



Customer Comments

February 2015

The following comments were received by the Library during the month of February 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: Very helpful and very much appreciative. Of book sales, also. Thank you very much!

Response: Thanks for getting in touch. Book sales at your library are coordinated by the Port Angeles Friends of the Library, and funds raised help support NOLS programs, events and other important initiatives. To learn more, or to get involved, visit www.nols.org/ **About NOLS/Support the Library.**

Sequim

Comment: Put handicap spots closer.

Response: Currently there are 3 spots reserved for disabled parking at the Sequim Branch Library. The closest one is on the south side of the parking lot, but requires crossing the parking lot to get to the front door. The other two disabled parking spots are located near the sidewalk on the north side of the lot and allow easy access to the sidewalk, which is safer than navigating the parking lot on foot or in a wheelchair. Staff have looked at the parking lot trying to find a better solution. At this time, the current layout seems like the best option. Please let us know if you have specific ideas of how to better solve this problem. Thank you!

Received by e-mail

Comment: Subject: Re: Nols.org Website Problem

Thanks so much for your prompt reply. Yes, I was online around 10:00 am this morning when I encountered the problems at nols.org. I just went back into my account (2:00 pm) and I tried some title searches for DVD's on my iPad and everything is working fine again. I got the thumbnail images of the DVD cover, the DVD summary and the buttons to place a hold, more info, etc. Everything seems to be back to normal now.

I would like to thank you guys for the work you have done at the nols.org website. We are relatively new to Sequim and my family really enjoys using the nols.org library services online on our iPads (tablets) here at home. We can renew our books and DVD's online at home-very convenient! It's great your website is so user friendly with tablets and mobile devices.

Also we don't take a paper receipt when we check out items (to save paper) at the library in Sequim and all the activity receipts go to our email inbox the same day. Very cool feature!

Also please thank whoever orders the DVD's for the library system. You have a wonderful selection of DVD's and placing them on hold at home is so convenient for our family.

Thanks again for all the great service.

Response: You're welcome.