



Customer Comments

January 2026

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

There is NEVER hot or even warm water that comes out of the ladies room faucet. It is always like this for years, at least that I've experienced! It needs to be fixed. Cold water doesn't kill germs!

Response:

Thank you for bringing this concern to our attention. The temperature setting for the restroom faucets has been adjusted to provide warmer water than was previously available. Please note that during cold weather periods it may be necessary to run the faucet for 30 seconds or more in order to drain off any water in the hot water supply pipes that have cooled down between uses. Please let library staff know if the problem continues.

Comment:

I just finished "The Ghostwriter" by Julie Clark, it was an excellent book that I strongly recommend others read. I would love for the library to have a patron review system of some sort.

Response:

Thank you for the suggestion. It will be considered as Library staff consider future updates and enhancements to the online catalog.

Comment:

My family and I frequent the Port Angeles Library and we are very appreciative of all the activities the library has for kids and adults. Our favorite is the Tween time on Thursdays. Clair does a fantastic job facilitating this group and she is always cheerful and welcoming. Thank you so much for making the library a warm and positive environment.

Response:

Thank you for great feedback – it will be shared with Youth Services Librarian Clair!

Comment:

Hi. I want to be able to be aware of community events held in the Raymond Carver Rooms. Currently your events listed are only Library sponsored events. The calendar used to show all community events held here. I feel cut off from being able to be aware of attend events that would help me feel more connected to the community

Response:

Thank you for the feedback. While we understand the benefits of listing every meeting room reservation on the Library's website, when NOLS changed its meeting room reservation software a couple years ago, an intentional decision was made to only list NOLS events on the NOLS website. Since library meeting rooms are open to anyone to reserve for a wide variety organizations and purposes, NOLS did not want to be perceived as sponsoring specific events or to cause confusion about what is or is not a NOLS event.

Community organizations can still hang event flyers on community bulletin boards in the library, in addition to marketing their events through the many other channels available to them in the community.