

Support Services Report to the Mead Library Board of Trustees

Submitted by Cheryl Nessman

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Staffing

- Annual reviews have been completed for all Support Services staff.

Collections

- We have made the switch to the [All Access NY Times digital subscription](#), giving our patrons access to NYT news, games, food, Wire Cutter, and more.
- We will soon be acquiring Mango Languages and discontinuing Rosetta Stone. Rosetta Stone has consistently had a high cost/use and it can be difficult to access. For a little over half of what we were paying for Rosetta Stone, we will get Mango Languages plus their [American Sign Language Inside](#) and [Little Pim](#) add-ons, and we are hopeful that their highly rated app will be much easier for our patrons to access.
- We are shifting Adult Biographies to make room for the Adult Spanish and Adult Literacy collection on the wall shelving on our second floor. We will then shift the Adult 800s and 700s towards Travel to give them a little breathing room.
- We have replaced the old newspaper kiosk with [Newspaper Magboxes](#) and moved everything onto the Newspaper shelves.

Patron Services

- Vega Discover update: In mid-December, Innovative rolled out an update that was supposed to allow users to choose the 24/7 Holds Locker pickup location from within the new discovery layer. The update caused a number of unforeseen problems and was rolled back. To date, Innovative has been unable to resolve the issues and we are still waiting for 24/7 Holds Locker location functionality that will allow our users to choose the lockers as a pickup location from within the new discovery layer (Vega Discover).
- 24/7 Locker Updates:
 - We did not run out of 24/7 Holds Locker space during the month of January.
 - The locker vendor, D-Tech, has done a [case study of our lockers](#) which highlights our innovation in seeking interior back access to the locker system while providing customers with 24/7 external access.
 - Exterior lights have been added to the awning over the lockers, making them safer to access during evening hours.
- Installation of the new Automated Material Handling machine (AMH) is tentatively scheduled for April 21st.
- Clerks are continuing to perform ongoing inventories of all of our collections utilizing LEAP (the web version of Polaris). During this process, we catch items

that have been marked as missing and lost, as well as items that have been deleted from our system. This helps us keep our collections healthy and provides a great service to our patrons.

- Circ staff are continuing to expand the Library's Home Delivery service. They are reaching out to local assisted living and nursing home facilities to promote our [Institutional Card](#) + [Home Delivery services](#). Shores of Sheboygan is the only facility taking advantage of these two programs. If you know anyone who is staying or working at any of the other facilities in the area, please share that we are interested in providing library services to their facility. They can contact us at: meadcirc@monarchlibraries.org or call the library and ask for Corrina for more information.