

Suggestions & Questions from Our Library Users

May 2017

Service-related comments

1. Service to automatically places authors on hold for patrons.

Thanks for your suggestion. If you have a WNPL card, we are happy to help you with placing holds on titles by your favorite authors via our Youth Services, Adult Services or Outreach staff. Due to rapid changes in advance publication information by the publishers of popular titles as well as the vast number of titles in our collection, we are not able to place holds automatically for patrons at this time.

2. By not trying to kick us customers out before the time. To always check for books and movies before due date in the drop off box. I was charged once for movies I returned early in the drop off box.

The safety of our visitors is a priority of our staff. Giving advance notice of closing helps to ensure the building is cleared and everyone has left safely.

While we are not always able to retrieve materials from the return drop boxes on the same day they are returned (for example, items returned after we close for the day cannot be retrieved until the next day), we do take steps to make sure materials are credited as being returned on the actual day they are returned. If you return an item on the day it's due, you will be credited as having returned it on that day. Depending on where and when the item is returned, though, the return may take 24 to 48 hours to be reflected on your account. If you notice an item remains on your account after you've returned it, please let us know.

3. Love the Fairy Garden program. Would be great if more programs like this would be open for adult participation. Also Escape the Room program. More fun ideas.

Thank you for your suggestion. We will keep this in mind as we plan adult programming.

4. I would like to suggest if the library can bring back card credit. I understood that there was a problem with confusion and refunds but it feel that it was very convient and would probably help if there was a dollar limit like \$5 also let it be more known of the process, Thank you.

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

Thank you for your feedback. With a recent update to the software for our printing system, the option to add funds to your library account is no longer available. We apologize for any inconvenience. If you require assistance with printing, please ask for help at our Youth Services or Adult Services desks.

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.