

Suggestions & Questions from Our Library Users

October 2021

Building-related comments

1. Open up the Coco's Cove and the food machine.

We are happy to report that Coco's Cove is once again available.

Service-related comments

1. The nonfiction Audiobooks and DVDs for children is very small. I'd like to see those sections expanded.

Thank you for your suggestion. We have observed a large drop in demand for these formats in recent years, so we have no plans to increase these particular collections at this time. However, if there are specific titles we do not have in our collection, we are always happy to complete a purchase suggestion on your behalf. Items that meet our selection criteria are usually purchased for our collection. Additionally the library does subscribe to a number of databases to allow patrons to access similar content. Youth Services staff would be happy to provide more information about library databases including Kanopy Kids, Hoopla, Bookflix, and PebbleGo, which may meet your needs as well.

2. Why have you stopped putting a lot of your programs in the newsletter? Not everyone wants to look thru an internet calendar, and I enjoy browsing what's coming up. Maybe leave out the long letter and put in programs! I am so disappointed.

Thanks for your feedback. The newsletter requires approximately eight weeks to produce, print and mail, and usually is sent to homes two to three weeks before the next quarter that is featured in each Inside Ange. This results in the necessity for ten to eleven weeks of lead time for any content within the newsletter. During the pandemic, library staff have pivoted based upon changing conditions to plan and produce programs, resulting in less information available at the start of each newsletter cycle. We do understand that many patrons enjoy the program listings within the newsletter, but online calendars allow for instantaneous changes, as have been necessary throughout the pandemic. The good news is that we are planning to expand the newsletter, effective with the spring 2022 edition.

Warren-Newport Public Library District
Gurnee, Illinois

Another great way to connect with library events and services is to sign up for WNPL's newsletter. Sign up is available on the library website at wnpl.info or via this link, <https://bit.ly/WNPLenews>.

Miscellaneous-related comments

1. It would be cool if you guys could have a bookshelf marker so that if you don't like the book you picked up then you could know where to put it.

We ask that you place items on the reshelving cart located throughout the library rather than trying to reshelve items yourself. Our shelveers are happy to replace the items on the shelf for you.

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.