

Suggestions & Questions from Our Library Users

September 2023

Building-related comments

1. Spectacular remodel of the quiet room. Appreciate the bigger table for puzzles. Sad to see the many non-nutritional choices in the new vending machines. How necessary is this?

We are happy to hear that you like the new furniture in the Quiet Reading Room! We also love the bigger puzzle table, which seems to be quite popular. As for the vending machine, we will pass along your request for more nutritional options to our vendor.

Service-related comments

1. In the old “Hold” System you could see where you were in sequence (5 of 6 etc.). In the new system this does not appear. Am I missing something?

Unfortunately, this option does not exist for patrons within the new catalog. However, feel free to contact staff for this information.

2. September 12, 2023. I’m writing to commend two of your Adult Services Associates for their assistance. Today, both associates working this evening helped me to update my Hoopla account on my mobile phone. I really appreciated their friendliness, concern, and professionalism. I apologize for not knowing their names, but I am certain you will be able to tell who they were based on who was working that evening on or about 6:45 p.m. The Library is fortunate to have workers like these two to assist its many patrons. Thank you.

Thank you for expressing your appreciation for the wonderful staff in Adult Services. They provide excellent service to our community.

Miscellaneous-related comments

1. -Thank You- I used computer & printer to file important papers online today. All worked perfectly! My tax \$ well spent. Thanks again.

You are very welcome!

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

2. It's time you included Midlane Club as a member for this Library as we pay for it in our taxes every year.

Homeowners in the Links of Midlane subdivision do not pay taxes to the Warren-Newport Public Library District. While homes in this subdivision have a Wadsworth mailing address, they are in Waukegan for the purpose of city services. Since homeowners in the Links of Midlane subdivision do pay taxes to the City of Waukegan, they are eligible for a Waukegan Public Library card. Waukegan patrons have reciprocal borrowing privileges at WNPL.

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.