

Suggestions & Questions from Our Library Users

December 2018

Service-related comments

1. So I Came in today 12/5/2018 @ 1:20 pm To look for something Crafty for My 6 year Old + 7 year Old Autistic Kids. I picked up a Couple of Mittens for decoration From the Childrens Area and Was told that the Materials are for Parents + Kids only. I Was Insulted By this As the Childrens Librarian Did Not Even Ask if I Was Picking up or Even if I had Kids. My 7 year Old Comes here Regularly My 6 year Old has Extreme Sensory Issues And I Rarely get her to Come here. I thought the library Was supposed to be an open Environment Where Parents Who home School like me Can Come for Enrichment and helpful Materials Instead I Was Approached as if I Were depriving others. This is Not the Way You treat the Public I end up Putting the Mittens back. I am Ashamed by this as a Patron and former Employee of this Library. I Just Wanted People to Know of this.

Thank you for sharing your frustrations with us. As noted, we have recently added a Maker Table in the Point. This table is often stocked with science activities as well as “make and take” craft projects. This popular area is meant to give families something creative and engaging to do while visiting the library. While we do ask that the supplies for these projects stay in the library, we are always happy to provide instructions and a sample project for those who would like to do these activities at home. We apologize if this wasn’t properly communicated on your recent visit. Additionally, we hope that you’ll return with the kids to one of these drop-in programs or, alternately, one of our upcoming sensory programs.

Miscellaneous-related comments

1. I know that you display a will balance outlook on politics. So, I wonder why there is one positive book on Trump next to eight negative books, not counting other neg. political books on the shelf. Are my taxes supposed to fund your political views? Hugs from Obama

WNPL strives to develop collections that reflect multiple points of view. The books on the new shelves or on display represent a small portion of our overall collections, and vary greatly depending upon what is available on a given day, as the availability of the on shelf titles changes with each checkout. We own a number of books authored by or about President Trump, representing different viewpoints. Please feel free to ask staff for help in locating or possibly placing holds on titles if you need assistance during your next to our library. You are also welcome to submit collection suggestions to Adult or Youth Services staff for consideration if you are unable to find a title in our collections. In addition, we offer interlibrary loan to WNPL cardholders to help find titles at other libraries.

**Warren-Newport Public Library District
Gurnee, Illinois**

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.