



Director's Report  
January 2026

**Time and Print Management RFP:** We've asked the top 2 vendors to demonstrate the patron experience of their solutions. We had one demo yesterday and will be seeing the other later today. There will be a formal recommendation coming from the office and technology committee shortly thereafter.

**Porzio Update:** We received some updates from Porzio – There were some concerns about the phrasing and it not being specific to library services, so the following changes were made:

*In the definition of "Local Library Cooperative," adding to the end: "to **exclusively** provide cooperative or reciprocal library services, **access to technology and facilitate sharing of resources.**"*

Stephanie McAlary received the proposed amendments to the draft bill but the issue got lost in the Dec committee/board list/holiday mayhem. She thought they looked good but still needs to run them by Asm. Karabinchak. At this point, we'll be getting it introduced in this new session. Sen. Wimberly prefiled the bill for introduction already and referred it to both Senate Community and Urban Affairs. Luckily our bill is not certified for a fiscal note, so that makes it less likely that the bill will have to go through a second hearing in the Budget Committee. In short, this process may stretch on for another month or two past what we originally expected.

**Deep Freeze Cloud Brief Outage:** Faronics experienced an outage of their cloud infrastructure which caused some error messages to be sent to customers (PCs unavailable, can't be reached, antivirus expired, etc.) Once their systems came back online, all workstations resumed communication and these messages went away. Atul and Mike sent out notifications to members about the problem and any steps to take to confirm things are functioning properly.

**Lease Renewal:** I've been in discussion with Federal Business Centers on our upcoming lease renewal. I shared our anticipated needs with them, and they will be looking at their portfolio of spaces as they become available to see what might be a good fit. I was able to negotiate a 5-year term with only a 2% annual increase

which maintains our cost per square foot at some of the lowest numbers in the market. They will also replace the flooring in our men’s bathroom to be vinyl like the women’s room and will include a clause on the lease extension that moving to a new space, signing a new lease with FBC, will override the obligation of the renewal terms. This gives us flexibility to move and increase our space for future delivery needs.

**Acquisitions:** We sent a batch of information about getting started in Acquisitions, including several short informational videos from Polaris to Plainsboro – we’re not sure if they will be our first library to test it out. We’ll also be reaching out to Springfield to gauge their interest.

**New Account Portal:** We’ve documented Innovative’s upcoming Account Portal. The original launch date was scheduled for January 6, 2026, but has been postponed until February 3 to give customers more time to share instructions and tips with their patrons. This will be a significant change for patrons and staff, so in addition to presenting about it at the December General Membership meeting, Jonathan has also adapted Innovative’s own documentation and shared it on the intranet and our public website (coming soon).

**Patron Stats Monthly Report:** We’ve added a new column of data to the monthly report for patron stats to display the number of patrons that are e-Content and Database users. These are users with no checkouts during the last 12 months but activity from e-content providers (Hoopla, OverDrive, Kanopy) or other third party products that authenticate users (Comprise SAM, Envisionware, TBS, etc.)

SQL Server Reporting Services Home > Polaris > Custom > Consortium Office > SLA.Meil > Monthly patron co

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1 of 2 ? 100%

### Patron Stats Monthly

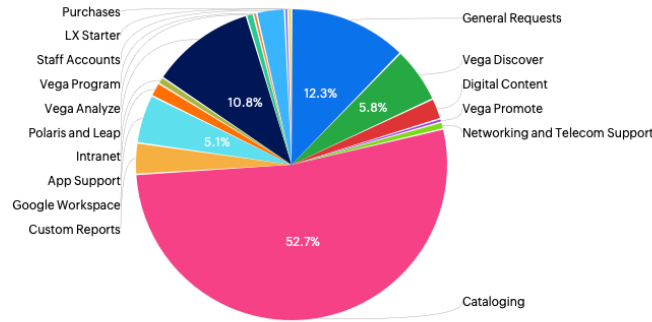
**Added:** users added during the previous month.  
**Active:** users with the last activity date within the last three years.  
**Current:** users that are not expired.  
**Expired:** expired.  
**Total:** Current + Expired  
**E-Content and Database Only Users:** Users with the last activity date within the last 12 months, but no physical checkouts during that period. This category includes users of e-content services (e.g., OverDrive, Hoopla, Kanopy), Vega, the STELLA app, any other third-party products that require authentication, and public computers.

Library	Patron Code	Added	Active	Current	Expired	Total	E-Content and Database Users	
Carteret Public Library	Adult Resident		26	3011	2654	1712	4366	702
Carteret Public Library	Carteret Non-Resident		0	11	11	9	20	3

**Strategic Plan Copies:** Printed copies of the strategic plan have arrived and we've sent them to each member library with attention to the Director for distribution to their boards.

**November Help Desk Statistics – 277 tickets:**

Monthly Ticket Report (277)



- Department Name
- General Requests (34)
  - Vega Discover (16)
  - Digital Content (6)
  - Vega Promote (1)
  - Networking and Telecom Support (2)
  - Cataloging (146)
  - Custom Reports (9)
  - Google Workspace (14)
  - App Support (4)
  - Intranet (2)
  - Polaris and Leap (30)
  - Vega Analyze (2)
  - Vega Program (1)
  - Staff Accounts (8)
  - LX Starter (1)
  - Purchases (1)

**Statistical Summary Data:**

	December	November	Change
Total Bib Records	1,063,421	1,083,647	-1.87%
Total Items	3,391,159	3,405,260	-0.41%
Check Outs	314,673	337,330	-6.72%
Unique Borrowers	40,202	43,502	-7.59%
Holds Placed	39,976	43,183	-7.43%
New Bibs Added	3,775	3,288	14.81%
New Items Added	11,059	9,221	19.93%
New Patrons Added	3,177	4,586	-30.72%

Respectfully Submitted,

Eric P. Lozauskas  
Executive Director