

## **Suggestions & Questions from Our Library Users**

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**September 2019**

### **Building-related comments**

1. Do you have a plan for outdoor benches near front door & newish garden area?

*Thanks you for your question. Due to security concerns, we do not have any plans to add outdoor benches at this location.*

### **Service-related comments**

1. LIBRARY SHOULD BE A PLACE FOR KIDS TO READ NOT CHECK OUT GAMES? KIDS CAN ALWAYS ASK SANTA FOR SOME.

*Thanks for your input. We believe that the library is a place for everyone to find materials that they can relate to. In the form of books, movies, music and in some cases, games. The goal of materials selection for the Warren-Newport Public Library District (WNPLD) is to provide all people who enter the Warren-Newport Public Library (WNPL) with a variety of materials to meet their informational, educational, cultural, and recreational needs. WNPLD strives, within the limits of its budget and space, to build a comprehensive collection of popular materials based on the needs of the community. As a side note, it might interest you to know that there are multiple studies showing games can offer multiple benefits for kids when played in moderation.*

2. The upgrade that you did adding ipads to the kids room is fine but makes it very difficult to the kids to look at the books and enjoy them. The art of reading is getting lost and having technology available for the little ones is contributing to that and I feel it's a shame that the library is doing that. Thanks so much for all other GREAT things you offer. We love it all!

*We are happy that you like the great things that we offer here at the library! We do understand your concern about technology, especially as electronic formats become more popular for readers of all ages. The good news is that the iPads in Coco's Cove are loaded with highly reviewed educational games that have been vetted by Youth Services staff. Offering access to these games provides a valuable learning experience for those who may not have access to it*

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*elsewhere, and it is a matter of balancing the needs of all of our users. We appreciate you taking the time to express your thoughts on this. We continue to assess the situation, and keep it in mind as we evaluate our spaces for improvement.*

3. Pokemon Club for Teens.

*Thank you for your suggestion. We will pass it along for future considerations.*

4. I went to renew my expired card. My current Dr's license and bank statement that was past your 90 days policy. I find it inconvenient & INSULTING that I was denied renewal. No wonder I hardly use this library.

*We're sorry to hear that your recent experience at the library was so frustrating. Currently, the library requires patrons to renew their library cards every three years. As part of the renewal process, we ask to see a photo ID and recent (within 90 days) Proof of address. This allows us to make sure our records are up-to-date and also insures library users are still residing within the library taxing district. We understand that providing such documentation can be inconvenient, and we appreciate your feedback. We will consider it as we review our policies.*

5. Dear Sir/Mme, I was drawn to Author or READ wall (not sure what the actual name is). However, I noticed all of the authors displayed were caucasians. Now WNPL is open to students and children of all racial groups. I'd expect to see some diversity that reflects your readers and community. Our students should see themselves in what is displayed. Thank you!

*You are correct that everyone is welcome at WNPL. To clarify, the READ wall in our lobby represents authors that have actually visited WNPL over a period of many years. Our community is very fortunate in having had the opportunity to host many best-selling authors during our library's history. The posters are not intended to represent the wide diversity of authors from titles in our collections. However, this fact is not clear and your feedback has prompted us to rethink this display and what message it might be sending to the community. We actively seek opportunities to embrace diversity in our library services and collections and will continue to further this effort. For example, we have incorporated a selection of*

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*authors and book covers in our current Hispanic Heritage Month display in our lobby display case.*

*Regarding author visits, we rely on our connection with publishers and our relationships with local bookstores who let us know when authors are in our area and are willing to schedule an event at the Library because we usually have great attendance for author visits. We do not have a budget that could provide for us to solicit many authors independently because their fees can be very high. Unfortunately, we have not had very many authors of color visit WNPL, and we plan to work with our connections to address this.*

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*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.***