

Support Services Manager Report to the Library Board

11/7/23

1. Collections

- a. We are moving the baking collection up to the second floor. Cake pans, decorating tools, specialty baking tins, dessert displays: all will be shelved in the stacks next to our cookbooks on baking. This project will be completed in the next few days.
- b. New experience items are being added to the collection: vacuum sealer, metal detector, metric tool set, mini party light, foldable soccer net, walker with seat, sunoculars, pre-loaded Atari game console, tripod w/ cellphone clip. Processing should be completed in the next couple of weeks and items will be ready to go out.
- c. I've been working with collection management staff to review current databases and evaluate new e-resources to meet patron needs while being mindful of the increasing costs of these resources. This year we added Proquest's Historical Newspapers - WI Collection to provide our patrons with better access to local obituaries. We will not be renewing the following databases in 2023/24:
 - i. AllData (Access ended in Oct. 2023. We are pointing patrons to Morningstar & DataAxle)
 - ii. Culturegrams (Access will end in December 2023. We are pointing patrons to Britannica & other Badgerlink resources)
 - iii. Knowledge City (Access will end in January 2024. We are pointing patrons to Gale Courses and Universal Class)

2. Patron Services

- a. We met with D-Tech and Engberg Anderson to discuss the outdoor holds locker project. Marketing is continuing work on a graphic wrap that will be applied to the face of the lockers.
- b. I joined Chase in a meeting with Bibliotheca to discuss the poor customer service we've experienced in regards to the automated sorting machine (book return) and security gates. Chase was able to negotiate a hefty discount to our maintenance service plan renewal and we've already seen an improvement in service.