

Suggestions & Questions from Our Library Users

February 2018

Building-related comments

1. Do not close the library when it is cold (or hot). This is my morning station. (Yes I do have heat in my trailer, but not water.)

We appreciate that you value our library's availability. Please see answer for Miscellaneous #1 below. If you need help with locating resources for essential services, our Adult Services staff can help with information about area organizations.

2. Benches in front of the library.

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. Thank you for your feedback.

Service-related comments

1. It would be very helpful to be open more hours, especially on Fridays, Saturdays and/or Sundays. Students in particular parents with families need a place away from home, but close to home to study. A few extra hours would be great! Thank you!

In terms of patron requests, being open more hours is certainly at the top of the list. However, due to budget constraints, it would be extremely challenging, if not impossible, for us to be open more hours. This simply isn't a realistic option at this time but will note your request for future planning purposes. Thank you.

Computer- System related comments

1. Apple Products. Help For Those Who Have Mac Book Pro etc. Organizing /Filing Opt. Logic 03/ Garage Band, etc. Also photo-lay out + Editing.

While we can consider your suggestion for the future, we do not currently have Apple computers available for training. However, our staff can point you to resources to learn more about Apple products, from books to online sources like Lynda.com and Gale Courses. Please feel free to stop at our Adult Services desk for more help.

Warren-Newport Public Library District
Gurnee, Illinois

Miscellaneous-related comments

1. The library, as a community center, is a great place to have open on school holidays and in inclement weather. A place for study and family activities. I am surprised at how often library is closed. I would think it would be an open, welcoming place for the community, as a resource. Thank you!

Thanks for your input. We appreciate how much you value your library as a welcoming place in the community. To this end, WNPL is open during most school holidays and breaks. Find a list of holiday closings at <https://www.wnpl.info/library-hours-and-holiday-closings/>

We take emergency closings very seriously, and factor in weather warnings, onsite conditions and other closings in the area. In the case of our recent closing late Thursday, February 8, and Friday, February 9, blizzard conditions were predicted, with the US Weather Service indicating that "Travel tonight into Friday will likely be difficult to impossible at times. Avoid any unnecessary travel during this time." The potential for patrons to safely travel through the parking lot and walkways is a major factor in closing and/or canceling bookmobile service. Please know that staff and patron safety is our top priority.

The good news: many online services are available from home with a WNPL card every day, such as Tumblebooks, MyMediaMall and hoopla for downloadable books, movies and music. We also have great online resources such as Mango Languages, Lynda.com and Gale Courses, which make learning fun! Please stop by our Adult or Youth Services desks to find out more--so that when bad weather arrives, family fun will be at your fingertips!

2. Tape and stapler in Bus. Room

We have previously provided staplers near the copiers, but unfortunately they were stolen or damaged. We do have staplers and tape dispensers at our adult and youth services desks—please feel free to ask if you need to use either during your library visit.

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.
