

Suggestions & Questions from Our Library Users

September 2021

Miscellaneous-related comments

1. Attach holder on wall next to donation drop to hold donation tax receipts forms, for quick access.

Thank you for your suggestion. Our staff will look into this possibility.

2. I'm an 88 years old man. I suffer from unbalance when I walk. I arrived at the library and asked a person to please get the guard to help me get out of my car. The guard, Felix, came out and help me. Then a kind and sweet lady, Rose, helped me, and told me I didn't need to get out of my car to get help. She got my materials and in less than 5 minutes I was ready to go back home. This library has such an amazing staff. I had a great experience. Felix and Rose helped me on Friday, September 17, 2021. They need to be recognized. They went far and beyond their responsibilities.

Thank you very much for your kind words! Felix and Rose are truly important members of WNPL's all-star staff. The library's Outreach staff can also assist with homebound delivery within the library district. Please visit <https://www.wnpl.info/homebound-services/> or call 847-244-5150 ext. 3014 or ext. 3025 for further information.

3. ①Could you please post the library's data retention (borrow history, etc.) policy online? I was unable to find anything beyond the website's privacy policy.

The library does not retain any data history on patron records by default. However, patrons can opt in to have their reading history retained, but it is only accessible by patrons when accessing their library card accounts via the online catalog. To view reading history, log into your library account with your library card number and PIN, then select 'Reading History' and 'Save Reading History' from the left sidebar.

②The process for requesting new items for the library is opaque. Patrons are told they will be notified if the library obtains the item, but there's no way to know when that decision is made. Instead, one just waits a couple of months before giving up and seeking the item elsewhere.

As a popular materials library, we generally purchase items that will be useful to our community and will checkout often. Library selectors

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

carefully consider each purchase suggestion by looking up reviews and weighing how the item will fit into the collection as a whole. Given the considerations involved, it is not always possible to predict how quickly patron suggestions will be filled. Supply chain issues for books and other materials during the pandemic can also affect how quickly the library can receive collection items.

If you would like to be contacted if the item you requested is not going to be purchased, please indicate this when you make your purchase suggestion. Also, the library may be able to obtain the item you are looking for through interlibrary loan. Please ask staff in Adult or Youth Services.

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.