

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

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June 2022

### **Building-related comments**

1. LOVE THE NEW LANDSCAPING. WONDERFUL JOB!!

*Thank you very much! We appreciate the positive comments.*

2. Great day! I am a constant user of this amazing library. I use the study rooms constantly for tutoring students (usually study room 1 & 2) I have notice the tables not very clean. I often wipe them clean w/ Purell wipes you offer, however it will nice if the tables are wipe clean in the evenings so When one comes first thing in the morning there is no eraser shavings, crumbs, drink marks etc. I do appreciate a clean and organize environment. I thank you for your cooperation.

*Thank you for being a regular visitor to our library and your feedback. We can certainly take look at library cleaning practices, but staff have also noticed recent issues with respect to patron responsibilities for leaving areas tidy during or after visits, as a matter of courtesy for all. We appreciate your help with trying to keep our spaces inviting and will look into the areas you suggest.*

### **Service-related comments**

1. To plan summer 2023, please schedule more events in August for children grades 2-5 instead of right after school ends (District 56 June 5/Woodland June 6 2023 and instead of week of July 4<sup>th</sup> which is common vacation week. Summer 2022 had no events K-5<sup>th</sup> grade in August. Thanks.

*We were very happy to bring back in-person programming this summer after offering remote and virtual programming the past two summers, due to the pandemic. The response from the community has been overwhelming, and we have been very happy with our attendance numbers thus far! While the library would love to offer programming throughout the entire summer, historically we've found that attendance falls significantly in August, as families prepare for last minute vacations, and getting ready for back to school. As a result, staff focus our programming around the Summer Reading Program dates, which are June 1 - August 8, for the 2022 season.*

*We will keep your suggestion in mind when we plan next summer's activities. We are hopeful that we can continue to expand upon*

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*programming going forward. Thank you for your interest in our programs.*

**Miscellaneous-related comments**

1. It'll be easier if our keytag can be accessed on the app. Then we don't need to have the keytag separately.

*If using the WNPL mobile app, your library card number, as well as a barcode including the card number, can be saved within the app. The barcode within the app can be used with our self-check machines within the building for fast and easy checkouts. Please feel free to ask public desk staff to learn more about accessing this barcode, as well as using our self-check stations.*

2. I would like sour cream and onion potato chips in vending machine.

*Thank you for your suggestion. We can check into this possibility, but please realize that with rising vending costs, as well as continued supply chain issues, we may not be able to act on your suggestion.*

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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.***