

## Suggestions & Questions from Our Library Users

November 2018

### Building-related comments

1. Need a bathroom near Coco's Cove or a preschool size toilet in the current family bathroom.  
*This has been brought up in the past and unfortunately the cost to modify our rest rooms is significant. Budgetary constraints limit what we can accomplish.*
2. I think that there should be a water fountain with a thing where it will fill up your water bottle with sensor.  
*Thank you for the suggestion. This is a great idea, but I am not sure our budget will allow such an addition. We are going to investigate the cost to see if this is feasible.*

### Service-related comments

1. Would you consider offering naturalization classes? Many libraries offer English as a second language, but not a preparation for the actual naturalization process (test & interview) Waukegan does. It would be great to have this here too. Thank you!  
*Thank you for your suggestion. We will pass it on to our Program Specialist.*
2. Ryan. Jessica is Awesome! What a great help to my wife and I. My sincere thanks.  
*We agree that Jessica is wonderful. Thank you for your kind comment.*

### Miscellaneous-related comments

1. Have accurate and colorful Black History Month display that showcase the rich heritage of this group of American Citizens.  
*Thank you for your suggestion. We will definitely consider this idea as we plan displays for the upcoming year.*

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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.***