



Customer Comments

January 2025

The following comments were received by the Library during the months of January 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:

I was disappointed when you changed back the Saturday hours to 1000 opening time. I remember one time there was a group of us standing outside the library doors waiting for it to open, and all of us wished that you would open at 0900. Some of us are out and about in the early part of the day. Of course the people who start the day late have no problem, the library is open when they are out. I was told it was a staffing problem juggling two different starting times. My personal opinion is that you should always open at 0900, that probably 50% of your patrons would be satisfied.

Response:

Thanks for sharing your feedback and I'm sorry to hear the later hours on Saturday have caused disappointment. The decision to adjust hours at all branches was made after staff carefully analyzed usage patterns at each branch (e.g. the number of patrons who walk through the door each hour and the number of items checked out each hour), and over 800 public survey responses were considered, in addition to other community needs and staff capacity.

While we agree that opening earlier every day could be beneficial to patrons (this is why we added the 9am opening on Fridays and Saturdays in 2022), the extended hours stretch current staff thinly. The change implemented in January 2025 to open the Port Angeles and Sequim branches at 10am instead of 9am allows for a more sustainable staffing schedule, and based on our data, the 9-10am hour is significantly slower than the hours between 10am and 12pm.

NOLS will continue to evaluate operating hours. Although certain times, such as mornings or evenings and weekends may be less busy than other times, we know it is important to offer a variety of hours that meet the different needs and restraints people have in their lives. If future funding and staffing allow, we'd love to be able expand hours.

Thanks again for your suggestion. If you have further questions or would like to discuss further, please let me know.

Comment:

Please start a Port Angeles knitting or crocheting group like the one in Sequim.

Response:

Thank you for sharing your interest in having a program at the Port Angeles Library that is similar to the Sequim Yarn Circle program on Saturday mornings. The programming staff at the Port Angeles Library offered a similar program in the Spring and Fall of 2024 on Monday evenings called Craft Café. We did not receive very much engagement with the community and determined to not continue offering it in early 2025. We are aware that there are a number of local groups that are using the Carver Room for similar programs that are not associated with NOLS and open to the public. I will share your interest with the Port Angeles programming staff to consider as they continue to develop programming throughout this year.

Comment: I think that the Library here should give people a lot more time on the internet unless someone is waiting. It's the decent thing to do and if someone is waiting the computer should automatically log off.

Response:

When a patron logs onto a public computer with their library card, they get a 60-minute session. If no other patrons are waiting for a computer, the session will automatically be extended another 60-minutes. The automatic extensions will continue until the library is closed. If you additional questions about how the public computers work, please let library staff know.

Comment:

Library: Could we please have a class in understanding our smartphones? I am always at a loss.

Response:

Thank you for the suggestion – it will be shared with the Library's Programming Team. If you need assistance using library services on your smartphone, you can setup a Tech Help appointment at www.nols.org/tech-help.