

Suggestions & Questions from Our Library Users

March 2021

Service-related comments

1. On Wed 3/10 I went to WNPL to print some documents – including my admit for COVID inoculation. I noted the signs that the library staff will not aid in use of computers + a 15 minutes limit. The organization of use has been completely changed + it took me 10 minutes just to get to internet. That is crazy stupid. Why are no signs erected to help – why no video connect to personnel to help? Even before COVID help for computers + orienting is always needed. I cannot support the library (when what today 2021 are basic library services are not provided) in the finances requested for library + will support.

The library is limiting the amount of time in which staff can provide assistance to patrons using computers because it is difficult to provide computer assistance while also keeping socially distant. This is similar to safety protocols utilized by other libraries. However, staff frequently help patron with simple instruction that can be done from a safe distance away, and staff can also print documents for you. The safety of patrons and staff while providing as many services as possible is the library's priority during this challenging time.

2. Hi Everyone is always nice here but Eddie did a huge favor for me with getting a book. Also a pleasure to talk to.

Thank you for the compliment on behalf of Eddie. Library staff work very hard to provide excellent service.

3. GET Rid of the 800 Service that Notifies when book are available.

Thank you for the comment. We have several methods of notifying patrons when library materials are available that they requested. They are all very popular with our patrons, and all of these methods require patrons to opt in to receive notifications. If you are receiving notifications you no longer wish to receive, please contact us and we will help you opt out of receiving these notifications.

4. I want to thank Felix for his help and kindness. He is very polite and pleasant.

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

Thank you for your kindness in complementing Felix. The library is very happy to have Felix on our 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.