PATRON SUGGESTION – FEBRUARY 2026

Warren-Newport Public Library District
Gurnee, Illinois

Suggestions & Questions from Our Library Users

Building-related comments

The computer area smells of urine! Hard to miss!

Thank you for your feedback. We have cleaned the carpet, deodorized the computer area, sanitized, and cleaned the chairs.

Collection-related comments

Add Spot It to board games at The Point.

Great suggestion! We are always looking to expand our game collection. I will pass this request along to our team to see if it's a good fit for The Point.

Please, have small groups of more recent DVDs to make it easier to find them. Like you used to have hot flicks.

We appreciate the feedback on our DVD collection. Our goal is to make browsing as easy as possible. We'll discuss if we can reintroduce a 'New Releases' or 'Hot Flicks' section to help patrons find popular titles faster.

I checked out the Mahjong game and was quickly overwhelmed. I would love if the library would hold a class on how to play.

Thank you for your suggestion! You're not the only one, many people find that Mahjong takes some time to learn. We're considering offering a beginner session in the future, and we've added your idea to our programming wish list.

Add Switch 2 console? Please 😊

Thank you for the suggestion! We keep a close eye on gaming trends, and we know our patrons love having access to the latest tech. We will certainly consider adding the next generation of consoles to our Library of Things collection.

Computer-related comments

Please give your computer away to read SD CARDS! New computer DO NOT have them. OLD computer screens DID!

We understand technology changes fast and missing older ports can be frustrating. We'll look into providing an external drive to address this gap.

Library Services- related comments

The library mobile app is crashing a lot. I checked my phone & app store for updates. My phone is an android & not old. Can you please look into it?

We're sorry to hear the app is giving you trouble on your Android device. Thank you for checking for updates! We have forwarded your report to our team so they can investigate any compatibility issues. We appreciate your patience.

Just a note to say I enjoyed my tour of the library "reconstruction". "Thank you". It was not as disruptive as I was imagining. Good work WNPL staff.

Thank you so much for your patience during our reconstruction! We're thrilled to hear that the experience was smoother than you expected and that you're enjoying the new space.

Do we have a timeline of the design of the library cards. This would be fun to see on the website too.

What a fun idea! We agree that our card designs are a piece of our local history. We'll look into compiling a gallery of past designs for our website or social media.

Best library in Lake County we looved to come here again and again. Work Shop is our favorite stop. Thanks for everything. ❤️

Thank you for being such a loyal patron! We are so happy that the Workshop is your favorite spot. We look forward to seeing you again soon!

Scott at the Tech Desk was able to help me access Hoopla, Kudos to him!

Thank you so much for the kind words about Scott! We are so glad he could get you up and running with Hoopla. We'll make sure to share your feedback with him.

Programming-related comments

The 50+ Yoga instructor can be a little more strenuous. No virtue signaling pins. I don't care about your politics. Add Hebrew to the welcome everyone is welcome.

Thank you for taking the time to share your feedback. We value input from our patrons and appreciate your thoughts on how we can continue to improve your library experience. We'd like to address each of your comments:

Regarding the 50+ Yoga Program: Thank you for this feedback. We're glad you're participating in the program, and we appreciate knowing that you'd welcome a more strenuous option. We will share your suggestion with our Programming team so they can consider ways to offer varying levels of intensity to better meet the needs of participants.

Regarding Staff Pins and Personal Expression: We understand your concern. The Warren-Newport Public Library District is committed to being a welcoming and neutral space for all community members, regardless of background or viewpoint. We have a staff dress code policy that addresses what may be worn while on duty, and we will review your feedback with our leadership team to ensure our policy continues to reflect our commitment to a welcoming environment for everyone.

Regarding Adding Hebrew to Our Welcome Display: Thank you for pointing this out. We believe you may be referring to the multilingual "Everyone is Welcome Here" display on our Vault window, which was created by an outside group. The omission of Hebrew was not intentional, and we appreciate you bringing it to our attention. That display will be updated soon as part of our seasonal programming. We also want to note that our multilingual welcome sign in the building does include "Shalom." We value your feedback and want every member of our community to feel represented and welcome at the library.

Miscellaneous-related comments

It would be nice if there was a dedicated space for prayer for Muslim patrons. Skokie Library has something like this and I would love to see the same at my home library WNPL! Thank you in advance!

Thank you for this thoughtful request. We strive to be an inclusive space for all our patrons. We will bring this suggestion to our leadership team to evaluate how we might be able to accommodate quiet prayer or meditation needs in our facility.

I've been coming to this library since I was a toddler (20+ years). It's always been one of my favorite places due to the cozy feel & labyrinth of books. Now it seems that you've gotten rid of many books & the cozy atmosphere is going away. Please don't get rid of paper books in favor of digital ones.

It's wonderful to hear you've been visiting us for 20 years! We truly value that 'labyrinth of books' feel. Please know that we are not moving away from physical books; we are simply balancing our collection to ensure we offer both the classic print formats you love and the digital resources many patrons now rely on.

Could you "Possibly" get the new "Honey Mustard" Goldfish in the vending machine. Thank You!

We appreciate the specific recommendation! We'll pass this along to our vending machine vendor to see if it's an option they can stock in the future.

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.