

Suggestions & Questions from Our Library Users

April 2018

Service-related comments

1. I've noticed recently that I have been asking the employees to go into the back room to get me some DVD's (tv series). I just thought it would be much easier to have all the DVDs out here where the patron could access them. Hopefully there is a solution to this. Thank you!

Thank you for your feedback. We receive, on average, about 1,500 returned items at the main library each day. We strive to make sure returned materials are back on the shelf and available for check out within 24-hours, and in most cases we succeed. Occasionally it takes just a little longer for materials to make it back to the shelf, and other times, it may be that an item you're looking for was returned just minutes or hours earlier. In addition, the main library copy may be checked out, but there might be an available copy in the bookmobile collections. While we're not always able to make items available immediately following their return, as you've found, staff are always happy to help you try to locate an item if possible. We thank you for your patience and understanding.

2. Could you get Ipads in the vault with Instagram, snapchat, and house party on them? (and musical.ly).

Thanks for your suggestion. The ipads that we provide for use in the library have a wide variety of educational apps already installed on the devices. In the case of social media apps, these types of apps are designed for use on personal devices with the ability to take photos and videos to share socially. Due to privacy and other issues, we cannot add social media apps to our devices.

3. Please order copies of "Bookpage" the free literary magazine.

Thank you for your suggestion. "Bookpage" is labeled as a free magazine, but charges libraries a subscription cost to provide the publication. We'll have to determine if this can be considered in a future budget.

4. Can someone please alphabetize the foreign film DVDs for easier access? Thanks very much.

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

Our foreign film DVDs are currently organized alphabetically by language and then title. Our Adult Services librarians are available to assist you if you have difficulty in locating a foreign film DVD title.

5. You already have Christine. Very Helpful. Excellent Service. She know how to treat a customer.

Thank you very much for your compliment of our customer service.

Computer-System related comments

1. Love the web site but wish it had the features to remember your library card number if you choose. A pain when I don't have my card to not be able to use site. Love the library and friendly staff.

Most browsers will allow you to save your barcode and password if you give them permission (I know this works for me). We don't allow the saving of barcodes/password in the library due to privacy reasons. Alternatively you can also use the Boopsie app to access your account and catalog which will save your barcode/password as long as you remain logged in.

2. I want to hear a "beep" when I checkout a book, otherwise I wait for so long until I look at the screen.

Thank you for your feedback. At this time we have no plans to add such a feature. However, we're always looking for ways to improve the checkout process and will take this into consideration in the future.

Miscellaneous-related comments

1. A good place to be.

We agree that WNPL is a good place to be! We're very happy that you think so too!

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.