



Customer Comments

August 2025

The following comments were received by the Library during the month of August 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:

Please fix your guest passes so that it states there is no password.

Response:

Thank you for taking the time to share your suggestion with NOLS regarding guest passes for our public computers. We appreciate your feedback and are currently working with our IT Department to explore potential improvements to our public computer management software, including possible enhancements to the information provided on guest passes.

Comment:

Character Cake Pans – would be a welcomed addition.

Response:

Thank you for the suggestion. Your idea will be shared with the team of staff that considers new items for the NOLS Gear collection.