

Support Services Report to the Mead Library Board of Trustees
Submitted by Cheryl Nessman
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Staffing

- We welcomed Abbie Bouelle as our newest library assistant in March. Abbie came to us from Farnsworth Middle School where she served as an assistant librarian and she's already proving to be a valuable Circulation team member.
- Aleah Hill was promoted to one of our new associate librarian positions in April. Aleah has been with Mead since 2015, serving as a library assistant in the Circulation area, and will now be taking over 1st floor desk scheduling, documentation management, and she will assist the Support Services Manager with training new employees in our area.

Collections

- The Harley-Davidson Museum was added to our Experience Pass Collection.
- We also added an additional Discovery World pass to the Experience Pass Collection.
- Through another donation from Sheboygan County's ADRC, we have added six dementia-friendly music players to the Experience Collection. Staff will preload the music players with mp3 playlists based on patrons' preferences and then patrons will be able to check the players out for 90 days + 1 renewal.
- The Gale Legal Forms database was added to our collection in March. This database provides Wisconsin-specific legal forms to meet the needs of the Sheboygan community and includes fillable forms for wills & estates, power of attorney, tenant/landlord, bankruptcy, divorce, real estate, & more.

Patron Services

- Pages are being trained to perform an ongoing inventory of the collections while shelf-reading. This is done by taking a laptop and barcode scanner out into the stacks and scanning the barcodes of each item on the shelf in order to assign them an inventory date. We then run a report that shows us which items did not get an inventory date (ignoring items with a status other than "in"), and then pages look for those items and mark any that can't be found as missing. While performing inventory, we also find items on the shelves that have been marked as lost, missing, claimed returned, or that are no longer in our ILS. This is all in an effort to maintain an organized collection and provide top-notch customer service.
- Implementation of the new discovery layer, Vega Discover, will likely be postponed until fall of 2024 while Monarch libraries wait for the vendor to improve a piece of crucial functionality. However, we will likely move ahead with an upgrade to the Monarch2Go app before then which will enable us to take advantage of Discover's "rollup" functionality when it is finally implemented.
- The City required that we send the installation of the Holds Lockers out for bid which will result in a slight delay in installing those at the library.