

Suggestions & Questions from Our Library Users

JULY 2025

Building-related comments

-Please put a bathroom toward the back of the building for those with limited mobility and children.

-Another bathroom in the back would be good.

Thank you for your suggestions. We understand the need for more restrooms and are considering adding in in the future. This would be part of our future facility improvements, which will require securing additional funding. We will keep the community updated on our progress.

I am visiting from Michigan, and I love your library. I especially liked the mural, it is too bad there were furniture pods in the front, I would've liked to have seen the entire mural.

We're so glad you enjoyed your visit! The Pillar Booths you saw in front of the mural were added to provide more private study and meeting spaces, which are in high demand in our busy library. While the booths do obstruct some of the mural, they give us the flexibility to offer quiet, private areas for our patrons.

Collection-related comments

Please subscribe to Teachables database.

Thank you for your suggestion. We will investigate adding Scholastic Teachables, which provides printable educational materials for teachers, families and homeschoolers, to our collection of databases.

Computer-related comments

Keyboards need to be replaced won't stand up most are broken TXS. 😊

Thank you for your feedback. We have just replaced 10 computers with new All-in-ones in the Internet row. If you come across keyboards that do not work, please inform the desk staff and we will replace them.

Service-related comments

Why is the Bulletin Board that announces Community events and resources hidden from view of most library patrons (?) If the library is indeed promoting community, why not highlight such info?

Thank you for your feedback regarding the community bulletin board. We moved the board to the alcove to create a more focused display space for all community announcements and resources, aiming to reduce lobby clutter and improve the overall flow of the main entrance. We appreciate your point that a central location is important for visibility, and we will take this into consideration as we evaluate the best way to serve our community.

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

More things to rent.

Thank you for your suggestion to expand our "Library of Things." We are continually exploring new and interesting items to add to our collection to meet the needs of our community.

Please by more Disney and Netflix Rokus. I have been in the Queue since May.
We understand your frustration with the long queue for our Roku devices. They are very popular, and we are working to add more to our collection to help reduce wait times.

Miscellaneous-related comments

To have the library hours more hours and workshop.

Thank you for your suggestion. We regularly review our hours and program offerings to best serve the community. Please check our website for our current hours and a schedule of upcoming workshops and events.

There is too many people at the library at the middle of the week.

We understand that the library can get busy, especially during peak hours. We are thrilled that so many people are using the library as a community hub for learning, connection, and entertainment. We offer a variety of spaces, including quiet study rooms and cozy corners, that may provide a more relaxed environment. If you need help finding a quieter spot, please ask a staff member.

Can you please fix the soda vending machine tap to pay? It does not work for months.

We apologize for the inconvenience with the soda vending machine. We have contacted the vending company to repair the tap-to-pay feature and are awaiting a service visit. We appreciate you bringing this to our attention.

I have a group of children I bring here on a regular basis. My small business is cale Just Tripping. I take children on trips 3 days a week. I always start out at a Library. This by far is the best favorite Library. Thank you so much for having a safe educational fun place for our children.

Thank you so much for your kind words! We are delighted to hear that you and the children in your group enjoy visiting the library. It is our pleasure to provide a safe and educational space for our community's youth. We look forward to seeing you all again soon.

The Library should have a place where they provide food veg and non-veg and candy.

Thank you for your suggestion. We do have two vending machines with a variety of snacks and drinks, including candy. We are always open to suggestions for new items, so please feel free to let us know if there is anything specific you would like to see us offer.

Warren-Newport Public Library District
Gurnee, Illinois

*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.