heights in bathrooms to clearances around doorways.

In addition to the architect making sure the design meets ADA standards and goes beyond when possible, the City of Sequim's building department has also thoroughly checked the building and site plans to make sure they are ADA compliant. For example, in early meetings with the City, they asked for wider sidewalks in front of some parking spots, since cars overhanging sidewalks can greatly reduce the sidewalk area pedestrians can navigate.