

## Suggestions & Questions from Our Library Users

January 2017

### Service-related comments

1. I am very grateful for the collection of large print books that our library has. My eyes tire easily when reading and this way there is less strain. Thank you!

*Thank you for your comments about our large print collection. We'll let our selectors know how much you value it.*

2. Israel Martinez helped my 10 year son who forgot his math books @ school for a test the following day! Israel helped him access his mathbook online & figures out how to print out his study guide! He went above & beyond to figure out how to cut, paste & print it! Thank you Israel sooo much!!! 😊

*Thank you for your compliment on Israel's excellent customer service. We are appreciative of Israel's helpful spirit and attitude!*

### System/Computer-related comments

1. Please revise your email system so that I can get an email immediately when something is overdue 3 days in advance is not helpful. You ended Library Elf so your system needs to be updated. My fines have increased dramatically and I am using the library less because I can't keep track of overdues.

*Thank you for taking the time to give us this feedback about our email due date reminders. We agree that our overdue notices could be sent out sooner, and it's something we're looking into. In the meantime, though we no longer offer Library Elf, we do offer text messaging reminders through Shoutbomb. For more information and to sign up, visit our website at <http://www.wnpl.info/text-message-alerts/>.*

*While reminder notices can be helpful, for the most up-to-date account information, we recommend calling us at 847-244-5150 or accessing your account online at [www.wnpl.info](http://www.wnpl.info). You can also access your library card account online and renew items via our mobile app, WNPL Mobile, available for download for Android & Apple devices or from this link: <http://www.wnpl.info/library-apps/>*

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

2. It is difficult to find things on the website; you should really add a search bar tool. Also, Val in Reference is absolutely delightful!

*Thank you for the compliment on Val's customer service--we will be sure to pass your comment along to her. We're sorry that you had some difficulty in using the website. Please feel free to ask for help from our Adult or Youth Services staff in locating an item or other information. We will be happy to help. Please be aware that we are beginning to work on a website revamp for the future and will consider your input for that project.*

**Miscellaneous-related comments**

1. Everytime I get coffee (French Vanilla) in the vending machine, there is no sugar in it and I press the button extra sugar and it has never worked till now. Please at least keep sugar packets!

*Thank you for the feedback. We have asked our vendor to investigate this issue.*

2. You should consider having backpacks or bags to check out along with similar to the Lake Villa Library

*Thank you for your suggestion. This is a service we have offered in the past, and it sounds like something we might want to consider for the future. We'll explore the possibility.*

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*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.***