

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

**February 2019**

### **Building-related comments**

1. Please oil the hinges of The Men's Restroom Door. Thank you.

*Thank you for your feedback. I have passed along your suggestion to our Facilities Team.*

2. 1- YOUR SNOW & ICE REMOVERS NEED TO REMOVE ALL SNOW ON THE SIDEWALKS OF YOUR PROPERTY. AT 1:00 P.M TODAY – DIFICULT TO WALK AT END OF YOUR PROPERTY NEAR THE PRE-SCHOOL, BECAUSE THE ICE & SNOW HAS NOT BEEN SHOVELED OFF PROPERLY THERE. 2/22/2019.

*Our goal is to make our sidewalks and parking lot as safe as possible from winter ice and snow. Thank you for reporting this situation. In the future, please don't hesitate to mention to our staff areas of the sidewalks and/or parking lot that you feel need addressing due to weather conditions.*

### **Service-related comments**

1. You should let familys with 5 or more kids get more books. The bigger familys would realy appreciate it. Thank you for your cooperation.

*Good news! You can get more books by signing up each member of your family for a library card. Each library cardholder can check out up to 50 books at a time, allowing your family to check out more items together.*

2. Drive thru library.

*Thank you for your suggestion. At this time, however, our library's design does not allow for a drive through.*

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

3. We are so happy that our little ones enjoyed all the Baby Steps programs! We like “Terrific 2w and 3s” now offered Mondays, Wednesdays and Thursdays! We were talking about how next year with preschools being Tuesday and Thursdays some of us in Monday or Wednesday “Terrific 2s and 3s” won’t be able to go to “Fabulous 4s and 5s” which is only Thursdays. I see the newsletter is out for this spring already. So next year in 2020, will you please consider keeping Thursdays “Fabulous 4s and 5s” for February 2020 (for Thursdays’ children aging out of “Terrific 2’s and 3’s) and opening Mondays or Fridays “Fabulous 4s and 5s” in April 2020 instead? That way families who have gone to “Terrific 2s and 3s” on Mondays and Wednesdays (and have to work or child has preschool Thursdays) have the chance in April 2020 to also experience a “Fabulous 4s and 5s” even with preschool, working etc. Thanks!

*Thank you for your kind words about our storytimes! We are very happy that you and your children enjoy them. While there are many things to take into account when scheduling our programs, we will take your suggestion into consideration for next year. Thanks for reaching out.*

**Miscellaneous-related comments**

1. I like the lottery system much better.

*Thank you for your comment. We’re not sure if you are referring to the lottery system for AARP Tax Assistance or perhaps another program? The lottery system for AARP Tax Assistance was implemented for the safety and security of patrons waiting their turn to receive help under the program.*

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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.**