

Suggestions & Questions from Our Library Users

December 2016

Service-related comments

1. On WNPL's Home Page... at the very bottom "Teach Yourself just about anything" click techboomers. What a huge collection of courses Social Website, shopping websites, etc. Could we set-up a computer at entrance (like we did for the pirate promotion & manga). Perhaps once a week/month to provide public with knowledge these sites are at there fingertips? Maybe have screen so patrons couldn't miss it as they come in and leave. I realize someone has to be present at the table, but it could be a great marketing tool.

I am happy to hear you discovered our rich learning resources! Having pop-up demonstrations and promotions in the lobby has potential for marketing all the tools your library offers, and one we agree is worth pursuing as staffing limitations allow. Again, thanks for responding.

2. Please increase the number of ILL items that can be put on reserve from 10 to 15. Just for me because I'm special.

While I am delighted that your library makes you feel special, our policy was developed to reflect the best use of resources for all library users and is consistent with other libraries' limits for interlibrary loan. Limiting the number to 10 also helps us retain efficiency in getting items in/out in a timely manner.

Miscellaneous-related comments

1. It would be great if you had special baking pans for cakes to rent. My sister-in-law said her library allows you to check out these pans so you don't have to buy special cake pans for only limited use. Thanks.

While this sounds like a fun and useful collection idea, our current resources could not support it. Perhaps a neighborhood exchange could work.

2. Vending. Orange Juice? Mountain Dew? Cupcakes?

Thanks for your suggestions; I will pass them along to our vendor.

*Thank you for taking the time to help us improve our service to you.
Ryan Livergood, Executive Director*

Patron comments appear here unabridged and unedited.