

John and Judy Gay Library Report  
July 15<sup>th</sup>, 2021  
Helen Talley

I have now been at the John and Judy Gay library for a little over three months and I feel very comfortable with the staff and the different location.

With Ed's promotion I've stepped into the supervision of his team; Kellie, John, Tamara, Revathi, and new hires Alayna Herod and Bo Yoo. After interviewing potential candidates, we decided to wait until after the summer to continue the search for his replacement so I will continue to supervise this team until we make a final decision. I will be working with this team to distribute some of Ed's responsibilities.

We've definitely seen our level of busyness increasing and it's starting to feel like we're back to pre-Covid levels. Our study rooms are now open and our new reservation system, booked scheduler, appears to be working very well. We also now have our meeting room open for reservations and that is busy as well.

We continue with our roaming model of service which as a customer service model seems to work far better than when we were behind desks. We are now back to blocking customer's accounts if they have items overdue items and/or fines over \$10. The transition has been fairly smooth, but we continue to communicate the change to all customers.