



Customer Comments

August - September, 2015

The following comments were received by the Library during August and September, 2015. 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.

Port Angeles

Comment: The staff were so helpful with everything I needed from helping with my account and library card to computer help and even personal questions. They really made me feel welcomed and cared about! Thank you PA Branch! You rock!

Response: Thanks for the kind words.

Comment: It seems that around the library is a popular place to walk dogs. It would be nice if you had a station like the parks do so that people can pick up doggie doo and dispose of it properly.

Response: The Port Angeles Library does have a dog-doo bag station. It's conveniently located in the grassy area near the parking lot, right next to a trash can. Of course, providing the station doesn't ensure that dog walkers will always pick up after their dogs (though most seem to do so). Neighborhood dogs running loose also contribute to this problem on occasion. Thanks for the reminder that we may need to have facilities staff step up the frequency of the doggie doo patrols!

Comment: I have been using the RSS function in the Library website and I'm really happy that there are the different categories. I was wondering if it would be possible to separate the cds into music and (audio) books. I am not really interested in the music cds and it is hard to wade through all - sometimes unable to tell which one an item is. Thanks.

Response: Thank you for taking advantage of the Library's RSS feeds. I'm sorry that you've experienced difficulty searching through our Sound Recordings feed. Unfortunately, at this time we don't have the ability to separate the feed in order to differentiate music from audiobook offerings. However, this is an enhancement that has been requested of our vendor, which we hope will be made available in the future. We appreciate your patience and understanding with this matter. Thank you for providing your feedback to help us improve NOLS' RSS feeds

Comment: Theresa did more for me than anyone could expect. She found a Seattle obituary that was very special to me. She enlarged it. I love the color. I will keep it forever. She should be commended for her kindness and caring, and her skills.

Response: Thanks for taking the time to let us know that you were thrilled with the customer service you received. I'll pass your kind words on to Theresa and her supervisor.

(No additional customer comments were received during this period).