

## Suggestions & Questions from Our Library Users

July 2022

### Service-related comments

1. Huge Compliment. Valerie went above and beyond to serve and help us with downloading and printing 2 color photos!!!! We had no idea what to do and she so very kindly helped us!!!! Valerie was SO VERY friendly, caring and thoughtful!!!! Please make sure Valerie is recognized for her OUTSTANDING work!!!! Thank you SO VERY MUCH!!!

*Thank you for noticing what a great job Valerie does. She is awesome!  
We will pass on your kind words to her.*

2. I want to acknowledge and recognize one of your employees – Eddie (manager Kathy) who was assisting me & another customer. Eddie offered great customer service. He went above & beyond in helping make my inquiry very easy & pleasant. He did a fabulous job.

*Thank you for kudos to Eddie. We agree that Eddie does a fabulous job!*

3. Great Back to School event with very knowledge, friendly people. I would like to see more Arabic resources and books.
4. Really liked the Back to School event. It was very informative and everything seems to be available. I heard about it from a friend.
5. Disfrute mucho del evento de regreso a la escuela porque encuentre mucha informacion acerca del aprendizaje. Y gracias por tener informacion sobre Inmigracion y ayuda a familia inmigrante. Me gustaria ver mas programas asi.
6. Great community event back to school with a lot of friendly and educational resources. I want to see more children programs.
7. Muy buen evento con servicios que son muy buenos y gracias por capacitación. Todos fueron muy buenos y espero venir otra vez.
8. Thank you for having this Back to School event we enjoyed all the kids programs and smiling faces. I would like to see more events for foster families.
9. Gran evento que hay muchos servicios a la comunidad y todas las organizaciones estuvieron muy bien

*Thank you for your compliments on the Back-to-School program. We were excited to host over 500 attendees and distributed more than 150 backpack and 300 activity sets.*

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

10. I really enjoyed the presentation tonight about J. A. Dowie & would have to hear other presentations on local history – Gurnee, Waukegan, Lake County in general, etc.!

*We are so happy to hear that you enjoyed the program about Dowie and Zion. It certainly is a fascinating topic!*

11. Can it be changed for variety to become an item that can be checked out.

*Thank you for your suggestion. We will consider this possibility.*

**Computer-related comments**

1. Why can't all the computers that have internet access do a catalog search of the library. I would only find one catalog computer and waited for the user to finish. Thank you.

*All our internet stations can access the library catalog too! When you log in to one of our internet stations, it will take you to a page from which you can search the catalog. Feel free to ask for help at either the Adult or Youth Services desks.*

**Miscellaneous-related comments**

1. Cream soda would be a nice drink from the vending machine and maybe cream soda no cal.

*Thank you for your suggestion. However, due to increasing costs and supply chain limitations, we cannot guarantee that our vending partner can make this change.*

2. You should put out a table at Gurnee Days Sale Books for a donation at least? Or bring the Van? Thanks.

*Thank you for your suggestion. Our amazing Friends of WNPL held a Saturday Book Sale at the library during Gurnee Days, and it was a big success. I will discuss with both the Friends and WNPL staff the possibility of having an increased presence at Gurnee Days next 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.**