

Suggestions & Questions from Our Library Users

November 2011

Suggestions and questions grouped according to category where possible.

1. The study rooms used to be available for online sign up. I would find it much more user friendly if that would become available again. For those of us who need multiple days it seems like a poor use of librarian time to type up our requests. Also, if we want to schedule study/writing session while the library is closed that is impossible. Please consider reinstating on line sign up.

At this time, even with additional study rooms (soon to be a total of 6) available due to our remodeling and construction project, this service is a very popular one that requires a great deal of time on the part of our staff to ensure that transitions from one appointment time to another go smoothly. There is a great deal of demand for this service and we feel that staff management of reservations at this time ensures consistent service for all.

Reservations for the study rooms can be made over the phone as well as in person. In addition, reservations can be made up to one month in advance. Please contact our Reference Staff if you need help in making reservations or have further questions.

2. I would like to suggest the ~~return~~ things we return the books into to give receipts like when we take them out. This way we can be sure if we need to search our house for a missing book or the library will feel more confident when they need to search the library. Thank you.

Our automated material handling system is not equipped to produce receipts. You may bring your library materials to the check out desk and our staff will be happy to check in your materials and give you a receipt. You can also return your materials through our AMH and then check your account at one of our catalog stations to be sure everything has been checked in correctly. We are always willing to do a shelf check on the spot if something did not get checked in correctly.

3. Circulation clerks (and perhaps signage) should permit pregnant mothers-to-be and parents with small children (esp. crying babies) to come to the front line for their and others' convenience.

We now have six express check outs to expedite the check out process for those who are unable to wait in line. We try to make

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accommodations for parents with crying children but must be fair to our other library patrons who are also waiting in line.

4. What about the old computers are they for sale.

Thanks for your interest. We donate our used computers and other technology equipment to a service that refurbishes them and in turn donates them to schools.

5. Why do you have a policy of not being able to renew a DVD when no one has a hold on it? This is different from other local library policies. (NOT NICE)

Our DVD collection is quite popular. We believe that our patrons should have equal opportunity to browse our collection. Renewing DVDs would limit patron access. Our Circulation policies are currently being drafted for revisions. We will bring your recommendation to our board of trustees.

6. It would be appreciated if the self checkout machines worked properly.

Sorry to hear that you've experienced some difficulties using our express checkout service. Please don't hesitate to let us know what the problems are. Improving this service is a high-priority for us.

7. 2 ladies (a Reference Desk) went above & beyond to help us! We much appreciate their services! Nancy Luque, Pam M.

Thank you very much for the nice compliment for our reference staff members. We appreciate their efforts to go 'above & beyond' in helping you.

8. Computers should have a sign that tell what pin# you want! How was I supposed to know?

As part of our revised computer reservation and printing systems, a PIN is now required to log on to a public Internet computer as well as to retrieve print jobs. In most cases, for registered library card holders, the PIN is the last seven digits of your phone number on record—however, this is not true for all patrons, especially those who have established PIN's of their choosing, or have revised their PIN's. Staff at the Reference or Children's & Programming desks would be happy to help you if you experience difficulty in using a PIN with our computers or printers.

9. Please place garbage can close to door in bathrooms. Won't contaminate hands after washing to open the door.

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Sounds like a good idea to me, thanks! We expect to make this and other little adjustments to our new building in the coming weeks.

10. A beautiful new library- perfect, except for the dirty, rusty, nasty looking book carts by the computers and in the little kids room for starters. Are there plans to replace these? Thank you.

Thank you for bringing this to our attention. We have placed a newer book cart by the computers. These carts are a little older but can still serve a purpose of being used for re-shelving library materials.

Collection-related comments

11. Order Bleach the Anime Series (not the movies) This series also come to t.v. Nana the Anime Series. Order different manga. Order Manga.

Please see the staff at the Reference Desk or Children's & Programming Desk to make suggestions for purchase.

12. U. S. Presidents by History Channel more WWE/ Wrestling DVD's. Seavis & Butterhead

We do own some History Channel DVD's about American Presidents as well as WWE DVD's and will look into ordering more. We assume that you are referring to the animated characters 'Beavis and Butthead.' Please see the staff at the reference desk to request specific DVD's.

13. Get more movies (comedy) and horror.

Please see the staff at the reference desk to make suggestions for purchase.

14. Need more xbox games other then E games. More verity.

As part of our Collection Development plan, we currently do not order games above a T or 'Teen' rating. If you have suggestions for appropriate XBox titles, please see the staff at the reference desk. We would be happy to consider them.

As to # 28, I would just say that we currently own games rated EC, E, E10+, and T and are happy to receive title suggestions.

Building-related comments

15. The new book is horrible. The red ceiling makes it dark. Seem low & claustrophobic. There is no soaring roof on entering or making it welcoming. The nonfiction stacks & business center don't help either. It looks sad not at

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all inviting. Maybe it got more efficient but definitely made it look like a hospital – “bleak”

Thanks for your comment. Please know that many of our patrons are very pleased with the changes we made. I would ask that you allow some more time to get to know our new building and its many amenities. I'd be happy to discuss your reaction then.

16. Put in an ATM machine – Anonymous

We have tried this in the past, but the amount of usage is so low that the bank eventually pulled it.

17. I am not the only one who noticed parking lot in front could be wider? to keep cars from backing into one another.

The south parking is narrower than before construction. I would ask you and all patrons to be careful at all times in our parking lot. The new front lawn of the building is a replacement for the old Reading Garden and will function not only as a beautiful feature of the site but also as an environmentally necessary water detention area.

18. I miss the revolving door. Now any child can walk out unchecked.

We ask that you and all patrons with children attend to them at all times they are in the library. Please see a staffer if you'd like to review the library's Unattended Child Policy.

19. Please put large print near the entrance. It is ridiculous where you have it.

Thanks for your suggestion. We will consider it the next time we review our collection usage.

20. Comment it is really cold in the womans restroom.

I'm sorry that you were uncomfortable in the new women's restroom. It's possible that you were using it at a time when the heating and air conditioning was not fully adjusted. We have made those adjustments now and the temperature in the restrooms should be normalized. Please let us know if it's not.

21. Place a table or object by the auto book drop inside= closer for large amounts of returns= ledge is not close enough.

I presume you are referring to the materials return slot in the front lobby. Thanks for bringing our attention to your needs. (Thanks as well for checking out so many items!) We will continue to observe traffic patterns around the return slot to

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determine how to make it more convenient for you and others to put your returns in.

22. First time have traveled all the way from Waukegan your selection and overall layout was quite impressive but a lack of tables made me feel anxious and away from home but this may be better because this stops the homeless from (setting up shop) you have a wonderful library. Thank you.

Thanks for the compliment! We do have tables judiciously arranged throughout the library. As the renovated building is new to us staff too, we will probably rearrange things as we get more familiar with how you and we use the spaces in the building. We'll keep your idea in mind, thanks.

23. What happened to the comfy soft seat at the computer.

The previous chairs that were used at most of our public Internet computers were hard backed, wooden chairs without cushions. Our new chairs are computer task chairs that do have padding in the seat, so we're perhaps uncertain of which chairs or computer area from the past that you are referring to.

24. Why is the drop box in the parking lot closed LOCKED when the library is CLOSED. YOU NEED TO PUT A SIGN ON THAT BOX STATING LOCKD WHEN LIBRARY IS CLOSED.

We will post hours on the drive-up book return. Thank you for your suggestion.

25. Drive thru return box is unusable. Too High!

26. The book return slot for cars is TOO HIGH. You should lower the book slot a few inches.

27. Tell library – book drop in drive way too high for a car.

28. Bookdrops is too high.

29. Please install a drive up book drop for people who have smaller cars or have smaller reach. The Highland Park Library has 2 bookdrops- 1 for regular cars and 1 for SUV's, trucks, etc. Thx.

Our drive-up book drop is the standard height for most cars.

The concrete apron which has heightened the book drop is under consideration for revision next Spring to make it easier to reach from your vehicle.

30. Automobile drop not open on Sundays? Why? There must be some way to be able to keep it open 24/7 and have it automatically lock closed when full and no more materials will fit in it.

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The book drop is not designed to close when it is full. You can return your materials 24/7 in the drop at the front of the library building.

31. Small stools by books & audiobooks so we don't have to sit on the floor to see them. We with poor eyesight have to get right by the books.

Please be aware that we do have stools throughout the stacks. We will keep your suggestion in mind as we review our needs for other furnishings in the coming year.

32. The new library is – a bit strange- Especially the check out desk I understand you may have to have one (1) low counter for disability Act but not the whole thing- Too low for patrons and too low for the workers behind the desk. Back pain maker! Good grief. Fix it please!

I'm sorry to hear about your inconvenience. We are more than willing to assist you with whatever you need to make your checkout as painless as possible. Please don't hesitate to ask us.

33. We need a little gift shop (again). Instead of high priced items why not local crafters, painters, jewelry makers, etc. giving items on consignment. Library gets a percentage, crafter gets a percentage. It could be open Fri. & Sat., manned by volunteers.

The former Front Cover gift shop looked nice, but I have to tell you that it was stocked and staffed as you suggest and was not successful. We have no intention at this time of bringing a gift shop back.

34. Make the front for handicap people. It is ----- getting iceing in the back.
35. The current & planned handicapped parking is located too far away from the main entrance. It's a very long hard walk or ride in a wheelchair if it is snowing or raining. Not safe.

We have heard you and others of your fellow patrons about the location of the handicapped parking spaces. I would like to tell you that those spaces must by law be placed on level ground and so at this time cannot be put in front of the new main entrance. We are putting on our thinking caps to come up with a solution to the distance-problem, and hope to have it in place come springtime.

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

Stephen Bero, Director

Patron comments appear here unabridged and unedited.