

Suggestions & Questions from Our Library Users

October 2023

Building-related comments

1. ADA. I have noticed several areas of noncompliance at your library. The doors to the quiet reading area do not accommodate anyone in a wheelchair or other mobility scooter. I was in your building when I was told to evacuate, and the emergency exit did NOT have a ramp to make my exit possible. I had to reroute to the front doors, which was upsetting because I could have been endangered. I don't want you to contact me, I want you to fix these problems so the safety of your visitors is maintained. Thanks for your time.

Thank you for your feedback. We understand your concerns. Staff are working on addressing the cited issues that are readily achievable.

Service-related comments

You need to promote programs that have live presenters. There was an excellent program on 10/16 and only 9 people in attendance.

Thank you for your feedback. Most programs are promoted through the library newsletter, as well as via our website and social media. Depending upon other factors, additional promotion may also be part of the marketing strategy. Unfortunately, program attendance may relate to day and timing of programs, other library and community programs occurring during the same time period--not only the value of the presenter and associated content.

Miscellaneous-related comments

1. Could we please have a stool for the inside book/media return? Some smaller visitors would like to use it but cannot reach. Thank you.

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

2. We love the ever-rotating craft, puzzle & game section for our kids!

Thank you so much for the compliment. Our staff works hard to make sure children love to be at Warren-Newport Public Library. Don't forget that Take and Make crafts are available to take home each Monday. We look forward to seeing you soon!

Warren-Newport Public Library District
Gurnee, Illinois

3. Read with animals.

This is a great suggestion. We will add this to our list of potential programs to explore!

*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.