

Suggestions & Questions from Our Library Users

November 2017

Service-related comments

1. Library patrons should be permitted to exercise the right to at least one renewal of a checked out item prior to another patrons hold on an item taking affect. I've had to return items several times (in my case audiobooks) before having the chance to finish them & not being allowed to renew even once because of another patron's hold was in place. This is very frustrating and patently unfair to patron in good standing 1st come/1st serve rules should apply. Why else would the library have a policy of allowing up to 3 renewals if any other patrons could just override & supersede that right & privilege at will? Library patrons that return items in good faith should not be penalized for exercising their library rights. Please change this policy to be fair to all. I am not expecting that you enforce the 3 renewal policy in this case. But at least 1 renewal should be the rule of law.

Thank you for taking the time to share your concerns. We certainly understand the frustration of having to return materials you've not yet finished. Our goal in setting loan periods and renewal limits is to insure there's a balance between making sure patrons have enough time to use and enjoy our materials and making sure shared materials are available to all interested patrons within a reasonable timeframe. While we're sometimes unable to renew materials, staff are always happy to assist you in getting back on the waiting list for an item you haven't had a chance to finish or discover something new to enjoy while you're waiting.

2. Can we PLEASE start just 2 year old Storytime with Janet in Feb? My child ages out of 12 – 23 month this week and Janet's style of flexibility with early literacy would benefit 2 year olds. Thanks!

We appreciate your passion on this topic, knowing that parents and kids making the transition from the under 2-year-old programs to 2-3 year olds sometimes experience growing pains. Discussions have been underway on how best to address this issue, given staffing limitations.

3. Thank you for the use of the umbrella. Whoever came up with the idea really was thinking of the comfort of the patrons.

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

You're welcome! We're glad to hear it was useful and hope it made a rainy day just a little bit brighter.

4. In the kids section there are NO board games for kids to play besides connect 4 & checkers. Please review that other libraries offer for kids like Grayslake & Fremont. Those kid sections are amazing.

I suspect this suggestion was written before we made the decision to put materials out on the tables, as we do have board and card games out in The Point, as well as puzzles. Games and cards have long been available by request for teens in The Vault. In addition, we are adding a new magnetic board, Velcro board, Duplo tabletop and some other new activities, in CoCo's Cove. A major consideration as we debate everything we make freely available in our public spaces is our responsibility to taxpayers to make resources available, but also retain them so that many can enjoy the benefits. For these reasons, we proceed carefully. Thanks for your suggestion. We hope you enjoy these improvements.

5. The Ocean Adventure was GREAT!

Thank you! They've been here before, and we plan to have them again in the future, for another program.

Miscellaneous-related comments

1. Get Pickles a brother or sister.

Dill Pickle came to WNPL alone and Dill's family background is a mystery. The good news is you can make up your own story for Dill, and also know that Dill is lavished with love every day by the wonderful children at WNPL. We're sure Dill is not lonely, but we appreciate your concern.

2. Switch the animals to different places on the ground.

The animals were switched by staff recently and dressed for the holidays. What they do, and where they go, after hours is anyone's guess... ☺

3. Requiring 2 forms of ID to borrow books when presenting a State issued ID is Excessive. Asking for an ID with your name on it to confirm the main ID is reasonable. When paying taxes for library support I think it should be open for all.

We welcome and encourage all residents of the Warren-Newport Public Library District to get a library card. When issuing a library card, we currently require individuals to 1) verify their identity and 2) verify

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

their current residency in our library taxing district, as required by the State of Illinois.

- 1) *In order to verify identity, we ask for an official photo ID such as a state ID, driver's license, or passport.*
- 2) *To verify current residency in our library taxing district, we ask for two documents that show your name and current address. Acceptable documents include a utility bill, lease, property tax bill, or vehicle registration. If your photo ID shows your current address, that counts as one of the documents. In this case, we only ask for one additional document verifying the current address. If your photo ID has an old address (or no address) though, we ask for two documents verifying current address.*

For more information about getting a library card, including a full list of accepted forms of ID and proof of residency, visit our website at www.wnpl.info/get-a-library-card/. Please don't hesitate to get in touch with us if you have any questions.

4. Can you please have a rolling cart available for use in library to put books in? It's difficult to carry tote bags.

This is a suggestion we've heard before and something we're currently considering. Thank you for taking the time to let us know your thoughts.

5. Your pencils are too short.

Our pencils may be short, but they are inexpensive, portable, and get the job done.

6. Too quiet in here! Play some latin music over the speakers.

Thanks for your suggestion. We do allow quiet conversation in most areas of our building—and you are welcome to listen to music on your own device or library computers if you bring your own earbuds or purchase a set from our Checkout Desk. If you have a WNPL card, you can also take advantage of the vast music collections in our hoopla digital service. Please ask our Adult Services staff for more information. We also offer programs, such as the Native American Culture: Music Exploration held on Nov. 18 and the Old World Holiday Jazz program held on Mon., Dec. 11, that offer an opportunity to experience music in

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

the library. Please watch our newsletter or online calendar for future events.

7. Hi, it would be nice if we had lockers available for storage for a fee so that books & laptops could be stored for use the next day.

Thank you for the suggestion. Due to space constraints, this isn't a possibility.

*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.