

Suggestions & Questions from Our Library Users

July 2017

How can we serve you better?

Service-related comments

1. More interactive programs for adults some of the offerings for teens sound good! Have them in afternoons so transportation is not an issue.

Thank you for your input. We will look into providing more programs of this type, and we do have a few. For example, we will be offering a Game Night, Art Night and a Coffee Tasting program in the near future. Look in our fall newsletter for more information.

2. Val Cerbie= She was a very kind & nice helping me find & send a message a tremendous importance.
3. Amy B. Provided Excellent Customer Services In A Very Good Manner With No Questions Asked. Really Needed The Help. Thank You.

We agree that Val and Amy B are awesome and provide excellent service to our community! We have shared this positive feedback with them, thank you!

Miscellaneous-related comments

1. A good place to visit.

Thank you for your patronage!

2. I wanted to suggest you consider “retiring” the book Autism by Marlene Targ Brill (J 616.85882 BRI). It was published in 2008 & the information in it is out of date. Thanks!

Thank you for letting us know. We just recently updated this part of our collection and in the process removed the book in question.

3. On behalf of a patron please have stirrers for coffee in the vending room.

The coffee vending machine allows you to add cream and/or sugar automatically. Thus, we do not see a need nor can we justify the cost of providing stirrers in the vending room.

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

*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.