



Customer Comments

September 2025

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

Dear Sequim Library, I have enjoyed going to Port Angeles library for the jigsaw puzzle contest. I would be very pleased and excited if the Sequim branch would think about hosting a jigsaw puzzle contest once per month. Maybe we could have a little rivalry between the two branches. The winners of Sequim would face off against the winners of Port Angeles?

Response:

We are delighted to hear that you have enjoyed the monthly Puzzle Contests at the Port Angeles Library. Many participants appreciate the friendly competition while others enjoy completing puzzles at their own pace. We will share your interest in bringing a Puzzle Contest to the Sequim Library with the staff who plan programming there.

Comment:

I have been using the library internet for a few years. I have noticed recently that the wifi upload speed has gotten much slower than it has been in the past. I want to know if anything has changed, what information can you provide as to what could have caused the change.

Response:

We're sorry you've had some problems with the Wi-Fi. No changes have been made recently that would impact Wi-Fi speed. The problem you're experiencing is not something easily reproducible but if the problem persists, please reach out with more specifics, such as: size of download file, which NOLS location is providing the Wi-Fi, etc. Thanks!

Comment:

Suggestion - Hi! Love all the kids' programs at NOLS - BUT: All those programs are supervised by adults, in a public adult space. I've long been involved in entertainment conventions, all of which understand the legal ramifications of parents using adult spaces - conventions, shops, and libraries, for example - as babysitting services.

Groups of children are using the computers for gaming after school at Clallam Bay. I admit I find them amusing, but sooner or later there's going to be a problem. Adults need the computers to work, if nothing else. Parents might not like those games. In any case, you might want to look for volunteer supervisory parents.

NOLS is working with Forks Raincon to provide a children's event - which conventions call a kiddie track - which we appreciate.

Thank you!

Response:

Thank you for sharing your concerns and experience. Finding exactly the right balance between different patron needs and perspectives is a continual challenge for library staff as perspectives on appropriate public behavior and library usage continue to shift.

Public Computer use is available on a first come, first served basis and can be reserved with staff if all terminals are in use.

Currently, NOLS has an [Internet Policy \(4.5\)](#) that is guided by the following American Library Association statements on access to information:

- The Library Bill of Rights
- Freedom to Read Statement
- Interpretation of the Library Bill of Rights: Access to Library Resources and Services for Minors and Access to Digital Information, Services, and Networks.

In Section 7 of the policy, Internet Access by Minors is addressed. It is the responsibility of parents or legal guardians to guide and control their child's use of the Library and library resources, including the Internet. Beyond the implementation of filtering software, the Library cannot and will not act in the place of parents in providing supervision of children as they explore the Internet.

Library staff do their best to address inappropriate library behavior when it occurs in accordance with the [Library's Basic Rule of Conduct Policy \(4.1\)](#), but it is not always simple or straightforward to do so, particularly when children are involved. In essence this policy requires that all patrons refrain from conduct that hinders others from enjoying the library in peace.

In the future, you are not able to access a computer or if volume of other patrons hinders your library experience, please know that staff are happy to assist in accordance with our policies.