



Customer Comments

June 2026

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

I walked in from way out in the construction area – there were no lights in the entry; no people in view; another person and I walked all the way to exterior glass doors with guesses as to open or closed?? Perhaps a lighted OPEN sign would help?

Response:

The commenter requested no response, but library staff have begun to investigate open sign options for the Port Angeles Library. An LED open sign was utilized when NOLS offered curbside service during the pandemic in 2020.

Comment:

A librarian rudely approached my 7-year-old son and his 3-year-old friend today and rudely complained that they were yelling and running. They were doing neither thing. If she is concerned about people using regular voices at the library, there are basically ALWAYS teenagers and adults talking far louder. Perhaps her perhaps her enthusiasm for rule enforcement could be better utilized if it were directed toward people actually breaking rules. We're there everyday and I look forward to chatting with her anyone else about this. My name and contact information are included.

Response:

Public Services Director contacted patron to discuss the described incident.