

Suggestions & Questions from Our Library Users

June 2019

Building-related comments

1. Front landscaping is terrible – looks like the library is in Foreclosure! Unkept – needs to be moved. Side parking lot is full of weeds. Time to re-do front yard! PLEASE!

Good news! We have plans in the works to improve the front of our building. Celebration Square is part of this effort, but improvements are coming extremely soon! Thanks for sharing your concerns.

Service-related comments

1. More programs for kids. This library does not offer a lot to do, other libraries have more than 3 activities to do with little children.

Thank you for your interest in youth programming. Based on feedback from patrons, we have been excited to expand our program offerings over the past year. In fact, during the month of June, we had over 30 programs for children! Our staff is always happy to let you know about our programming options. Please be sure to stop at the Youth Services desk to find out about programs that might work for you and your family.

2. Positive! Thank You! Shout out to Rachel in the Adult Section helping me with a word document/edit settings on my resume on 6/17. Great Job! –

Rachel is definitely one of our all-star librarians! Thank you for the great compliment on the service you received.

3. Will you please host a drop in storytime Tuesdays or Fridays during the daytime starting in fall 2019? Your storytimes are AMAZING! There are no options for parents/grandparents who work Mon/Wed/Thurs and are off Tues/Fri for children in preschool M/W/Thurs who want to experience storytime here! Thanks.

Thank you for your kind words about our storytime program! We are happy to report that we have scheduled drop-in storytimes for a variety of days and times, including nights and weekends, to allow options for working parents and grandparents to attend our storytimes.

Miscellaneous-related comments

1. You can have once a month, in the summer, an outdoor library day, you can look for books outside.

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

With our Bookmobile services, we bring the library to nearly 50 neighborhoods per week, rain or shine. In addition, look for our Stories in the Park series at area parks this summer. During a few visits, the Bookmobile will accompany our Youth Services staff for the opportunity to check out materials, as well as hear a song or story!

2. Teach the children to be quiet after storybook time. This is a LIBRARY!

As one of the busiest libraries in Lake County, we work hard to meet the needs of all patrons. There are times, when large groups come in and/or when busy programs let out, that the library can become a bit noisy for a short period of time. If you find the noise upsetting, please let library staff know, and we will be happy to find you a quieter space. We strive to make everyone's visit to WNPL the best it can be.

3. Please remove brown cart from Vault room. Useless. We need space to walk through.

We think you may be referring to an overflow cart for some of our popular materials. There are times when the shelves in the Vault can become a little tight, and we've found that it makes sense to have popular materials on this cart rather than continually shifting. However, based on your suggestion, we have replaced the brown cart with a smaller one. Thank you for your comment, and please remember that library staff is always happy to help you retrieve materials from anywhere in 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.