

Support Services Report to the Mead Library Board of Trustees

Submitted by Cheryl Nessman

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Staffing

- Nothing to report

Collections

- New library database added: [ConnectWell](#) selectively curates health content from trusted sources to provide the latest standard of care guidelines and scientific findings on health, wellness, disease management, and nutrition.
- We will soon be switching to the All Access NY Times digital subscription, giving our patrons access to the news and now games, cooking, and more.
- New items have been added to the Experience Collection:
 - Nex Playground interactive gaming for families
 - TonieBox music players for the younger set
 - Additional STEM kits for kids
 - Kodak Slide-n-scan film and slide scanner & digital converter

Patron Services

- Staff are gearing up for Tax Aide scheduling. Tax Aide provides free income tax assistance to seniors and low to moderate income families. Mead staff provide space and phone/web scheduling services. Phone scheduling is a large drain on staff resources, but an excellent service to the community so we're excited to be a part of it.
- 24/7 Locker Updates:
 - We ran out of lockers at least six times in December and had to bump older holds out to make room for newer holds. We will be recommending that the Library purchase another column of lockers in 2025 to meet patron demand.
- Installation of the new Automated Material Handling machine (AMH) is tentatively scheduled for April. We will be working to get all staff trained on the new machine while doing our best to minimize any disruptions to service.