

Suggestions & Questions from Our Library Users

February 2017

Building-related comments

1. We need benches put outside! (and many other people) waited outside, in the cold for over an hour with nowhere to sit, We have to be here early if there is any hope of getting our taxes done. My back is now in excruciating pain!

We have had benches outside in the past but they were removed for several reasons, the main one being that teenagers would congregate around them during certain parts of the day and disrupt access to the library for other patrons. We actively discourage patrons who want to access the AARP's tax preparation service to arrive early for several reasons, including the one you experienced. I am going to discuss this with the AARP and see if we can work together to come up with a better system. Thank you for your feedback and I hope you have a much more pleasurable experience the next time you visit WNPL.

Service-related comments

1. Thanks Janet, Patty, Jane, Cheryl!! We enjoy Storytime! Recently our child was screened by the school district and did well without preschool. Thanks to Storytime!

Thank you so much for your appreciation of WNPL storytimes and the talented staff who create them. We are dedicated to serving, and positively impacting, our community as much as possible. Comments like yours encourage and inspire as we pursue this mission.

2. Thanks Jon for guitar storytime!

We will pass your comment on to Mr. Jon for the guitar storytimes! He has been with WNPL for nearly 18 years, and like you, we are grateful for him.

3. I could not find a book that I saw before here this place is good but I just think that it is too big seeya later.

Please don't hesitate to ask staff for help in finding a title.

4. Give Jessica at the adult desk a raise! She is Amazing help. ☺ -

Thank you for your compliment on Jessica's excellent customer service. We agree that Jessica is amazing!

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

5. Public Libraries in Lake Forest, Livertiville & Highland Park offers: WORKSHOPS for SENIOR CITIZENS TRAINING them How to USE iphone & ipad or common DEVICE available gadgets for many SENIOR CITIZENS in Lake County. How about WNPL schedule on events later this HELP the NEEDS of SENIOR CITIZENS in GURNEE & nearby SUBURBS. This is very IMPORTANT SKILLS for SENIOR CITIZENS to keep up their needs to us fast & available gadgets to communicate and LEARN! Many SENIORS CITIZENS are waiting for WNPL to offer this kind of WORKSHOPS. Thank you!

I am happy to tell you that we do offer technology classes at WNPL. We have regular scheduled Tutor Times at which you can simply visit our computer lab and receive basic help with your device, such as how to download books, access email, etc. You can also schedule Individual Computer Assistance for half-hour one-on-one help with your device. See our newsletter or online calendar for dates/times.

Miscellaneous-related comments

1. Let us buy real food.

Thank you for your suggestion. Historically, cafés in this library have been unsuccessful after many vendors tried to make a go of it. At this point, we do not have the resources to support such a venture. It's not only a profitability issue but also a health and licensing issue. Anything more than a vending area would require expensive food safety permits (dedicated employees would have to take the training to hold the permits), extra maintenance, and extra cleaning.

2. Please sell flash drives for patron convenience. They sell them at FOX LAKE.

Thank you for sharing this suggestion. We will study this idea further and add it if we discover that patron demand exists to cover the cost of acquiring flash drives.

*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.