

Suggestions & Questions from Our Library Users

May 2015

Building-related comments

1. If possible, standing tables would be a great addition to your library. Thank you.

Thank you for the suggestion. We are aware that a stand-up workstation can be healthier for the user than a sit-down station and is becoming popular in some offices. While we have not allocated funds for new furniture in the coming fiscal year, if the opportunity to elevate an adjustable desk or table presents itself, we will certainly consider it.

2. I really appreciate how clean the library is kept. Also the desk workers are very helpful!

Thank you for taking the time to let us know!

Service-related comments

1. I had to pay for a book that tore. The book was in poor condition to begin with. The binding was old and frail. I do not recall tearing the book but I paid for it anyway since the desk woman says it is looked at by 3 people. I support the library & feel like it was poor customer service. I am not happy and certainly not satisfied by the libraries policy to pay for a replacement, full price when a book is in such terrible condition.

I am sorry that you were unhappy with the library's policy regarding paying for damaged library materials. I wish that you would have asked to speak with the manager if you were not happy with the service you were receiving. Our front desk staff are responsible for carrying out

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the policies set by the library board. Any time that a book is billed to someone it is based on the price at which it was acquired. The price does not depreciate over time and usage.

2. Please get newspapers on microfilm like Cook Memorial Library in Libertyville has.

Due to the cost of maintaining and replacing the microfilm reader equipment, the decision was made several years ago to discontinue offering microfilm resources at WNPL. We do offer access to newspapers via online databases, such as America's Newspapers, and the Chicago Tribune in both current and historical issues. Please ask for further assistance from one of our public service desks.

3. The director Ryan is very friendly and welcoming man. I am highly pleased with the library's decision on choosing him. Keep up the good work.
4. I love this library!

Thank you for the kind words and support!

5. I heard on multiple occasions that an amnesty fee day will be given once a year. Any clue when it might be?

The library has a policy for loan period and fines if materials are returned late. There are no plans for an amnesty fee day. Can you reveal your sources?

6. It would be great if you guys could increase the check-out time of periodicals to 3 weeks, or instead, allow them to be renewed a total of 9 times. Thanks for considering!

I am glad you enjoy this part of our collection. Loan periods are determined by board policy.

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Demand for magazines and length of time they are “fresh” are taken into account. When this policy comes up for review, the Policy Committee will take your suggestion into consideration.

7. It has come to my attention that during the “May the Fourth Be With You” program for tweens, graphic novels for teens were given out, many of which contained content inappropriate for young readers. I wanted to bring this to your attention that it may never happen again. Thank you.

Thank you for taking the time to let us know about this situation. Books pulled for the Star Wars display did come from both teen and juvenile collections. It is a tough call at times to choose materials that will be appropriate for all families, as expectations differ so greatly within our community. I appreciate your thoughts on this matter and have discussed your concerns with our staff.

8. Liz has great customer service skills. She made my day!

Thanks for taking the time to share your appreciation for outstanding customer service at WNPL. You made Liz’s day, and ours, too!

9. The lady that work in the teen area never want to help you, why cant they help? It does not make any since to me.

Your comment sparked an excellent discussion on what we can do to better serve our community when they visit The Vault. We hope you will visit again! Though I believe your experience will be positive, if you should have further concerns, please ask to speak with the head of youth services.

Computer-related comments

1. Haven’t been her for awhile and now I remember why. Couldn’t access any games through Facebook and took forever to navigate to any other sites. This system is truly pathetic! So glad that I have access to Lake Villa (which by

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the way I never encounter these problems) and Antioch Libraries. You keep claiming to be number 1 but now I think it's long past time to try to live up to that claim!! And, oh by the way, they only charge \$.10 to print.

We understand how frustrating it can be when computer service seems slow. Please feel free to ask staff if you are having trouble.

2. You should have chairs for the catalogs.

We have one catalog station near the Adult Services Desk that offers a chair and are in the process of converting a second sit-down catalog station. Thanks for letting me know your need.

Miscellaneous-related comments

1. Vending: can we get Hershey bars w/almonds? Thank you!!

Thank you for your suggestion.

2. Have a credit card scanner for Book Ends.

I am glad you enjoy shopping in our awesome used book store. I will share your suggestion with the Friends of the Library.

3. Please bring back Reading with Bowser!

Thanks for your appreciation of our “Reading with Bowser” events. Though the program was popular at first, eventually enrollment declined. However, we have had several inquiries and hope to offer “Reading with Bowser” opportunities in the future on a more limited basis. We certainly appreciate these calm canine “listeners” who give kids their undivided attention!

Thank you for taking the time to help us improve our service to you.

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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.