

## Suggestions & Questions from Our Library Users

September 2018

### Service-related comments

1. I really appreciated the computer help I got from the librarian tonight. She was friendly, kind and patient.

*We appreciate you recognizing the excellent service provided by our staff. Thank you so much for your kind comments.*

2. Please consider increasing late fees for magazines. The late fee for holding a new release DVD for 1 additional day is equivalent to holding a magazine for an extra 5 days, despite the fact that the DVD often has multiple copies available versus a single copy of the magazine, has the loan period, and is less time – sensitive material. Returning a 2-week loan DVD one day late (an extension of 7.1% of the loan time) incurs the same fee as holding a magazine for an additional 71% of its allowed loan time.

*Thank you for the suggestion. We are in the process of changing the way we handle fines on overdue items. Look for more news about this next month.*

### Miscellaneous-related comments

1. I think you should put all the Gurnee Days pictures that didn't get a prize in the library next year.

*This is an interesting idea. We will discuss the feasibility of this idea with the Gurnee Days Corporation. Thanks for sharing it with us.*

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*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.***