

Suggestions & Questions from Our Library Users

June 2024

Building-related comments

1. Re: copy machines moved to other areas. As I walk by the area that had 2 copiers in there, I now noticed the puzzle book cases which probably is not being utilized. Why couldn't a copier be put in there and take out the puzzle book cases to somewhere else to utilize this area better? What a waste of space. Even though there's a copier close by, this was a better situation before. Take the puzzle book cases out. I'm sure you can find somewhere to put them.

Thank you for your feedback on the copier relocation. We understand the previous location was convenient, and we're constantly evaluating space usage. While the puzzle area may seem underutilized, these decisions are based on overall library traffic and service needs. We appreciate your patience as we adjust to better serve everyone.

Service-related comments

1. Kids read to younger kids story time.

Thank you for this interesting suggestion! We are always looking for new ways to engage our young patrons. We will add this idea to our list of potential programs to consider for future development.

2. I just wanted to say I received wonderful customer service today. The smiling faces was exactly what I needed today. Just want I needed. Thanks.

Thank you for letting us know about your positive experience! We strive to provide excellent service, and your feedback lets us know we're on the right track.

Collection-related comments

1. Why is there no more Hot Flix?

Thanks for your interest in Hot Flix! Demand for DVDs has dropped significantly, so we've integrated Hot Flix titles into our main collection for easier browsing

2. Would more kitchen items be part of Library of Things? Like a mixer?

We appreciate your suggestion for kitchen items! Due to sanitation concerns, we currently focus on non-food items. However, we'll keep your suggestion in mind as we explore future options.

Warren-Newport Public Library District
Gurnee, Illinois

Technology-related comments

1. I am looking for an advance course in the use of AI tools such as ChatGPT and Microsoft Co-pilot. I use the tools regularly and would like to know of other uses.

While we do offer a general AI program, we don't currently offer advanced AI courses. We certainly will consider adding more AI programs in the future as interest in this topic continues to grow. In the meantime, we recommend Lynda.com for in-depth tutorials on ChatGPT and Microsoft Co-pilot.

Miscellaneous-related comments

1. Can you do an award Season dvd collection like put an oscar movies into a dvd bundle like Des Plaines Library does? They have one called their Binge Box where they collect 5 dvds into a case. It would be fun for awards season.

That's a fantastic suggestion! We'll explore creating a curated award-season DVD collection similar to Des Plaines Library's "Binge Box." Stay tuned for updates!

2. We ❤️ you guys! 21 years & counting 😊.

We 🙌 you too! Thank you for being a valued library patron for 21 years!

3. Get more books please.

We're always looking to expand our collection! Let us know if you have specific genres or authors you'd like to see.

4. Can you put something about the express lockers not working on the website? When will express lockers be back?

Thank you for your patience regarding the express lockers. We understand the inconvenience and are actively working on solutions. Unfortunately, we don't have a confirmed date for their return yet. We'll update our website with information as soon as it becomes available.

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.