

Suggestions & Questions from Our Library Users

June 2018

Building-related comments

1. We need a bench or chair in book ends, friends of the library store. No where to sit & look through books before buying. Thanks!

We are glad you are enjoying the Friends of WNPL Book Ends store! Unfortunately, we cannot add any seating or additional fixtures to the room because the room is too small to provide seating without preventing access to the area for other patrons.

Service-related comments

1. I am very impressed by your services and staff. Jessica is very helpful and friendly. I met her at a Marketing Class I attended 6/13. The class was very informative and fun.

Thank you for recognizing Jessica. We agree that she is wonderful. We're glad you enjoyed the program, too!

2. The books on the new shelves are blatantly pro-democrat and anti-Trump. I don't care about your preferences in politics but I want my high taxes to represent me. Keep it balanced and stop pushing your agenda on me.

WNPL strives to develop collections that reflect multiple points of view. The books on the new shelves represent a small portion of our overall collections, and vary greatly depending upon what is available on a given day, as the availability of the on shelf titles changes with each checkout. In researching further, we own sixty adult nonfiction titles in which President Trump is noted as the subject. Six of those titles were authored/co-authored by Donald Trump and another six titles are about the 2016 presidential campaign and election. Factoring out these twelve books, twenty-four of the remaining forty-eight titles provide positive views of President Trump. You are welcome to submit collection suggestions to Adult or Youth Services staff for consideration if you are unable to find a title in our collections. We also offer interlibrary loan to WNPL cardholders to help find titles at other libraries.

Computer-related comments

1. I'm a pissed off patron!! I returned books today, but kept 1 book and an audiobook @ home because I wanted to renew them. Apparently I couldn't renew the Audio Book because it was on hold for someone else.

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

I SHOULD BE ABLE TO RENEW IT!! I had it checked out. Instead I had to go home + get it and turn it in to this library. You wasted my time + gas. It's time to change your stupid policy.

Thank you for taking the time to share your concerns. We certainly understand the frustration of having to return materials you've not yet finished. Our goal in setting loan periods and renewal limits is to insure there is a balance between allowing enough time to use and enjoy our materials with allowing for shared materials to be available to all interested patrons within a reasonable timeframe. While we're sometimes unable to renew materials, staff are always happy to assist you with your WNPL card in getting back on the waiting list for an item you haven't had a chance to finish. And if you know in advance that you might need more time to finish an item, staff can help you find an item of interest that isn't as likely to have a waiting list.

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.