

Suggestions & Questions from Our Library Users

FEBRUARY 2011

1. Your new system is the most unfriendly one I have ever encountered on the internet.

I understand that you and other of our patrons have been challenged by our new online catalog. We have appreciated hearing about your experiences and have already made several improvements to the catalog as a result. We do believe that this new catalog has the potential to be of great service to you. Please continue to give us feedback about what you need from us, and we'll do our best to meet those needs.

2. It looks that have CDs at the back should be duplicated so that the originals are kept in storage. In cases where the duplicates are missing (stolen) or destroyed, more duplicates can be made.

We appreciate your suggestion about how to maintain our CD collection. By and large, we have found that it is easier and cheaper for us to buy replacement copies of the CDs than devote staff time to making and storing duplicates.

3. a) Too few Sci Fi Books on the bookends.
b) After construction Please separate the paperback SciFi books from the hardback Sci Fi books.

Book Ends is the used bookstore run by the Friends of the Library. The Friends have no control over the number of Science Fiction books in Book Ends as all books are donated. I will pass along your suggestion about separating paperback science fiction from hardback science fiction to the Friends for their consideration once their new bookstore is opened in the fall of this year.

4. I wanted to let you know that the DC Universe game you have on order requires a monthly fee to play and on line account. I could see this being problematic and a source of confusion for everyone who checks it out.

Thanks for bringing this to our attention. We regret that we didn't notice that this particular game requires a fee to play. We have other similar games that do not have this requirement. We'll be more vigilant about identifying this type of game in the future so as not to select it for our library.

5. Library needs psp and ps2 games.

At the time we introduced our game collection, PS3 was the most current Sony game system. Due to budget and space constraints, we decided not to purchase games for older systems.

6. It is taking too long to rebuild the library. How long will it take to rebuild the library?

Warren-Newport Public Library District
Gurnee, Illinois

We are grateful for the patience of patrons like you as we make the necessary and desired improvements to our very well-used library building. We are still on schedule to finish the project in November of this year. That would be a little over one year after we began construction in October 2010. When we compare our schedule to that of other libraries that have recently undergone construction, we are proud that our building team can finish the work in one year while keeping the library open so that we can continue to provide you the excellent services you've come to expect of us.

7. Generally the library is very noisy in the late afternoon. (When students by school come in) Some parents also leave their children loose running around. I think the silence code must be more enforce.

We regret that you've been disturbed by noise in the library. Our staff does its best to enforce our Standards of Public Conduct, which prohibits disturbances such as excessive noise and running around. Please don't hesitate to approach a staff member if you are disturbed by another patron, and we will intervene to quiet things down.

8. The book carts used by the workers make a lot of noise. If their wheels can be oiled or greased. It will help a lot in this direction.

Thank you for alerting us to the squeaky wheels, and we apologize for the disturbance they caused. We will make their lubrication a more frequent task.

9. Expand ereader book availability. The selection is good but the # available @ one time is slim. By the time my book is available I have moved to another book series.

I'm happy to explain to you a little more about how we order e-books to meet your needs. The consortia that we work with to bring us our e-book collection is currently working with the vendor to obtain more e-books in order to bring down the holds-to-copies ratio while still keeping within our budget.

Thank you for taking the time to help us improve our service to you.

Stephen Bero, Director

Patron comments appear here unabridged and unedited.