



Customer Comments

August 2026

The following comments were received by the Library during the month of August 2026. 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:

Do you have covid/flu test kits? Do they have rsv test as well?

Response:

NOLS locations no longer have free COVID tests available for the public. We previously received them from the Clallam County Public Health Department; however, the department stopped receiving them in May 2025. We also do not have flu, RSV, or other similar tests available. If you are looking for local resources, contacting the [Clallam County Public Health Department](#) is a good starting point.

Comment:

Now that voters approved your levy request, lets alternate Sunday open hours between branches: Alternate Sequim and Port Angeles, Forks & Clallam Bay.

These are reasonably close ways for citizens to have Sunday access.

Also:

Please fly a Washington State Flag at each branch; Remember, funds managed by Washington State were a large part of the Sequim construction and ongoing funding.

Response:

Thank you for your suggestions. We are very grateful for the voters of Clallam County approving the levy lid lift and the needed funding that the Library will begin to receive in 2027. The primary purpose of the levy lid lift – the first in 16 years – was to restore the Library's compressed levy rate to ensure the Library's property tax revenue has caught up with inflation. The success of the levy lid lift allows NOLS to meet the stated goals:

- Continuing current level of open hours and staffing.
- Maintaining a robust collection of library materials, minimal wait times, and online/streaming resources

- Addressing essential maintenance needs, enhancing facilities, and improving public access to technology.
- Increasing programs and outreach activities for all ages, including support for early learning and literacy.

Expanding library open hours was not a goal of the levy, but as staff are always evaluating library services and their effectiveness. Library branch hours will likely be evaluated again in the future (NOLS previously surveyed the community and evaluated open hours in 2024). While we agree Sunday hours would be beneficial to the community and a great way to improve access, adding hours on Sundays would be a more complex effort than adjusting hours on days a branch is already open. Sunday hours would also require additional personnel and building costs that would need to be considered carefully to ensure any changes were sustainable.

NOLS currently only has a flag pole at two branches, Port Angeles and Sequim, and those poles are not setup to support two flags. Adding additional flags is something that NOLS can consider in the future, as other building improvements are made.

Comment:

Drive-up returns. Too many people can't do it like it is now. Maybe provide pickup at the curb if they call ahead. Something needs to be done and soon.

Response: *(comment card indicated no response needed)*

Thank you for sharing your concerns and suggestions about the new Sequim Library.

The outdoor book drop locations are something the Sequim Library design team spent a considerable amount of time discussing early in the planning phase of the project. Library staff were very aware of how much the outdoor book drops in the parking lot were utilized at the old library, and we heard about the desire for drive-up book drops from community members at public meetings that were held to gather input during the design phase.

After the bond measure for a new 17,000 square foot Sequim Library failed back in 2018, NOLS decided the most feasible option to address the Sequim Library was through alternative funding methods, but those methods meant there would be compromises. Constructing a 10,000 square foot renovation and expansion instead of an entirely new 17,000 square foot library meant there was a little bit less of everything we thought the community needed for the library, but library staff spent an incredible time working with SHKS Architects to make the most of the space and resources available.

Because the project was technically a renovation, utilizing the existing foundation and many of the existing walls, the building remained situated in the same spot as the old building 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 about 16 feet, which is less than half the distance of the parking lane to the heavily used outdoor book drop at the Port Angeles Library.

Along with the limitations of the site layout, outdoor book drops in the parking lot present other challenges, including keeping library materials dry, maintaining the units during closures, keeping staff safe when the drops are emptied, and preventing damage from vehicles – the old outdoor drops were hit by vehicles multiple times. Due to these challenges with drive-up outdoor book returns, at this time we will not be looking into them further as an option at the Sequim Library.

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 a great option for someone who may have mobility issues returning 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, we hope they find the new library a much better experience overall. From the beginning of the Sequim Library Project's planning, the importance of accessibility and going beyond ADA compliance when possible was stressed. 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. The architects had 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.

Thank you again for taking the time to share your concerns. If you'd like to meet to discuss any of these issues further, I'd be happy to schedule a time to meet at the Sequim Library or have a phone call.