

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

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February 2025

### **Building-related comments**

I miss the childrens desk.

*We appreciate your feedback about the children's desk. We're always looking for ways to enhance our spaces and services for everyone. While things may look a little different, you can always count on our knowledgeable staff at the Information Desk to provide the same friendly assistance you've come to expect*

### **Collection-related comments**

Where is the music? cd's. I like to check them out.

*Thank you for your inquiry. We have recently made the decision to remove our physical CD collection. This decision was based on consistently low circulation and the fact that a vast selection of music is readily available through our consortium. We are prioritizing our space to focus on collections and resources that are in higher demand. We understand this change may be disappointing, and we are happy to assist you in accessing digital music options through the library website or physical items through our consortium, if you would like assistance.*

I like where the new nonfiction was – easy to find on way in.

*We appreciate your feedback! We're glad you found the nonfiction convenient in the lobby. Please note that the nonfiction has now returned to its previous location in the lobby. We were temporarily adjusting collections as we explored the most advantageous arrangement for new and popular materials as we enhanced our space. We understand that moving collections can be disruptive, and we appreciate your patience as we work to create the best possible library experience.*

Could you please buy the movie that are awarded prizes in Spain? Much better than current purchases which are poor quality!

*Thank you for your suggestion. We appreciate your interest in Spanish cinema. We strive to offer a diverse film collection and will definitely consider adding more award-winning Spanish films! We are always looking to improve our collection, if you have specific title suggestions, please see staff at our Information Desk.*

Please order the book in Spanish that are worth of literary prizes. You seem to be heavy on translations!

*Thank you for your feedback regarding our Spanish-language book collection. We value your input and will take your suggestion into consideration. We are always*

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*working to balance our collection with both translations and original Spanish-language works. We are happy to take specific author and title suggestions.*

**Miscellaneous-related comments**

1. I think 3 Microwaves are fair for the amount of people here everyday.
2. Please can we get a Microwave in this library, Please.
3. Can we Please get Microwaves Please.
4. Can we Please Im Begging Please get some microwaves for this library. I need one desperately.

*Thank you for your request regarding microwaves. We appreciate your feedback and understand the convenience they offer. While we do allow patrons to bring food into the library and also offer vending machines, we have made the decision not to install public microwaves. This is due to the potential for strong food odors and the challenges associated with keeping the area clean for all patrons. We strive to create a comfortable environment for everyone, and we believe this decision best balances the needs of our diverse community.*

**Service-related comments**

1. Staff was very helpful. It was fun and creative idea to make cup. I loved the mugs and how it came out.
2. We had a great time with the project. The staff was very co-operative & very helpful. Thank you for the opportunity given to the children learn new art.
3. We really enjoy making this project. The staff is very helpful. I appreciate the work that went into this project. Special thanks to SMRUTI.

*Thank you so much for your kind words regarding this popular Workshop project! We're thrilled that you enjoyed the mug program. We're happy to hear that our staff was helpful, and we'll be sure to pass along your compliments to Smruti and the rest of the Workshop team. (these were all for the same project)*

We recently moved to Gurnee and this library has been a wonderful surprise ❤️  
We are regulars now in the Spanish Café and last night we came to "Friendship Connection" your staff is so helpful and friendly! Love this programs! We wish they were more often! 😊

*Welcome to Gurnee! We're delighted to hear that you're enjoying our library and programs like the Spanish Café and Friendship Connection. We're thrilled to have you as regulars, and we'll certainly consider increasing the frequency of these popular programs.*

Make blind date w/ a book for kids, too. 😊

*That's a fantastic idea! We'll definitely look into adding a 'Blind Date with a Book' program for children next year. Thank you for the suggestion!*

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Please make mindful me a permanent class ❤️ my daughter loves it + doesn't want it to end. ❤️

*We're so happy to hear that your daughter enjoys the Mindful Me class! We'll certainly take your feedback into consideration when planning future programs. We understand how important these classes are.*

Get the magazine QST (amateur radio).

*Thank you for your magazine suggestion. We will look into adding QST (amateur radio) to our collection. We value your input and are always looking to expand our offerings.*

Natalia was so patient and explained clearly and effectively how to create African Inspired Jewelry 2/20/25 Black History month.

*Thank you for your positive feedback! We're glad you enjoyed the African Inspired Jewelry program and that Natalia was so helpful. We'll be sure to pass along your compliments.*

A "Shout Out" to Justine for being extremely helpful in researching my question, and even went personally to find some books on the shelves for me.

*We're delighted to hear that Justine was so helpful! We'll be sure to give her a "Shout Out" and let her know that her assistance was greatly appreciated. Providing excellent service is our top priority.*

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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.**