

Suggestions & Questions from Our Library Users

April 2025

Building-related comments

I love the window decorations on the Book Ends Store! Great Work! I also love seeing the mural – Thanks You for these changes.

Thank you so much! We're so glad you're enjoying the window decorations and the mural. We love bringing a little extra vibrancy to the space.

I am so thankful to see the mural again! I am thankful that the library is keeping the mural on the wall!

We really appreciate your positive feedback on the mural! It's a piece that many in our community enjoy, and we're glad you feel that way too. As the library evolves to meet the community's needs, we're constantly evaluating our space to ensure it's functional and welcoming. This includes considering how our physical layout and features can best support current usage and future enhancements.

Put out some comfortable Chairs! In the main Area! You moved All the comfortable chairs to the back and in rear corners!

Thank you for your feedback. We understand the desire for comfortable seating in the main area. We've strategically placed different types of seating throughout the library to accommodate various needs, including the more relaxed options in the back. We will take your suggestion into consideration as we continue to evaluate our space.

No quiet place to read or study. Too much chatting All around. Consider quiet study spaces, group work Areas, teen chatting Area, kids Area.

We do have quiet areas in the library, most notably the Quiet Reading Room near the computers. We also have study rooms and our new booths that can be reserved for up to two hours per day.

The Warren library good are books and story live Book ends you serve good customer years miss cds time here.

Thank you for your kind words about our books, story times, and customer service. We appreciate your long-time support of the library.

The lights in Meeting Room for Japanese painting workshop kept turning off. Can this be fixed?

We apologize for the inconvenience with the lights in the Meeting Room during the workshop. We will definitely look into this issue and get it resolved as quickly as possible.

Warren-Newport Public Library District
Gurnee, Illinois

Clock in the Flex is showing the wrong time. It was very confusing during the program.

Thank you for pointing that out. It has been fixed. We apologize for any confusion this caused during the program.

↑ *Height of Table.*

Thank you for the feedback about the table height. Could you let us know which table you are referring to so we can take a look?

Need a sit-down computer for library catalog, dedicated to library catalog. Staff helped me find catalog on computer but it was several steps to even get to the catalog. What about handicapped?

Thank you for the suggestion. We recognize the need for an accessible catalog station and will consider placing a sit-down computer with direct catalog access near the front of the library.

Programming-related comments

Would you please start seeds give away and plant swap or free seed swap program?

A Seed Library is an interesting idea, and we will investigate the possibility of starting one here at WNPL. In the meantime, please check out our Master Gardeners program at the library, where you can get expert gardening advice and information.

I love all the programs here & everyone is amazing! Today, unfortunately I witnessed another patron taking supplies from a workshop & it makes me sad because I feel that it's taking away from future programs.

Sometimes patrons do take too many supplies, but rest assured we plan ahead to make sure there are enough for everyone. Thank you for the service compliment; we can't wait to see you back at library programs again soon!

My wife and I really enjoyed the poetry class with Emily. She made the class very fun and we both learned a new hobby. Thank you Emily and Warren Newport!!

We're so happy you enjoyed Blackout Poetry in April, which happens to be National Poetry Month! And we agree, Emily is awesome!

Please consider putting the two recipes of the Spice Club on the library website for each month. (Some people don't use Facebook or Instagram.)

We're happy to tell you that for our Spice Club take and make kits, the recipes are in each bag along with the spices. There is nothing extra added on social media, but we do encourage patrons to let us know what delicious meals they're making with our Spice Club spices, whether it be on social media or in person!

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Gurnee, Illinois

Collection-related comments

Recently, there are many paper basis books were give up by Library. Please keep these paper format old Books as possible. *Thanks.*

Thank you for your feedback. We understand the value of our print collection. We do weed materials based on factors like usage, condition, and relevance to make space for new and updated items. We strive to maintain a balanced collection that meets the needs of our community.

Please help to subscribe 2 magiznes, "Architecture Record" "Landscape Architecture". Thank you.

Thank you for your magazine suggestions! We will pass these titles along to our Collection Development team for consideration.

Have a digital converter for cassettes. The one for film is good, but not many people have that. A lot of us have cassettes from video cameras in the 80's.

Thank you for this suggestion. We appreciate your feedback on our digitization equipment. We will definitely consider the possibility of adding a cassette converter in the future as we assess community needs and resources.

Disappointed in the small selection of new fiction. Also very long wait for books on reserve. Perhaps the library needs to purchase more new books.

We apologize for your negative experience. Our selectors order books regularly and New Fiction is one of our most popular sections. To help supplement the demand we added to our Hot Picks section so please take a look at both or ask a librarian at the information desk to try and help you get your hands on a copy as soon as possible.

Service-related comments

Sophia very helpful.

Thank you! We agree that Sophia is very helpful.

Bernie always helpful in the maker space pls.

Thank you! We agree that Bernie is very helpful.

I am so impressed by the customer services provided by Ms. Doreen today. This is my first time visiting this library. (I am one of the trustee in Grayslake Area Public Library) This is amazing to see the customer service building relationship by Doreen & Susan for patron is outstanding and must be noted. They both made my first visit to your library extremely informed & the positive communication skills with patron like these are highly appreciated. I feel that staff like Doreen & Susan bring so much positivity to the Library Community & I thank you for outstanding staff here at your library.

Wow, thank you so much for your incredibly kind words! We are so proud of Doreen and Susan and the excellent service they provide. It's wonderful to hear

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about your positive first experience at our library. We truly appreciate you taking the time to share your feedback.

I just wanted to let you know how much I love and appreciate the puzzle swap. What a great idea!

It has been great to see so many people enjoy and utilize the Puzzle Swap. We did recently move it next to the Quiet Reading Room, but we have lots of new puzzles that recently were added.

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.