

Support Services Manager Report to the Library Board

9/27/23

1. Collections

- a. We received some feedback from patrons who checked out our Memory Caregiver Kits and we are making some adjustments to the contents to better meet customer needs. Easy to hold crayons are being added as the colored pencils were difficult for some patrons to hold, and we've added a second paint brush so caregivers can join in on painting activities. Overall feedback is very positive.
- b. The Experience Collection group is looking at new items and kits that could be added to the collection before the end of the year. They are also discussing an uptick in patrons keeping popular Experience Passes until they age to lost and how best to deal with that while maintaining equal access for all community members.

2. Patron Services

- a. We are working with Shores of Sheboygan to pilot a new Institution Card and create a workflow for Home Delivery services that will be organized through the facility's activities coordinator position. We are planning on marketing services once we work out all of the kinks and will also look into Institution Cards for businesses so they can access our online resources.
- b. We're working with Josh, Susan, and a handful of teachers from Etude who are helping us figure out the best way to offer Teacher Cards to educators (schools, home school, day cares) within Sheboygan County. Planning on marketing services once we get all of the kinks worked out.
- c. We have increased our 1st floor staffing numbers on Saturdays to provide better customer service while allowing some off-desk time to those who are working.
- d. Our partnership with Meals on Wheels is going well. We have volunteers who drop off bags of Home Delivery books at the MOW facility, and then MOW's volunteers drop those off, along with meals, for the participating customers. We will continue to market this service in hopes of expansion.
- e. Work continues to move forward on the installation of the outside holds lockers. An order was placed with D-Tech for a 38 bin unit which will include 4 large bins for kits and multi-item requests, 8 bins for medium sized requests, and 26 small bins that will work for the majority of our requests. We also met with a local firm who will be helping us to design a graphic wrap that will be applied to the face of the unit. Construction to install the unit on the west side of the library is set to begin in April of 2024.