



Customer Comments

July 2026

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

Please offer the puzzle contest at the Sequim branch. It's so fun. Little prep or funds and now we have space! But PA so far. Thanks

Response:

Thank you for the positive feedback. Your suggestion will be shared with the NOLS Programming Team.

Comment:

Area of concern is the Port Angeles entrance lobby. Chairs have been removed. Senior Citizens waiting for Para-Transit van have no option to sit while in view when the van arrives. I watched this occur as an elderly senior of our community needed help to stabilize from falling and an observant community person brought out a chair to the entrance lobby for her.

Response:

Thank you for sharing your concern. There were a lot of changes around the Port Angeles Library's entrance this summer. While the [Accessible Pathways Project](#) resulted in a lot disruption immediately outside the library that eventually led to improvements to the facility, work was also done in the library's lobby to improve accessibility. NOLS worked with the Port Angeles Friends of the Library, the nonprofit group who run the book sales in the lobby, to address accessibility issues in the lobby that were identified during an ADA facility audit. A number of these issues related to the amount of carts and furniture in the lobby and how that equipment conflicted with open space requirements around doorways and passageways. The table and chairs in the lobby were removed to help address these issues and prevent people from gathering and unintentionally blocking parts of the entryway. We planned to place a new bench outside the entrance and under cover, as a place people could wait for rides, but there was a gap between when the chairs were removed and when the new bench was installed in late July. We're sorry for any trouble caused during this transitional period and hope the new setup will work well for all library visitors going forward.

Comment (three grouped):

1. We all love Annie Dahlquist as the facilitator of our on-line book discussion group. She is engaged and thoughtful and makes sure everyone has space to participate. I would love her to continue to lead our groups. I've been a consistent member and supporter of the book groups (albeit it almost entirely on-line since Co-vid) since the end of 2015 and she is the best staff facilitator we've had. Please keep Annie as our facilitator!
2. Please don't transfer Annie from facilitating our book club discussions. She is engaging, professional, and best of all, she reads the books!
3. Keep Annie moderating Book Discussions.

Response:

Thank you for your feedback regarding NOLS' monthly online Book Discussion Group. It is wonderful to hear that Annie has had such a positive impact on participants and that you would like to see her continue in the role.

As Annie transitions to another NOLS department and new position, we will be moving the facilitation of the group to Amber Kleefeld, one of our Port Angeles Library Public Services Librarians. Amber also selects all of the new materials for NOLS' Fiction and Book Kit collections, so she brings a strong knowledge of our collections and a great perspective to the group.

Annie will continue to support the transition by co-leading this afternoon's discussion with Amber and participating in the selection process for the group's 2027 titles.

Thank you again for sharing your feedback and for your support of the Book Discussion Group. If you have further questions, please feel free to direct them to me or Meghan Sullivan, our Public Services Director.

Comment (two grouped):

1. Please bring back Bad Art Night!! Please make it in the evening so I can enjoy it with my spouse who works during the day. We really enjoyed it!
2. I would love to see "Bad Art" night come again. My friend, who is artistically inclined, finally talked me (not artistically inclined) into going to the last one and I loved it! I would happily go again. It really took the pressure off of me that it was called "Bad Art."

Response:

Thank you for the positive feedback. Your suggestion will be shared with the NOLS Programming Team.