

Suggestions & Questions from Our Library Users

August 2017

Building-related comments

1. Love the elevated chairs & tables in the kids section. How about some of those in the adult areas. Thank You.

I'm glad to hear you like this furniture! It is in WNPL's long-term capital budget plan to purchase new furniture for the adult areas. This is tentatively scheduled to happen starting in the Year 2020. However, we review our long-term capital budget plan annually and will consider purchasing new furniture sooner if our budget allows.

Service-related comments

1. Patron complained that WNPL purchases too many copies of a single title. She suggested that WNPL purchase more variety so we don't have 10-12 copies of 1 title sitting on the shelves.

Thank you for your suggestion. As WNPL is a popular materials library, we do purchase multiple copies of titles in order to keep up with demand of our patrons. If there is a title we do not have in our collection, we would be happy to complete a purchase suggestion on your behalf. Items that meet our selection criteria are usually purchased for our collection.

2. Is there any way you could put all war movies in same category.

Thanks for the suggestion. For simplicity, we decided to arrange our feature film collection under a few broad genre categories rather than many subcategories. If you are looking for a specific movie, we would be happy to check the catalog for you.

3. Could you please take Bill Cosby movies out of the kid section he is a racist.

If you feel that an item is not appropriate for our collection, you may complete a "Request for Reconsideration" form. Completed forms will be given to the department head who will determine if an item should remain in the collection or perhaps moved to a different collection area.

**Warren-Newport Public Library District
Gurnee, Illinois**

System & Computer-related comments

1. I would love to be able to find out from the system if I have checked out this book out before.

Our library automation system does have the ability to store what you have read, but we have chosen to turn this feature off. Protecting user privacy and confidentiality has long been an integral part of the mission of libraries. However, I know that other patrons would appreciate this feature. If activated, you would have to “opt in” to the system, thus protecting your privacy. I plan to bring this issue to the library board to get their thoughts. Thank you for raising it.

One suggestion I have for you is to set up an account with a free service like Goodreads to track what you have read. For more information about Goodreads, please visit goodreads.com, or ask one of our reference librarians for more information.

Miscellaneous comments

1. Please put the wastepaper baskets back on the outside of the bathrooms!

Due to sanitary reasons, we keep the wastepaper baskets inside of the bathrooms. Thanks for the suggestion.

2. I would like to suggest a “walking cart,” small and compact to use as I explore the library and still put books in a “basket”. I’m 80 yrs. old and it would help.

I like this idea. We will be in touch with you to clarify exactly what you mean by “walking cart”. Thank you for the suggestion.

*Thank you for taking the time to help us improve our service to you.
If suggested a title for purchase, we have passed it along to staff members who order materials.*

Ryan Livergood, Executive Director

Patron comments appear here unabridged and unedited.