

Support Services Report to the Mead Library Board of Trustees

Submitted by Cheryl Nessman

June, 2025

Staffing: We've hired a new 1st floor library assistant named Shannon Ribich.

Collections

- Shifting: We've just completed the shifting of Adult 700-800 and will be relabeling the end caps next.
- We are waiting for Maintenance to paint some of our existing metal shelving, which will be placed in the 2nd-floor Young Adult room. The new shelving will replace the silver shelving that currently holds our YA Manga and Graphics collection. New books will also be put on the new shelving for display.
- 3rd floor is working on a World Language collection and will soon be adding some children's Hmong titles that are being selected with the assistance of Sheboygan's Hmong Community Center.

Patron Services

- We moved to the new patron interface called Discover, on June 2nd and have received mixed reviews from patrons. Some seem fine with the change and enjoy the updated look, while others hate it. We will advocate for keeping a link to the old catalog available for as long as possible so patrons can choose the catalog they feel most comfortable with. Monarch prefers ending access to the old catalog, as cataloging efforts are now directed at making Discover work efficiently.
- 24/7 Locker Updates:
 - We rarely have open lockers available anymore, and are grateful that the addition of a new column of single lockers has been approved. We are working with the vendor and the City to make this happen as soon as possible.
- We are testing a countertop hearing loop at the 1st floor service desk. More info can be found [here](#). If anyone has a hearing aid and is interested in trying it out, you have until June 24th to do so. **Please share feedback with staff.**
- We continue to review services that would streamline library card signups and patron account renewals.
- We continue to review services that would allow patrons to reserve Experience Passes for a single day's use.