

Suggestions & Questions from Our Library Users

December 2017

Service-related comments

1. Occasionally I have to pick up ILL items at checkout desk nearly always a line. Since ILL doesn't have to be checked out – just picked up- any way of simplifying process? While still showing patron library card?

We appreciate you using our interlibrary loan service. As of right now we keep all interlibrary loan items behind the checkout desk in order to better keep track and protect items that have come from another library. WNPL is responsible for these items once they arrive and some of these items can be rare or valuable-- so in order to make them less vulnerable to being lost we keep them behind the checkout desk. We will continue to think of ways to make this process more streamlined.

2. Create a charging station for when we forget our charges.

You might not know this, but there is a charging station in the vending area. I invite you to take advantage of it.

3. Rachel a reference librarian provided outstanding service with a smile.

We agree that Rachel is an outstanding librarian. Thank you for noticing.

4. It would be great if holiday movies & magazines could be treated like hot pix during the holiday season to give more people the chance to watch/read them.

Thank you for your suggestion. We realize that the holiday movies are extremely popular this time of year, but this would be logistically difficult to accomplish.

Computer & Systems -related comments

1. Have you considered offering other web browsers? Also how energy efficient is your lighting?

We are in the process of investigating offering other web browsers. We are also investigating the process of converting all of our lighting to energy efficient LED lighting. Thank you for your questions.

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

2. By getting rid of your browser!! All the staff says they can't do anything about it. Yahoo works great everywhere else except here! It has been a constant problem for over 1 yr.

Our staff has tested Yahoo with our browsers and cannot replicate any problem. If this happens to you again, staff will be happy to assist you with this issue.

3. Your internet system SUCKS!!! Your system obviously can't handle the number of computers you have! Either reduce the number of computers offered or UPGRADE your entire system. You need to have Chrome!!! Have never seen such slow, unreliable system! I thought Antioch library was bad but you are definitely competing for their last place spot!!!

I can tell from your comments that you have had some frustrating experiences here with both our computers and internet. I have shared your concerns with our IT staff and they are in the process of doing tests on our network right now and assessing if we are adequately meeting the technology needs of our patrons. If we determine that we are not meeting the needs of our patrons, we will make improvements to our system as our budget allows. In the meantime, the next time you are having a specific issue, please report it to staff. They will be more than happy to assist.

4. Please, **update** your system! In the middle of taking an online final, internet stopped working. I was so DISAPPOINTED. I had to go to another library and start all over.

I apologize that you had this experience. That must have been incredibly frustrating. Unfortunately, technology certainly isn't perfect and does fail time to time. I know those words probably do very little to assuage your disappointment, but I sincerely hope your next experience at WNPL is a more positive one.

5. Please fix your main computer to allow yahoo + internet explorer to operate without issues. it is absolutely annoying. everyone says they have issues but 1 person has preference of system.

As was previously mentioned above, our staff has tested our Internet Explorer browsers using Yahoo and cannot replicate this problem. If this happens to you again, staff will be happy to assist you with this issue.

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6. There is a time limit on the computers which is great if it's crowded. However today there was 3 people at the adult computers and I was working on a presentation that required the internet. It took forever because the internet kept losing sessions and restarting itself. Finally it was running smoothly and my session ended. I had to get up and go to another library in another city to finish that's a little much. It will be helpful if there was an additional extension when there is no one else around to occupy the computers.

Under these circumstances, staff are always happy to provide extensions. Hopefully an event like this won't repeat itself in the future, but if it does, please don't hesitate to ask staff for assistance.

*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.