

Suggestions & Questions from Our Library Users

October 2020

Service-related comments

1. Can we return media in slot that automatically scan them and quarantine? I've been receiving a lot of email re: unreturned items.

We share your concerns regarding the timely check in of returned materials. To best protect patron and staff, we're unfortunately unable to check in material before quarantine. The good news is, based on recent information and guidance from RAILS, our regional library system, we have, recently reduced our quarantine period from nearly a week to 72 hours. This has significantly decreased the delay of check in and reduced the number of overdue emails sent out. We hope this change has resulted in a noticeable difference. Please know that we continue to adjust our processes as able to provide the best service possible. Thank you for your patience and understanding.

2. Can we get a drop box that kids can reach. It's hard to hold them. The box open and pick the books off the ground. It's been a thing at every other library I've been at.

Thank you for sharing your concerns with us. We appreciate how difficult it can be to manage returning materials with children. While we are unable to make any immediate changes to our returns process, your experience is important to us, and we will keep it in mind as our service evolve.

3. I would like you to post current library hours during this time.

Thank you for your suggestion. We have recently posted a sign with current hours at our front door, as well as within the building. As a reminder, current hours are available on the library website at wnpl.info or by calling the library at 847-244-5150.

Miscellaneous-related comments

1. Patron asked me to forward the idea that we should allow 5 – 10 people to use the QRR as long as they like while everyone else follow the normal rules.

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

Thank you for the suggestion. There are a number of reasons this isn't possible at this time. Not only would it be challenging for our staff to monitor the Quiet Reading Room to ensure the safety of our patrons if it were open, but also we are currently utilizing the Quiet Reading Room as a space for library staff in order to keep staff social distanced and safe.

*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.