

Support Services Report to the Mead Library Board of Trustees  
Submitted by Cheryl Nessman  
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**Staffing**

- One of our part-time Clerks has left us as she pursues her nursing degree, and a new Clerk was hired on Oct. 7th.

**Collections**

- Collections staff are discussing the FY25 budget and ways to manage the cost of replacement materials.
- With funds freed up after one of our current e-resources was moved over to Badgerlink, we are looking at adding new e-resources to our collection.
- We will be adding “Flex” services to Hoopla in FY25 which will help meet patron demand for new, popular, ebooks and audiobooks. Many new titles are not available for Hoopla “Instant” borrowing right away because of publisher embargos. Purchasing a “Flex” license will bring those titles to our patrons sooner. Individual Flex licenses allow only 1 user at a time, similar to a physical copy.

**Patron Services**

- Through targeted marketing, including outreach to local assisted living facilities and a partnership with Meals on Wheels, we have increased [Home Delivery Service](#) membership from 7 to 21 people since the beginning of 2023.
- 25 teachers or home school instructors have signed up for our new [Teacher Cards](#) this school year.
- 6 local organizations have signed up for our [Institution Cards](#).
- 24/7 Locker Updates:
  - Lockers were officially marketed to the public in late September
  - Of the 41 lockers available, an average of 34 are in use every day, with that number fluctuating throughout the day.
  - There have been a few days where we nearly ran out of available lockers and had to come up with a plan to contact patrons to let them know that their holds would be placed on the holds shelves inside the building.
  - We are exploring the possibility of adding another column of single lockers.