

Suggestions & Questions from Our Library Users

May 2025

Building-related comments

The puzzle section is rather downsized. Love your library & service.

We are so happy that you seek out and use our Puzzle Swap! Due to internal changes in the building, we did downsize the number of shelves dedicated to the Puzzle Swap. However, we are trying to keep those shelves fully stocked and rotating different puzzles in and out to make sure that patrons have a nice selection of seasonal puzzles throughout the year.

Programming-related comments

1. We love the kids in the kitchen program. Please continue and thank the lovely ladies for such a great job.

We are so happy you enjoy our Kids in the Kitchen program! We agree that Cheryl is awesome and does an amazing job of teaching children how to cook and learn about nutrition.

2. Will the library start a seed library? Like the one zion benton or master gardeners have? Would really love this. I would love to volunteer to help with this.

Thank you for your suggestion! We agree, this is a great idea. There are many considerations involved with starting a seed library, but we are actively looking into the possibility of doing this at WNPL.

Service-related comments

1. Suggestions for library of things: car diagnostic code reader, roll-up puzzle pad, karaoke machine, knitting machine, LED tracing board, Blues Clues take-along house, chess coach, snap-dinos, c-pen scanning pen, dymo handheld label maker, price labeling gun, 17 key Kalimba, boom whacker, dolly hand truck, yoto player, Roku Max, Roku amazon prime.

Thank you for the suggestions. We will investigate these ideas to add them to our Library of Things collection. Yoto players were previously available, but they unfortunately do not work well with the library

Warren-Newport Public Library District
Gurnee, Illinois

lending system. Make sure you keep an eye out for our Rokus, which have multiple new subscriptions being offered.

2. Please add more pencils to catalog computers up front and for suggestion box. Thank you.

Thank you! More pencils have been added to the stations.

3. On the new patron request system, I wish it would show the current patron hold position. Reference can tell so the info is available, but it would be nice to add to the patron view.

Unfortunately, our system can't display this accurately on the patron side. Since we're part of a library consortium (CCS), the numbers you'd see would include holds from all participating libraries, which wouldn't give you a true picture of your actual wait time.

The good news? Our staff can easily look at the holds queue in the system and help explain any special circumstances that might affect your actual wait time.

Just give us a call, stop by the Welcome Desk, or send us a message - we're always happy to help and want to make sure you have the most accurate information about your requested items!

4. I am so proud and amazed at the services provided. I needed to scan documents and received help from Jenny. She was very pleasant and helpful. The library is aesthetically pleasing.

We are so happy to hear that you received wonderful service from Jenny. Providing excellent customer service is important to us and we appreciate your recognition.

5. Amy L. at the tech/info desk is always so kind & helpful it so appreciated!

We are so happy to hear that you received wonderful service from Amy L. Providing excellent customer service is important to us and we appreciate your recognition.

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.