

Suggestions & Questions from Our Library Users

February 2020

Building-related comments

1. I think it would be a nice idea to put a bench up out front, right beside the doors ☺

Thank you for the suggestion. While this is indeed a nice idea, adding a bench would create security concerns.

Service-related comments

1. Would love to say THANK YOU! Amy & Madelynn in adult services were magnificent super helpful and with a smile while guiding me w/my issues. It's a pleasure to be part of this wonderful learning faculty.

Thank you for taking the time out to give kudos to Amy and Madelynn. We agree they are wonderful.

2. Since you stop assessing a penalty for late returns it seems like people are being more lax in returning items by the due date. This is an inconvenience to those waiting for those library items.

Thank you for taking the time to share your concerns with us. We understand the inconvenience of waiting for materials and are sorry to hear you've had to wait for items past their due dates.

The potential for more overdue items was a concern we had when WNPL decided to become a fine free library. To try to prevent long overdue materials, we now remind patrons of overdue items sooner and more frequently than before. We also block patrons from checking out any more materials if an item is more than two weeks overdue. And if an item is four or more weeks past its due date, we will bill the individual for the replacement cost of the item. Unfortunately, there are still some materials that are returned past their due dates.

To monitor the impact of this policy change, WNPL has kept track of how many and how long items are overdue to see if there's been a change since becoming fine free. To date, we've found that items are, on average, no more overdue than they were before the policy change.

3. Today is 2/17/2020. The following DVDs were due on: Coming To America 1-31-2020; Riverdale 1st. Season 2-6-2020. They are not returned yet. I question the success of your program to stop applying penalties for late returns. Too many people lack consideration for others.

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

We're sorry to hear that these items were so late. We certainly understand the frustration of waiting for overdue materials.

One of WNPL's goals in eliminating overdue fines was to increase access to our collections. We've been successful in reducing the number of patrons, including children, that are blocked from checking out materials due to overdue fines from 18 percent to just over three percent. Certainly, we want to do our best to ensure that this increased access doesn't come at the expense of the availability of materials.

As stated in response to the another question above, the potential for more overdue items was a concern when WNPL decided to become a fine free library, and we've taken steps to try to prevent long overdue materials. To date, we've found that items are, on average, no more overdue than they were before the policy change. Unfortunately, just as when we had fines, there are still some materials that are returned past their due date. Again, we're sincerely sorry that this has been your experience.

Miscellaneous-related comments

1. There is no sign on the change machine in the vending room that says all it dispenses is Quarters. Try putting a Five dollar bill in their and get all quarters. Please we need a sign. Thank You!

Thank you for the suggestion. I will discuss the possibility of adding a sign with my Communications Team.

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.