

Suggestions & Questions from Our Library Users

APRIL 2011

1. "Drop down" or "remember" login card number on website, like the interlibrary loan website. Thank you and God bless you!

I'd like to provide a possible answer to your question. The current versions of the most popular Web browsers that we've tested do allow you to remember your library card number in the entry box on your account login page. Please check your security settings on your browser. Please also note that because of our commitment to safeguard your account we have disabled this memory function in the Web browsers on the library's public computers.

2. Keep up the good work!

We're happy to learn that we are meeting your needs. Thanks for letting us know, and we'll do our best to keep it up.

3. I applied for a Veterans Affairs job which requires on-line application and fax services. I am very grateful of the hours the library is open (until 9pm on most days) and even on Sunday. Thank you, thank you for your services. Staff are helpful and polite.

You're very welcome. We are glad that our services have been of benefit to you. We are proud of our reputation as "the World's Nicest Public Library," and are pleased and grateful in return that you have recognized us.

4. Coat rack, pegs or more chairs – somewhere to put coats and bags in preschool room when all the chairs are taken.

Great idea, and we share your concern. We have put this on our slate to address when the major construction is complete in the fall of this year.

5. Please replace some of the hard-backed chairs situated at the internet computer stations with soft-backed chairs. I am old and have a bad and sometime painful back. Thank you.

I'm pleased to report that we have ordered new chairs for the new computer stations that we will install in the next phase of our construction. I trust that you will find these chairs, which allow adjustment of height and have flexible back support, much more comfortable than our current ones. We thank you for your patience until the new chairs arrive.

Warren-Newport Public Library District
Gurnee, Illinois

6. I would like to suggest a coffee machine for the future. Thanks!
7. Really miss the coffee shop. Any chance hot coffee will be available in the future? Just a suggestion. Thanks!

I'm excited to inform you that coffee as well as other drinks and snacks will be available again in our new public vending area scheduled to debut in November. We appreciate your patience during this interim as we work to provide improved amenities.

*Thank you for taking the time to help us improve our service to you.
Stephen Bero, Director
Patron comments appear here unabridged and unedited.*