

## **Suggestions & Questions from Our Library Users**

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**August 2024**

### **Building-related comments**

1. Get light for the NEW BOOKS! Changing the fiction to the other side doesn't do enough!

*Thank you for your suggestion about improving the lighting for the new books section. We're aware that the lighting in that area could be brighter, and we're currently working on finding a solution. We appreciate your patience as we address this issue.*

2. Desk next to kids area so kids can be contained in coco cove while I ask for help.

*We understand your concern about needing assistance while supervising your child in Coco's Cove. Our Unattended Child policy requires parents or guardians to stay with children under 10 years old for their safety. We've recently relocated our main desk to a more prominent position, making it easier for all patrons to get help. While we won't be adding another service point specifically near Coco's Cove at this time, we encourage you to approach the Info Desk when you need assistance.*

### **Materials/Collection-related comments**

1. Please purchase Videos/Films made in Spanish. There are lots made in Spanish, Argentina, etc. All the new ones are just "translations". NOT GOOD FILMS awarded prizes!

*Thank you for recommending Spanish-language films. While DVDs are becoming less common, we'll certainly keep your request in mind for future acquisitions. For now, you might enjoy exploring our Kanopy streaming service, which offers a great selection of Spanish-language titles.*

2. I would like to request gale.com/public/udemy be added to the library's list of databases. Thank you for your consideration!

3. Could you add gale.com/public/udemy on demand video courses.

*We appreciate your recommendation for Gale/Udemy. We're currently evaluating this resource to determine if it would be a good fit for our community.*

4. Please get more Books. Variety please.

*We're always looking for ways to expand and diversify our book collection! In response to community input, we're happy to announce that we'll be increasing our focus on adding new books to our collection. Expect to see these changes reflected in the coming months. In the meantime, we encourage you to submit book recommendations through our website or by speaking to a staff member at any service desk. Additionally, we can help you explore other libraries in our consortium that might have specific titles you're interested in.*

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

**Service-related comments**

1. You were awesome. Thank you for your help.  
*We're so glad you had a positive experience with our staff! Thank you for letting us know.*

**Miscellaneous-related comments**

1. I would like to request that you make available a portable DVD player.  
Thank you.  
*Thank you for your suggestion for a portable DVD player. We're excited to announce that we've recently purchased a portable DVD and will be adding it to our Library of Things collection soon.*
2. I just want to say that I really love the changes to the library, also Thank you for all the Spanish books that has been added.  
*We're thrilled to hear you appreciate the recent additions of Spanish language books! We strive to offer a diverse collection that reflects the needs of our community.*
3. The teen area is void of books. It would seem it would not encourage them to read. No?  
*We understand your concerns about the recent changes, especially regarding the teen area. We've made a significant adjustment by moving the teen collection out of the dedicated teen space. Due to our large and active teen population, we wanted to provide them with a more spacious area to gather and socialize. This change has helped alleviate crowding and noise issues in other parts of the library. Please note that we haven't removed any teen books; they are now accessible to all readers. This change has significantly improved the atmosphere in the library during after-school hours.*
4. I been coming to the library for last 12 years. I do not like the new changes in the past recent years. Everything is more difficult to find and have to wait a long time to get a DVD, hotspot, even books placed on hold. Not a good system! Bring back the old ways!  
*We understand your concerns about the recent changes. Our goal is to keep pace with evolving technology and user needs. To improve your experience, we encourage you to speak to a staff member about specific difficulties you're facing. We may be able to offer guidance or suggest alternative solutions that work better for you.*
5. Perhaps a new hole puncher? 😊 Theres a good one my school uses BOSTITCH EZ squeeze? (I think) The internet says its \$9.97 on Walmart ❤️.  
*We have purchased a new hole puncher for our patrons to use, thank you for the feedback!*

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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.**