

Suggestions & Questions from Our Library Users

August 2023

Service-related comments

1. Feedback/Concerns-Mobile Hotspots. A defective Hotspot was checkout to me. I notice that battery did not keep a full charge. After disclosing the issue to the front desk, they were not able to provide a back-up hotspot. Could there be a department that does routine checks to ensure that technological devices (hotspot, roku, remote) work efficiently.
The hotspots and other devices are checked to see if they turn on and if the battery is charged before being given to the next patron on the list. Since circulating library hotspots are so popular and are continuously checked out, we do not have extra devices that we hold in reserve.
2. Everyone at WNPL is wonderful.
Thank you so much! We love our patrons as well.
3. Thank you for hosting Minecraft in the Point, Lego battle, and game nights and D and D. Our family enjoys them and hope you will host again.
Our staff members are so happy you've enjoyed these programs, and we will continue many of them into the fall season. We're looking forward to seeing you at the library again soon!

Miscellaneous-related comments

1. Could you get diary of an 8bit warrior.
Great news, we already own that series! Find it in the Juvenile Fiction area or ask at the Youth Services desk for help locating.
2. Please have more audio books available, ESP within a series. The specific series in my mind is the Disney Twisted Tale. They are available as ebooks, but not audiobooks. Thanks.
Thanks for your suggestion! We will look into buying more eaudiobooks in that series
3. Do more things please to give us stuff.
Thanks for your input. The library is continually reviewing programs and services for improvements. Please let us know which specific programs and services could be helpful to you.
4. After seeing other libraries in the area, I would love to see some other services that WNPL could offer. For example, the Grayslake library has

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

the hub, where they offer tools and machines, such as laser cutting/engraving, 3D printing, sewing, and others for patrons to use. I thought it was amazing. I think this is something that WNPL needs to help expand the greatness of our library.

We appreciate this feedback. WNPL is already offering several maker type programs for all ages, and library staff are planning new maker programming for the future. The library is offering a unique opportunity to help fundraise for maker programs and equipment at a Library After Dark event on Sat., Oct. 7 at 7 p.m. More info can be found at <https://www.wnpl.info/libraryafterdark/>.

5. We loved coming to kids in the kitchen. This is our third time coming. Please continue having programs geared toward smaller children, specifically 5 - 8 years old. This summer has had so many great things and I hope it continues. Thanks.

Thanks for the nice compliment! We agree that Kids in the Kitchen is a great program. Library staff make every effort to offer a wide variety of programming for all ages. We look forward to seeing you again soon!

6. Hello, Would it be possible to have a stool next to the inside book return? I have a toddler who loves to put books in there but, she's heavy. 😊 I'm sure others have the same issue. Thanks!

Thank you for the suggestion. We will see if we can balance this request with safety and accessibility concerns.

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.