



Customer Comments

June 2025

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

Recently I went to the Lyre Conservation Area for the first time. It was an absolutely beautiful little hike through nature. Birds were singing, the ocean was contributing to the music, the skies were clear and bright, and the few other humans and dogs we saw, were also enjoying the day.

I want to say thank you to NOLS, for the one thing I most enjoyed! Your wonderful signage that was posted along the trail. Each sign was attributed to a different author, and shared uplifting quotes, story excerpts, poems, etc. that were relevant to nature, humans, animals, peacefulness and life. I felt like each sign made you stop and not only read the sign but also look at and take in the area around you as well.

I hope what NOLS is doing at Lyre will be a permanent addition for many more people to enjoy! Thank you so very much.

Response:

Thank you for your thoughtful comment about the Poetry Walks at Lyre Conservation Area! NOLS has partnered with Olympic National Park for the last 11 years on Poetry Walks, an annual event where poems are posted on various trails throughout the county, and we were happy to expand this program through partnership with the North Olympic Land Trust for the first time this year—we are excited to hear that encountering the poems at the Land Trust was such a meaningful part of your visit and we look forward to posting poems at the Lyre again next year. The signs are on display from the beginning of April through the end of May each year to align with National Poetry Month. When not in use we evaluate the condition of the signs and work to bring new poems to the trails each year at the beginning of the busy season on the Olympic Peninsula. Thank you for sharing your experience with us and we hope you can enjoy more Poetry Walks in the future.

NOLS and the Land Trust also partner to bring a StoryWalk to the Lyre Conservation Area in the fall—stop by the trail in November to take in the rainy season and read picture book pages along the trail as you make your way down to the beach.

Comment:

I just wanted to say how important the baby storytime program has been to us and the continued baby playtime over summer.

My 11 month old and I go almost every week. We started when he was very small, less than two month old, and they've always been a good source of continuity for us.

Now he recognizes the library and smiles when he sees it. He knows other babies at the group, makes friends, and gets to interact with kids his own age--which is a little hard to find. It's also rare to find a space where they can informally get together and we're not trying to control their behavior or make them be quiet. I just want to say how much this program means to me and how happy I am that we've had it this summer.

Response:

Thank you for your kind words about Baby Storytime and Baby Playdate. We are glad to hear how meaningful the programs have been for you and your son. It is exactly the kind of connection and community we hope to foster with our library programming.

We will be sure to share your message with our Port Angeles Youth Services Librarian, Jennifer L., whose care, energy, and creativity make these programs a welcoming and enriching space for families each week.

We love seeing familiar faces each week and are happy the library has become such a joyful part of your routine.

Comment:

I have a suggestion for something that maybe you could try to bring back and some things to look into. Is it okay if you could look into maybe bringing back Mango Languages? It is mainly due to the fact that thanks to AI that is known for screwing up language translations (look at Duo lingo) people are jumping ship to other apps. <https://mangolanguages.com/>

Here is something that could help the library get other young people into the library, anime clubs, <https://knowledgequest.aasl.org/anime-clubs-are-essential-what-to-do-now-that-crunchyrolls-outreach-program-is-gone/>

I found something that you could look into if Libby tends to have very little comics and Manga, its called Comics Plus, <https://comicsplusapp.com/> also you might want this article if you want to get more manga, www.comicsbeat.com/where-to-read-manga-online-legally.

Response:

Thank you for your suggestions. They will be shared with the NOLS Collection Management Team and Programming Team for consideration.

Comment:

Library has pornographic LGBT material at eye level of children as you walk in the front door. It's grooming!

Response:

The patron was called and responded to, due to the patron also disrupting Library business by removing and hiding display materials. The following NOLS policies are relevant:

- [Collection Management Policy](#)
 - Appendix A: [Library Bill of Rights](#)
 - Appendix B : [Freedom to Read](#)
 - Appendix C : [Services for Minors](#)
 - Appendix D : [WLA Policy on Intellectual Freedom](#)
 - Appendix E : [Freedom to View](#)
- [Basic Rule of Conduct](#)
- [Library Use by Youth](#)