

## Suggestions & Questions from Our Library Users

October 2018

### Service-related comments

1. Overdrive expansion on ebooks/audiobooks in Spanish. Self-help\* - Thanks!

*Thank you for your suggestion. We have passed it on to the selectors for Overdrive. Overdrive negotiates licensing deals with ebook publishers, and hopefully all parties involved will work to ensure more titles are available in other languages.*

2. I would like to express deep gratitude for your helpful staff, good computers, CDs, books, etc., and attractive building environment. Once again I was able to think lofty thoughts and get a much better job. Thanks!

*Congratulations on your new job. Thank you for your positive feedback. We really appreciate knowing that WNPL has played a role in your success.*

### Miscellaneous-related comments

1. The library often gets loud with cell phones, people talking + a grown man acting strange snapping fingers.

*Library environments are changing as public libraries evolve into community centers and places to collaborate. If our environment seems loud during your visit, please let staff know. Staff can help navigate situations within the context of our Standards of Public Conduct policy. Also keep in mind that we do have quiet spaces, such as study rooms that can be reserved up to two hours per day, as well as our Quiet Reading Room. Many patrons enjoy the fireplace and cozy chairs of the QRR especially during the winter season.*

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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.***