

## Suggestions & Questions from Our Library Users

AUGUST 2025

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### **Building-related comments**

Hello, just a little heads up that the last couple of times I've been in the used book store there is a smell. Thank you.

*Thank you for letting us know about the smell in the used bookstore. We'll look into it and see what we can do to address it. We appreciate you bringing this to our attention.*

Your new set up makes it confusing to find a book to read.

*Thank you for this valuable feedback. Our goal with the new displays was to make the library easier to navigate, and we're sorry that the placement of some items has made it difficult for you to browse. We will take your comments into consideration as we continue to adjust our displays. In the meantime, please don't hesitate to ask a staff member for assistance if you can't find something you're looking for. We'd be happy to help.*

Many new nice displays, however, putting new fiction etc. on the bottom shelves makes it nearly impossible to peruse – especially for senior citizens!!

*Thank you for sharing your feedback on our new displays. We sincerely apologize that the initial setup made it difficult for you to browse. We heard your concern, and we've moved the materials off the bottom shelves. We hope this makes finding new books much easier for everyone. We appreciate you letting us know so we could make this change.*

The Workshop is way!! Too!! Small!! Little kids constantly underfoot and getting bumped into. This should be in a much larger room.

*We appreciate you sharing your thoughts on The Workshop space. We're actively evaluating how we can best use our spaces to accommodate everyone comfortably and safely. Your feedback is helpful as we continue to plan for future facility improvements.*

Warren-Newport Public Library District  
Gurnee, Illinois

**Collection-related comments**

Could you please include in your selection Yoto cards to borrow? We have a player at home but the Yoto cards with books on them would be very helpful to be able to borrow. Thank you.

*Thank you for this excellent suggestion! We're always looking for ways to expand our collection and offer new formats for our patrons. We will look into adding Yoto cards to our collection. In the meantime, you might be interested in our vast collection of audiobooks available to stream for free on Hoopla and Libby. We also have Launchpads, which are pre-loaded tablets with games and learning apps.*

**Programming-related comments**

I would like to have a vision board for fall-winter for Adults. Last summer vision board activity was fun and helpful. This helps me organize and see clear what I want to do the next coming months.

*We are so glad you enjoyed the summer vision board program and found it helpful for organization and future planning! We will be hosting another vision board program in January called "New Year, New You!" and we hope to see you there!*

I would love the library had more sewing activities, at least every month for adults. I loved the book cover this summer. Evening would be perfect!

*We are happy that you are enjoying our sewing-based activities. We will continue to offer sewing activities throughout the year, and we will continue to have sewing machines available during the Workshop's open hours for any sewing projects you might have!*

I l♥ved your workshop project of the week Butterfly earrings. Thank you so much!

*We're happy you enjoyed the Butterfly earrings! We hope you continue to love the Projects of the Week in The Workshop.*

Warren-Newport Public Library District  
Gurnee, Illinois

**Service-related comments**

Jessica was a tremendous help to me with the computer today. I never could have finished what I had to do without her help. She was wonderful!!

*Thank you for taking the time to share your experience with Jessica. We're so glad she was able to help you. It's wonderful to hear when our staff members provide such excellent service.*

I want to thank Scott for helping me. I was doing an online process that I was not familiar with. Scott was very kind on helping me no matter how many times I bothered him.

*We are so happy to hear that Scott was able to assist you with your online process. We believe that no question is a bother, and we're glad he was able to provide the support you needed. We'll be sure to pass along your thanks to him.*

You did that thanks supplied New Keyboards as I suggest tx You 😊

*You're welcome! We're glad you noticed the new keyboards. Thank you for the suggestion!*

I would like to acknowledge a great staff member – Rebecca Quinonez at Workshop. She is very competent, always has a smile on her face, has a positive attitude and an invaluable asset to WNPL. She is a fantastic employee. I wanted to give her a small gift card but she said it's against the rules.

*Thank you for acknowledging Rebecca Quinonez. We agree that she is a fantastic employee and an invaluable asset to WNPL and look forward to all the great work and projects that will continue to come out of the Workshop. While we can't accept gifts, knowing that she made such a positive impact on your experience is the best gift we could receive.*

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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.**