

Suggestions & Questions from Our Library Users

April 2024

Building-related comments

1. Clear Signage to where the flex is at.
2. Sign where puzzles are would be helpful.

Thank you for your suggestions. The library is currently conducting a space audit. During this process, we will consider how your suggestions can be incorporated into future improvements.

Service-related comments

1. I would like to take out a few moments, to extend appreciation to one of Gurnee Library Employees Ms. Cynthia. Her professionalism and courtesy & attitude was exceptionally well. We customers appreciate it tremendously. Thank You Very Much.

Thank you for taking the time to give a shout out to Cynthia! We agree that she is awesome.

2. Bookmark contest for all ages. Maybe divided by young kids teens, and adults.

Thank you for this great idea! We will take this suggestion under advisement.

3. Please bring back Lunch and Learn.

Thank you for your suggestion to bring back our Lunch and Learn programs! We appreciate you taking the time to share your thoughts with us.

Lunch and Learns were popular programs, and we understand why you miss them. We made the decision to temporarily discontinue them to allow us to explore other program options. While Lunch and Learns offered valuable content, they were also resource-intensive due to the cost of presenter fees and refreshments.

However, your feedback is important to us. We're happy to consider bringing back Lunch and Learn programs in the future. We'll continue to explore options for future programming and keep your suggestion in mind. In the meantime, we encourage you to explore our other programs.

Warren-Newport Public Library District
Gurnee, Illinois

Miscellaneous-related comments

1. My wife uses large print books, but has a hard time walking all the way to the back of the library with her walker. The large print used to be in the front. It would be helpful to have that section easier to get to.

Thank you for sharing these concerns. The library is currently conducting a space audit. During this process, we will consider how the library can make improvements to make these collections more accessible in the near future.

2. I don't like the new iPads in the youth section. My children instead for looking for books want to play games. Please remove them.

Thank you for your comment. We understand your concern. The library added iPads with educational games to provide additional learning resources and bridge the digital divide. Not all children have access to technology at home, and these iPads can help them develop important digital literacy skills. Of course, we know screen time is important to balance with other activities. Coco's Cove and The Point offer a wide array of crafts, toys, games, puzzles, and other fun things to do that encourage creativity and social interaction.

3. Hello! Thank you! I love the library.

Thank you so much for your nice comments. We love our patrons and communities as well.

4. Little paper inside CDs or DVDs like other libraries to write where it skips or stops playing. Check-out can give them out when checking out DVDs.

We think this is a great idea and will incorporate this soon! Thanks for the great suggestion.

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.