Warren-Newport Public Library District
Gurnee, Illinois

Suggestions & Questions from Our Library Users

JULY 2026

Building-related comments

The reinvention of the children's area is amazing! What a thoughtful & enriching play space – a fantastic resource for the community!

Thank you for the kind words! We're so glad families are enjoying the refreshed children's area and finding it to be a welcoming, engaging space for the community.

The new children section is amazing! My 11 year old asked if she could liver there!

Thank you for this sweet feedback! We're glad the new children's area is already feeling like a place kids want to spend time in, and we appreciate hearing how families are responding to the refreshed space.

Can you add some kind of visible signage for people to spot computer stations that may not be immediately visible? For example, the catalog stations #1 near the games & DVD collection could have a sign on the beam, so it can be seen from a distance. Love the revamped space!!!!

Thank you for this helpful suggestion. We are adding signage this week based on this feedback and similar comments to help make catalog stations and other key areas easier to find throughout the updated space.

Can there be a sign for the baby garden? There's always older kids inside when I bring my baby.

Thank you for sharing this. We have added clearer Coco's Cove guidelines, including age guidance for the Baby Garden, to help families understand that this area is intended for our youngest visitors and their caregivers.

Please renumber the rooms spaces so that there are no duplicates. I was in study room 3 but I had reserved Pillar booth 3. Easy fix is to only have 1 space that has a number 3.

Thank you for the suggestion. The Pillar Booths and Study Rooms have similar numbering, but they are different types of reservable spaces that patrons look for when booking. We label them as Study Rooms 1–6 and Pillar Booths 1–4 to help distinguish between the two space types. If you ever have a question about your reservation, please stop by the Information Desk for assistance.

Beautiful remodel – very light & bright. Very friendly, helpful staff!

Thank you for sharing this feedback. We're glad the renovated space feels light, bright, and welcoming, and we appreciate your kind words about our staff.

Collection-related comments

Princess Castle.

Thank you for the suggestion. We'll keep this in mind as we continue reviewing items and activities that could be a good fit for the collection.

Could you add a Nintendo Switch 2 to the wall of things?

Thank you for your suggestion. Due to the cost, we will not be purchasing a Switch 2 at this time. We do currently have a Switch and Switch Lites available through the Library of Things.

Programming-related comments

More adult programming, lectures, presentations.

Thank you for sharing this feedback. We are adding additional adult programming this fall and winter, including monthly Lunch and Learns moving forward, and we'll continue looking for ways to offer learning opportunities that appeal to a variety of interests.

More programming for adult learning. There are really no learning programs for guys/men.

Thank you for sharing this feedback. We are adding additional adult programming this fall and winter and will continue considering topics that appeal to a wide range of adult learners.

I enjoyed the musical theater trivia program do more like that.

We're so glad you enjoyed the musical theater trivia program! We'll keep this feedback in mind as we plan future trivia and pop culture programs.

Dance Parties for Kids. Scavenger Hunts Kids.

Thank you for the ideas! We'll keep these in mind as we plan future children's programs and look for activities that encourage movement, exploration, and fun in the library.

Library Services comments

Kudos to Michelle for a great book binding class. She has a lot of patience.

We're glad to hear you enjoyed Michelle's book binding class! Thank you for your kind words about Michelle. We'll be sure to share your feedback with her.

Have a request – *IRS tax filling appreciated if there will be person helping on tax filling for 2027 year. *Insurance – 2027 – would appreciate it there is helpdesk setup in library to understand the benefits & help choose right plan for insurance.

Thank you for the suggestion. We'll keep this in mind as we plan future service partnerships and look at possible ways to connect patrons with tax and insurance information resources.

1 – Need Tax consultant in library early 2027. 2 – Need Insurance guider in month of Oct to Dec 2026.

Thank you for sharing this request. We'll keep both tax support and insurance information needs in mind as we look at future service partnerships and possible community resources.

I've tried several time to reserve a meeting room. I've left messages & submitted the form+ no one has contacted me. What to do?

We're sorry to hear you had trouble getting a response. Please contact the library directly or stop by a service desk so staff can look into the specific request and help with next steps.

Computer-related comments

I would like more i-pads please because kids are always on them and I would like to use them too. 😊

Thank you for the suggestion. We'll keep this feedback in mind as we monitor use of the children's technology and evaluate future needs.

Miscellaneous-related comments

I recently reviewed the renovation on google maps. Please reply to me via google maps thank you! My user name in google maps is the name indicated below.

Thank you for taking the time to share a review. We appreciate the feedback and will follow up through the appropriate public review channel when possible.

I just think the painted book markers are a great idea & so colorful.

Thank you! We're glad you enjoyed the painted bookmarks and appreciate hearing that the color and creativity stood out.

To put $20 on my credit card. Only need (10) copies $1.10 – Not fare- at all/ come bac with money.

Thank you for your comment. Copiers have a $10 hold, and printers have a $20 hold when being used with credit cards. Once the transaction is complete, patrons are only charged for the amount they copied or printed, not the full hold amount. If there are any issues, please visit the Information Desk or Tech Desk and a staff member can assist you.

Is it possible to get a sanitizer dispenser inside the play space?

Thank you for the suggestion. We added sanitizer and wipes at the desk right outside Coco's Cove, and baby-safe wipes are available by request. We will continue to monitor how we can best support this space.

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.