

Suggestions & Questions from Our Library Users

October 2024

Collection-related comments

The new book section is awful. Hot picks & Large print are not in alphabetical order by Author. No lights to see books. Libertyville, here we come.

Thank you for your feedback. We apologize for any inconvenience caused by the current arrangement of our new book section. We are working on reorganizing the Hot Picks and Large Print sections to be in alphabetical order by author. Additionally, we are in the process of addressing the lighting issue to ensure better visibility. We are happy to announce that we recently increased the number of items in our Hot Picks section and those items should be available soon. We appreciate your patience and hope to provide a better experience soon.

Miscellaneous-related comments

I am interested on the library Logo Polo Shirt to buy or donations welcome. Thank You.

Thank you for your interest in our library merchandise! We are currently exploring options for offering library merchandise for purchase. In the meantime, we welcome any donations to support our programs and services. Please stay tuned for updates.

Super great after Dark Event Awesome! Libraries are so cool now! Cooler than this pencil. 😊

Thank you for your enthusiastic feedback! We are thrilled to hear that you enjoyed the After Dark event. Your support and excitement mean a lot to us.

Thanks for keeping a display case in the children's department! It is my child's turn and it would have been sad if this program ended.

We are glad to hear that your child is excited about the display case in the children's department! We believe in fostering creativity and engagement among our young patrons, and we are committed to continuing this program. In fact, It has been so well received, that we decided to expand it to our adult patrons interested in sharing their collections as well.

Warren-Newport Public Library District
Gurnee, Illinois

Please make more prizes to win.

Thank you for your suggestion! We are always looking for ways to enhance our programs and events. We will consider adding more prizes to make our activities even more exciting for our patrons.

Service-related comments

You guys are doing an amazing job. Love coming to the library with my daughters.

Thank you so much for your kind words! We are delighted to hear that you and your daughters enjoy visiting the library. Your support and appreciation inspire us to continue providing excellent service.

I've been a resident of the township for 25 years & have relied on the library for my reading needs. Until you joined the consortium I could get a best seller in a matter of week – now I'm waiting months. Do I have to begin buying books at a bookstore when I'm paying taxes for this library? A very unhappy patron.

We apologize for the inconvenience you have experienced with the wait times for bestsellers. Joining the consortium has allowed us to expand our collection and provide access to a wider range of materials. However, we understand your frustration and are working on improving the availability of popular titles. WNPL is excited to announce that our Hot Picks collection has recently been expanded and those popular items have been ordered and will be ready soon for WNPL patrons to grab from the Hot Picks shelf. We appreciate your patience and continued support. Please look for an expanded Hot Picks collection soon.

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.