Warren-Newport Public Library District

Gurnee, Illinois

Suggestions & Questions from Our Library Users

OCTOBER 2026

Building-related comments

Get a handless open hook thing for bath door. They go on the bottom.

Thank you for the suggestion. We appreciate your feedback. We are currently exploring hands-free restroom door openers as a potential improvement to make our facilities more accessible and convenient for patrons.

Very impressed with the library! You have done a great job with the remodel!

Thank you! We're glad you're enjoying the renovated library and appreciate you taking the time to share your feedback.

I was looking for 2 books in the Non-fiction stacks & both were on the top shelves. It appears that the top shelves could be lowered somewhat, making them accessible to more people. Thank you!

Thank you for your feedback. We understand that reaching materials on higher shelves can be challenging. Staff are always happy to assist, and we will share your comments with our Facilities team as we continue to evaluate shelving layouts.

Love WNPL! Will the outdoor lock box be available again?

Thank you! We are currently exploring options for the outdoor lockers and evaluating the best path forward. We appreciate your interest in this service and will share updates as they become available.

Collection-related comments

More bis more books, please.

Thank you for your comment! We are always adding new books and other materials to the collection and regularly review patron requests when making purchasing decisions. If there is a specific title or type of book you'd like to see, we encourage you to submit a purchase suggestion through our website or speak with a staff member.

Computer-related comments

Can you make the computer for serching books always.

Thank you for your feedback. All public computers can access the library catalog, and dedicated catalog stations are available throughout the building.

Can you consider moving catalog stations #3? It is not private. It is small just fitting the computer. I could not place a book I found on the catalog stations while looking for others. The small paper were falling off the station area.

Thank you for sharing your feedback. We understand your concerns about both privacy and the limited workspace at Catalog Station #3. We will review the location and setup of this station as part of our ongoing evaluation of patron spaces and services. In the meantime, staff are always available to help you locate materials or place items on hold if you need additional assistance.

Service-related comments

Happy it's open. Jess and Julieanna, excellent resources in art room.

Thank you for sharing your feedback! We're glad you found Jess and Julieanna to be helpful in The Workshop. We will share your comment with them!

Scott was very helpful. Thank you!

Scott helped in art room. You go Scott! 🙂

Thank you for sharing your feedback! We're happy to hear Scott was able to help with your project in The Workshop.

Megan and Alexa are fabulous very knowledgeable.

Thank you for your kind words! We will be sure to share your feedback with Megan and Alexa.

Emely always too at your service.

Thank you for your feedback! We're glad Emely was able to assist you, and we'll be sure to pass along your compliment.

I would like to commend Michelle Panaguiton on the Exceptional service she gave my friend and I in the workshop. She went above and beyond our expectations, with her knowledge, creativity, professionalism, and MOST of all, her Patience!! She is definitely an asset to WNPL! We were so pleased with our project and could never have done it without Michelle. Once again, Michelle is an outstanding employee of WNPL.

We're happy to hear you and your friend were able to complete your project with Michelle's assistance! Thank you for your kind words about Michelle. We'll be sure to share your feedback with her.

Programming-related comments

To be a chess club every Monday and on Wensday 5th to 7th to have games like there to be xboxes and consels to play on. And if you accept the gaming for 5th through 7th, also make it so they can vote or choose on the games to play, send me an email for response please.

Thank you for your suggestions. We appreciate hearing ideas from our patrons and will share your feedback with staff as we plan future programs for tweens and teens.

Technology-related comments

Is there a place in the app to enter a book so you can see if its in fiction or mystery or if it is even in the library? Is it just a simple search? Sorry if its an easy answer.

Yes! You can search for books directly in the library app. Search results will show whether an item is available and where it is located in the library, including its collection,

location, and call number. If you need help using the app or finding materials, our staff would be happy to assist you. Please stop by the Information Desk for assistance.

Miscellaneous-related comments

Put barbies.

Thank you for your suggestion. We appreciate hearing ideas for toys and play materials from our patrons.

Can we have a community puzzle station? For the community to work on.

Thank you for the suggestion! We currently have a community puzzle table available in the Quiet Reading Room, where patrons are welcome to stop by and help complete the puzzle. We hope you'll check it out on your next visit.

I like doing art. Love

We're glad you enjoy art! The library offers a variety of creative opportunities for all ages. Families with young children can visit The Point to explore our Art Adventure Table, which features a new self-directed art project each week for children through 5th grade. We also offer art and craft programs for children, teens, and adults throughout the year. For those looking to explore new creative tools and techniques, The Workshop provides opportunities for all ages to create using a variety of art tools, equipment, and maker resources. We hope you'll continue to explore and create with us!

Paper shredder area to discard possible confidential papers after printing or extra unusable sheets of paper

Hi, may I suggest that we provide a shredder in the library. Alternately we could place a secure box for sensitive documents that require careful/secure disposal by a contracted service. In an inhouse shredder would be most effective.

Thank you for your suggestion. We understand the value of secure document disposal and will review the feasibility of offering this service in the future.

Need someone to help choose health insurance for year 2027.

The library periodically partners with organizations that provide Medicare and health insurance information sessions. Please contact the Information Desk for assistance locating upcoming programs and resources.

Having snack price less and have spoons.

Thank you for your feedback. We will share your comments with our vendor for consideration.

I think that if the library could sell tote bags it would benefit saving plastic and help people who need them.

Thank you for the suggestion. Branded tote bags are a great way to promote library services while encouraging reusable bags, and we will keep your idea in mind for future opportunities.

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.