

Office Manager's Report April 2025

Peabody Update Project: Phase 1 of the Peabody Redesign Project in collaboration with the University of Michigan School of Information (UMSI) is now complete. The final handoff meeting with the students was done on 4/17/25, and all deliverables have been received. These deliverables include the user research conducted by students, wireframes of the webpages that need built, graphics, and directions for the developer to make their work easier during that phase of the process.

The next step of this project is to identify a developer who can build this design in WordPress. Depending on the size of the team working on it and the amount of work that needs to be done on the back end, the time to completion will vary.

Kate and I have spoken about the process of sunsetting the current Peabody webpage. We will not immediately do so when the new website is created, and I plan to time it so that participants have until the end of a calendar quarter to familiarize themselves with the new program and transition to it. More details will come after a developer has been chosen and a timeline established.

New training materials including workflow documentation and instructional videos will also need to be completed as the current OCLC tutorials I developed utilize the old Peabody design and workflow.

Interlibrary Loan: Loans continue to be processed in their usual timeframe. I've had several reports recently of USPS returning items to sender or being unable to find a library's address, but after confirming with the libraries involved, the delivery information has been accurate. I don't have enough information at this time to have a clear idea of what is going on, so if you experience issues with items shipped through library rate via USPS, please reach out to me and let me know.

Copy Cataloging Requests: Bib requests were quieter in December but really picked up the past several months. I got requests for 273 items in December, 407 in January, 473 in February, and 501 in March. I'm still trying to get most emails answered within a two-business day turnaround time, but when multiple requests come in on the same day, sometimes I need an extra day. Your patience is appreciated!

Original Cataloging: I've seen an uptick in interest for original cataloging services, and that's fantastic! I create records largely on a 'first come, first served' basis unless I get a particularly large number of items in one request. That in mind, I wanted to make sure I mentioned that this has led to some longer waits to get

records out. Overall, I've been able to mostly keep this within the two-week window I reserve for myself.

Website Maintenance and Accessibility: While project planning for the Peabody redesign as well as WCAG updates for the WPLC website in general, I discussed with Kate the possibility of finding a webhost/developer who we can contract with on an as needed basis for website maintenance and updates. We would not need someone to update the content of our webpages; that could still be done in house. Having a developer available on an as needed basis to ensure that there are less issues with plug-ins, databases, and code updates would mean a better website experience for all of us and fewer issues with email confirmations not sending, forms glitching, etc. Moving from Hostek as a webhost (which I intend to do once the new Peabody website is built) will likely solve many issues, but I truly believe WPLC would benefit from having a professional web developer available to contract as needed to manage these sorts of tasks.

Changes to business hours, contact info, etc.: If there is a change to your website, operating hours, or contact information for your library, please let us know so that we can keep the directory up to date.