

Suggestions & Questions from Our Library Users

June 2017

How can we serve you better?

Building-related comments

1. I love the native landscaping – looks great! – Anonymous.

Thank you. We receive both positive and negative comments about the native landscaping. Since the native landscaping in the front of the building is such a polarizing topic among patrons and difficult to maintain, we will be re-evaluating the landscaping near the front entrance later in the fiscal year.

Service-related comments

1. Magazine check out time should extend to TWO weeks.

We limit magazines to one week in order to give as many patrons as possible a chance to enjoy them while they are current. Many magazines lose their relevance quickly. If you check out a magazine and need more time, you are always welcome to renew the magazine. You can do this in a number of ways, including accessing your account online or contacting the Circulation Desk.

2. Create a board game section of modern board games to check out. I'd be happy to volunteer to help get this off the ground!

We have considered circulating board games, but at this time do not have the space or staff necessary to take on this project. Other libraries with similar collections with whom we have spoken have made it clear that such an endeavor requires significant staff time and expense. However, that does not mean we could not create a game collection in the future. Requests like yours carry much weight as we allocate resources. In the meantime, if you are interested in volunteering at WNPL for other projects, contact our volunteer coordinator, Laura Stone, at ext. 3059. Meanwhile, watch for the return of our Game Nights this fall! Look for more information in our fall newsletter and online calendar in the coming weeks. Thank you for your suggestion.

3. Hello! You should have two chess tables one in adults and one in the teen section. Thanks.

Our budget does not allow for the purchase of chess furniture, but we could offer a chess set in youth services, along with the checker and

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Connect Four sets that are currently available. Thank you for your suggestion.

4. Employees at the Adult Services desk can be a bit loud. The entire Library should be a quiet place.

As one of the busiest libraries in Lake County, we work hard to meet the needs of all patrons while maintaining a quiet atmosphere. At times, volume must be increased by staff to communicate with hearing impaired patrons or to be clear on the telephone. We apologize if you have been disturbed by staff communications. If you desire more complete quiet, we invite you to visit our wonderful Quiet Reading Room or make arrangements to borrow a study room.

5. By having an easier system to follow, Also, more teen programs should be put in place.

Thank you for your interest in teen programming! At this time, we are offering as many teen programs for a variety of ages and interests as possible, given current staff, budget and space considerations. Requests like yours are valued and considered. Thank you for your interest. We assume the "system" to which you refer is for program registration? Currently, patrons may register in person, by phone, or online.

6. They're should be more people and princess black books and the kids movie doesn't really instrese me.

This request is of great concern to us, as we endeavor daily to ensure our collection and services reflect the lives and needs of all our patrons. Staff carefully monitor reviews in trade publications to locate diverse print and audio visual products. Much has been written about the lack of availability when it comes to diverse materials, but we believe in time this problem will no longer exist. In the meantime, we promise to do all we can to address this issue. We encourage you to share any ideas you may have for specific additions to our collections by speaking to a member of our Adult Services, Youth Services or Outreach staff. Thank you for your interest in collection improvements.

System/Databases -related comments

1. Please get newspapers.com & newspapers archive.com in databases for us genealogists.

Thanks for your suggestion. As these resources require subscription costs, and our budget is limited, we cannot add these resources at this time. Did you know that WNPL already subscribes to several newspaper

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databases, including Access World Newspapers, America's Newspapers, Chicago Tribune and the Chicago Tribune Historical Archives? If you need further help in locating information, please ask our Adult Services staff.

Miscellaneous-related comments

1. Lake Villa Library has a courtesy basket to carry you check out to the front. It is a black plastic basket on wheels & a handle that you pick up in th front – so convient.

Thank you for your suggestion. We're always excited to hear what other libraries are doing and will definitely check it out!

2. A good place to visit & be private.

Thank you for your feedback. We are delighted to hear you enjoy visiting the library!

*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.