

Suggestions & Questions from Our Library Users

March 2025

Building-related comments

1. By redoing the smell of urine at the computer stations. Felt like I'm at my hospital job. I was almost looking for a mask. WEED smell as well very powerful.

We understand your concern regarding the odors you experienced at the computer stations. As a busy public library, we serve all members of our community. Unfortunately, some odors may arise from patron clothing, which we are not in a position to address directly.

However, we are committed to ensuring a comfortable environment for everyone. If you, or any patron, are particularly sensitive to these odors, please let our staff at any public service desk know. We can provide accommodations to help make your visit more comfortable, such as offering alternative seating or work areas. We appreciate your understanding and are here to help in any way we can within our capacity.

2. I Liked The Bigger desk at The refence center at The Adult section, provides safety for employees + room to work.

Thank you for your feedback regarding the reference desk in the adult section. We understand your preference for a larger desk and appreciate your comments about safety and workspace. We have carefully considered the current layout and found that the smaller footprint allows for better flow and accessibility in that area. However, we value your input and will keep your suggestions in mind for future space planning. We are always looking for ways to improve our service and the experience for both patrons and staff.

3. Need a coffee station.

We are happy to announce that we will be getting a coffee station in our café area off the lobby!

4. I don't like the new Book Rack. The Books are all pushed together making it hard to read the titles. You have all that room where you took out the shelves, put them there!!

Thank you for your feedback regarding the new book rack. We understand your concern about the books being too close together and making it difficult to see the titles. We are always looking for ways to improve our displays and will consider your suggestion as we continue to evaluate the new setup. We appreciate you letting us know your thoughts.

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

5. Que la biblioteca sea más grande. (*Make the library bigger*)

Agradecemos su comentario. Entendemos el deseo de tener más espacio. Aunque no podemos hacer la biblioteca más grande en este momento, estamos constantemente trabajando para optimizar el uso de nuestro espacio actual y ofrecer una amplia gama de recursos y programas. Le invitamos a explorar todo lo que tenemos disponible.

Translation: "We appreciate your comment. We understand the desire for more space. Although we cannot make the library bigger at this time, we are constantly working to optimize the use of our current space and offer a wide range of resources and programs. We invite you to explore everything we have available."

Service-related comments

1. Soren very helpful and quite an asset at library too.

Thank you for your kind words about Soren, we agree!

Collection-related comments

1. I love the puzzle exchange, but would like to see lower piece counts (to 100). I have a mother with dementia, and she loves to do puzzles, but can only do 100 piece puzzles or less. I buy new puzzles nearby weekly, so I'd love to see some lower count puzzles available.

We appreciate you sharing your experience with the puzzle exchange and your mother's enjoyment of puzzles. We understand the importance of lower piece counts for individuals with dementia.

While our puzzle exchange features 300+ piece puzzles, we'd like to suggest our adult memory kits from the Library of Things. These kits often contain puzzles and other similar items with fewer pieces, suitable for those who prefer or require them. Please visit any of our public service desks, and our staff will be happy to provide more details about borrowing these kits.

2. Catain Tsubasa DVDS.

Keep an eye out for one of our new Roku options with a Crunchyroll subscription. You will be able to enjoy Captain Tsubaba and many other Anime as well.

3. I love the New Non-Fiction Display! Don't change it, that's my vote!

Thank you! We're delighted you love the new non-fiction display. We appreciate your vote of confidence!

Programming-related comments

1. Horror movie night!

Thank you for your suggestion. We will definitely add a horror movie to our plans for the fall!

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2. Please schedule more art + craft classes 1-5 pm for adults. Please schedule more Zoom Virtual classes. Thanks!
3. Please offer art classes 1-5 pm for adults. I would like to have more Zoom Classes online. Thanks.

We are in the process of adding more daytime classes for adults so please stay tuned to our calendar for more information. In the meantime, consider visiting our makerspace called The Workshop. There are drop-in hours Monday through Thursday 1-3pm and 6-8pm where you can do all sorts of fun crafts and projects.

Regarding Zoom classes, please check out our Illinois Libraries Presents series that hosts all sorts of topics each month. We also have a wonderful array of online classes, workshops and training that you can take on **LinkedIn Learning** and **Gale Courses**, both available free with your library card! These services offer everything from learning how to use Excel to learning how to have better nutrition to starting your own pet sitting business. You can find access to these (and more!) at www.wnpl.info/all-databases/.

Miscellaneous-related comments

1. Please take the puzzle out of the quiet reading room or put a sign next to the puzzle that says please be quiet. I am consistently disturbed by their noise (and excitement lol 😊) Thank you!
The Puzzle in the Quiet Reading Room is very popular and it can be hard to contain the excitement of finding that next piece. We will investigate adding a sign reminding patrons that they are in the Quiet Reading Room.
2. I love the previous shelving up front. The Hot Picks are too crowded now. I like to see the covers. 😊
Thank you for sharing your preference for the previous shelving for the Hot Picks. We appreciate your feedback that the current arrangement feels too crowded and makes it difficult to see the book covers. We are always looking for the best way to display our collection and will consider your comments as we assess and potentially adjust the layout.
3. This is my first time visiting this library & I have no suggestions. I just wanted to give my thanks & gratitude for this place. It's clean, welcoming & the perfect place to get lost in a book or get some work done. You guys are doing amazing.
Thank you so much for your kind words! We're thrilled you enjoyed your first visit. We're glad you found our library welcoming and a perfect place to work or relax. We hope to see you again soon!

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4. More Green plants.

Thank you for the suggestion! We appreciate your interest in adding more greenery to the library environment. We will definitely consider incorporating more green plants as we look for ways to enhance our space and create a more welcoming atmosphere.

*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.