

## **Suggestions & Questions from Our Library Users**

March 2018

### **Service-related comments**

1. Today Steven helped me above and beyond with all my jobs at the library. How lucky the Gurnee library is for having such a wonderful employee at the Adult Services.

*We agree that Steven is wonderful. Thank you for noticing.*

### **Computer/System-related comments**

1. Guest WiFi SSID Needs Better Security. My computer was vulnerable and I wasn't on the network. WiFi connection symbol was on but didn't connect to a SSID.

*We're not sure that we understand the issue that you experienced during your recent visit. The next time you are having a specific technology issue, please report it to staff. They will be more than happy to help convey your concern to our IT Department.*

### **Miscellaneous-related comments**

1. I think that you should decorate the library more.

*Thanks for your input. Decoration is an important part of our library environment and we try our best to decorate as theme, time and budget allows. Please check out the fabulous work of our staff across the library—from the lobby display case, to the bulletin board behind the Youth Services desk and creative book sculptures at the Adult Services desk. We also decorate during the winter holiday season.*

2. It would be awesome if this library had a “food for fines” program where members can donate food and have their late fees waived. Lake Villa does this and they are able to make a huge donation to a local food pantry.

*Thanks for your suggestion. At this time, we do not have plans to implement a similar program at WNPL.*

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

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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.***