

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

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**December 2024**

### **Building-related comments**

Better light by new books! Please!!!.

*Thank you for your feedback! We appreciate your input regarding the lighting in the library and we agree that it is a problem. We are currently working with an architect to make significant updates to the lobby over the next few months, and improved lighting is a key consideration. We will be sure to share more information about the renovation project as it progresses.*

### **Miscellaneous-related comments**

How often do they clean the chairs to the computers? It smells really bad in that room.

*We apologize for the inconvenience. We take cleanliness very seriously and our staff cleans the computer chairs regularly. If you notice an unpleasant odor again, please let a staff member know so we can address it immediately.*

I like the New Year Display in the lobby.

*Thank you! We are so happy you are enjoying it!*

### **Collection-related comments**

Section "Books & Movies". Bundles books w/ their DVD adaptations.

*Thank you for your excellent idea! We will discuss the possibility of bundling books with their DVD adaptations in the future.*

### **Programming-related comments**

Spanish Café. I really enjoyed the program. Can we have it more often or do cultural events?

I ♥ Spanish Café & ♥ Natalia ♥

*We are so happy to hear you are enjoying Spanish Cafe! We agree that Natalia is doing a great job providing this wonderful service. We have many cultural events planned in the coming months. See our calendar at [calendar.wnpl.info/events](https://calendar.wnpl.info/events) for more details!*

Kids read to kids story time during summer break.

*Thank you for this idea. We will start planning for summer soon and will keep this in mind!*

Please bring back LIVE author events (not virtual) and other theatrical, historical programs. (LIVE!)

*Thank you for your suggestion! We have many live events planned in the coming months that we would love for you to attend. You may be interested in enjoying our Leslie Goddard presentation about the history of Barbie on Saturday, March 3 at 1:30 pm. Please note that the more famous authors now often prefer to do*

Warren-Newport Public Library District  
Gurnee, Illinois

*visits via Zoom. We will continue to actively seek out in-person whenever possible in the future.*

**Service-related comments**

Emily: she's so nice person Emily help me very nice. 😊

*We agree, Emily is awesome! Thanks for recognizing her great customer service.*

On December 14, 2024, Jen helped me apply and attach my resume for a job and I want to say she was amazing. She had a lot of patience and was very caring. She deserves 10 stars.

*Thank you for your kind words about Jen! We are so pleased to hear that she was able to assist you with your job application. We will be sure to share your positive feedback with her.*

I just want to thank you for the past 4 years of this library. We moved recently and I came back to drop off books... I realize how much the kids and I are going to miss Saturday mornings ... activities and getting books. We'll find a new library I'm sure... But this one feels like home.

*We are so sorry to hear you are moving! We hope you will visit us again soon when you are in the area. In the meantime, we wish you all the best in your new home and hope you find a library that feels like home there as well.*

I was just told WNPL will not be hosting AARP tax preparation services. I don't understand why. This is an important service that we all must do every year. I am a senior citizen, WNPL is close to my home & I come often for other needs. Because tax preparation is no longer done at this location, I must drive to a different library many miles away, possibly in snow & ice if my appointment falls on a day we get inclement weather. My other option would be to pay a CPA to do my taxes closer to home. Again, I'm a senior citizen! Please bring this valuable service back to our community.

*Thank you for your feedback. After many years of partnering with AARP for tax preparation services, AARP elected to relocate their tax preparation services just down the road to the Warren Township Senior Center. WNPL will continue to collaborate with AARP and we are certainly open to serving as a host location for AARP tax preparation services in the future. In the meantime, the Warren Township Senior Center offers complimentary, walk-in tax preparation sessions on the same days and times that WNPL previously offered this service (Mondays & Fridays from 9am-12pm).*

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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.**