

Support Services Report to the Mead Library Board of Trustees
Submitted by Cheryl Nessman July, 2024

Staffing

- Library Page, Linnea Oty, will be leaving us on July 16th. She is returning to full-time work at the UW's.
- We're posting a 30 hour page position and hope to hire someone soon.

Collections

- *With the database, Learning Express Library, due to expire from the Badgerlink collection at the end of June, we are looking into our own subscription to this resource or to another, similar database. We mainly recommend Learning Express to patrons who are working on their GED and on other test preparation. **Update:** We have subscribed to LearningExpress and are waiting for access to be restored to our patrons.*
- *We have a working group looking at how our e-resources are marketed and represented on the library's website and hope to make some helpful changes. **Update:** The group has completed work on changes to the main "bucket" labels for e-resources on the website and is now going through all e-resources listed on our website and Badgerlink and will be updating what's listed on our website and how those are categorized.*
- *We have purchased Ingram's, one-time, iCurate inClusive assessment service which will perform a diversity audit on our adult and children's book collections. **Update:** we received our reports and it is easy to see that our Selectors are doing a wonderful job at offering a diverse collection to the community. That said, we're still coming through some of the detailed reports to see where we can do even better. **The inClusive Presentation, which gives a broad overview of Mead's results, is included with this report.***
- We will not be renewing the database, IXL, this year and will likely not renew Career Cruising in 2025. We are working closely with the SASD libraries as we make these decisions, following their lead as they move away from these resources. We are hoping to meet with SASD library leaders soon so we can coordinate which e-resources we're offering to better meet the needs of students in the Sheboygan area.

Patron Services

- As of July 11th, we are waiting on 1 small part from the holds locker vendor which will enable us to turn on the receipt printer, and then we believe we will be able to go live with our 24/7 holds pickup service. Other work that still needs to be done but which will not affect our go-live date: painting of crosswalk and bollards, installation of canopy over lockers, cleaning up blacktop following asphalt speed table was put in.
- We will be relocating our self-checkout machines and a PAC on 1st floor as soon as electricity is installed on the column to the east of the service desk.
- We will soon be moving the Monarch In-Demand collection out of my office and onto the 1st floor so our patrons can browse titles that do not have active holds on them. The In Demand collection is owned by Monarch, managed by Mead, and is designed to reduce hold list wait times on high demand books and movies. The move was approved by the Monarch ILS committee.