

Suggestions & Questions from Our Library Users

May 2019

Service-related comments

1. I looked for new books from “BOOK PAGE” but most are only available as E-BOOKS. Why are you discriminating against those who can only read real print books?

We purchase new titles in print, as well as other formats, such as audiobook, ebook and eaudiobook, when affordable and based upon patron demand. If you are looking for a title in our catalog that appears to be available only in ebook format, please speak to an Adult Services, Youth Services or Outreach staff member for further assistance. Staff can assist with catalog searches, placing holds on titles checked out, purchase suggestions, and in some cases, interlibrary loan requests.

2. Will the library ever consider getting a Kanopy (Streaming svc) affiliation that library patrons can link to their home internet provider? Kanopy has a lot of great downloadable content – but requires local library sponsorships (other local libraries like Glencoe Library already are affiliated, but one cannot us reciprocal checkout privelages to access the service this would be a great new service that many patrons would enjoy. Thank you.

Thank you for your suggestion. We will take this under advisement.

3. A “mother-Daughter” Book Club or a “Mighty Girl” Book Club.

Thank you for your book club ideas. We will pass along your suggestions to our book discussion leaders.

4. Don’t think the “No” Late fines are working very well, doesn’t invoke book returns at a reasonable time. I’m waiting for a book I’ve requested to be placed on hold, that is now 10 days overdue.

We’re sorry to hear that the book you’re waiting for is overdue. We know how frustrating that can be. The potential for more overdue items was a concern we had when we decided to become a fine free library. To try to prevent long overdue materials, we now remind patrons of overdue items sooner and more frequently than before. We also block patrons from checking out any more materials if an item is more than two weeks overdue.

Warren-Newport Public Library District
Gurnee, Illinois

We've kept keep track of how many and how long items are overdue to see if there's been a change since going fine free. The good news is that items are, on average, no more overdue than they were when we had late fines. The bad news, of course, is that unfortunately overdue materials are still a part of the library experience. Again, we're sorry that this has been your experience, and we hope the item you're waiting for comes back soon.

Miscellaneous-related comments

1. Please stop using 2 different shades of pink labels for 2 years in a row. Thank you.

Thanks for your input. We are uncertain of the labels that you are referring to. If your comment refers to labels used for our Hot Picks and Hot Flicks collections, unfortunately, the vendor who used to supply our old pink labels no longer makes them. Last year, we needed to find a different vendor to supply new labels. The shade of pink is indeed slightly different.

2. Get toilet seat covers for the ladies restroom. Let us have an option to choose it. It's very health to use one! Thank you.
3. Please have toilet seat covers available in the restrooms.

Thank you for your suggestion. I researched toilet seat covers, and I discovered that not only are they not environmentally friendly, but also they do not protect you from germs and bacteria. While I appreciate that toilet seat covers do provide a certain peace of mind, they are costly, bad for the environment, and do not prevent the spread of germs. Thus, we will not be offering toilet seat covers at this time.

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.