

Suggestions & Questions from Our Library Users

April 2017

Building-related comments

1. Please rethink the parking lot- have nearly been hit or hit someone – no sign about traffic not stopping from right or left at stop sign in the front.

As one of the busiest libraries in the area, we know that the parking lot at peak times can be tricky to navigate by car, bike or on foot. As the safety and well-being of our visitors is a priority, we will explore additional signage and traffic control measures. Thank you for raising the issue.

2. Hooks on doors of ladies washroom need to have screws tightened periodically. (Note- the hook in the handicap stall of women's bathroom has been loose for over a month)

Thank you for letting us know. We will address the issue immediately.

Service-related comments

1. I would like to thank Val, in adult dept. for her excellent service!

Thank you for your compliments on Val's excellent customer service. She is truly one of our staff All-Stars!

2. I am so touched by the March-May 2017 Inside Angle cover. I am a Muslim patron and I don't take the intention & hard work that others put into creating this. Thank you for making me feel welcome

I am gratified that you feel welcome. Libraries are indeed for everyone and it is central to our mission to create a welcoming and inclusive environment.

3. I'd like for the library to broaden services for visually challenged. Periodicals and newspapers in particular.

Thank you for your suggestion. In addition to our large type book collections, we also carry Reader's Digest and Guideposts periodicals at our new large type collection shelves. We also offer Zinio, an online periodicals resource that offers over 30 titles to view digitally, including the Economist, Newsweek and Vanity Fair. We also offer digital access to newspaper articles through subscriptions to America's Newspapers,

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

Chicago Tribune, and the Chicago Tribune Historical Archives. Patrons enjoy the digital subscriptions for the ability to enlarge type on their computers or devices. Depending upon the equipment you are using, some products may be viewed with a text screen reader. If you have more questions, please see a member of our Adult Services team.

4. Thanks for Storytime! It's so fun!

We're so glad you are enjoying our storytimes. Having fun in the early stages of learning to read is a key strategy for reading success! Watch for more storytime sessions this summer at the library, and in area parks, with a special storytime at the library for Gurnee Days on Friday, August 11. Hope to see you there!

System-related comments

1. Please update your email notification system. There is no reason why I shouldn't receive an overdue email on the first day an item is overdue, not the 7th.

Thank you for taking the time to give us 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, you may be interested in text message 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. You can also access your library account and renew items via our mobile app, WNPL Mobile, available for download for Android and Apple devices or from this link: <http://www.wnpl.info/library-apps/>

Miscellaneous-related comments

1. I think our Library is Fantastic! The selections are great, the facility beautiful & the staff always friendly.

Thank you for taking the time to tell us! We value each and every visitor.

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.