
DATE: July 2, 2020

TO: Library Board, Pima County Public Library

Pima County Board of Supervisors
Pima County Administration
Friends of the Pima County Public Library, Board of Directors
Friends of the Pima-Green Valley Library, Board of Directors
Friends of the Kirk-Bear Canyon Library, Board of Directors
Friends of the Arivaca Library, Board of Directors
Friends of the Oro Valley Public Library, Board of Directors
Pima Library Foundation, Board of Directors

FROM: Karyn Prechtel-Altman
Deputy Library Director

SUBJECT: Public Services and Community Engagement Report – June 2020

The community is very curious about libraries in the age of Covid-19. I participated in two interviews, one with Ernesto Portillo, live on Facebook for the Thrive in 05 Facebook group, and then with KXCI for their Broad Perspectives radio show on Sunday, June 28. Both interviews focused on current services, and people want to be able to see into the future...what will libraries look like going forward?

I joined the Urban Libraries Council Race and Social Equity Action Team and attended the inaugural meeting on June 11. I also jump started the long overdue PCPL Anti-Racism taskforce. PCPL been talking about diversity and equity for several years but we have not moved to the action stage. This new taskforce will define the scope of work and create an anti-racism action plan for the library. The plan will focus on breaking down systems and policies that perpetuate racism in our library system.

Library Services Manager - Kate DeMeester

We received some great news over the last month. Our initial Grab and Go Snack Program was designed to last through the end of May. Through further partnership with Amphi School District, we have been able to extend the service until early August when kids are scheduled to return to school. We also continue to hand out fresh produce as well. I have also continued working with branch managers and team leads to determine how we can best provide services to our community, given the challenges presented by COVID-19.

Library Services Manager - Sharla Ronstadt

I continued to visit and work at various branch libraries as we continued to offer services to the public and assisted branch managers with questions and logistics in providing those services. In addition I did a delivery and visit to the Arivaca Library. I continued to have monthly meetings with all my direct reports and assisted with questions. I reviewed branch furniture and facilities requests and attended various system wide meetings. This past month in particular I focused on helping with tracking staffing needs, reporting them to Administration and maintaining communications with our Substitute Librarian staff and assigning them to library locations.

Program Manager for Literacy and Connected Learning – Kendra Davey

Summer Learning has begun but it is definitely not business as usual. This year, PCPL is offering an online summer learning program in addition to our traditional paper reading tracker. Library staff in the CEO and CRO office quickly pivoted our work to figure out how to offer summer learning to families who are continuing to shelter at home as well as families who have limited or no access to the internet. The summer reading tracker was redesigned to be a one page printable PDF that can be printed from home or picked up at a library. Staff also quickly worked to set up an online reading tracker with learning activities. Library staff also designed a completely new program called Story Sketches. Children and teens can write a short story and submit it to the library. Staff will digitize the stories and post them to PCPL's YouTube channel.

District 1 – Supervisor Ally Miller

Dewhirst–Catalina Library – Christine Dykgraaf

Dewhirst-Catalina Library staff have been working hard to ensure that books, books on CD, DVDs, and other materials get into the hands of patrons in northern Pima County. Tens of customers have come to get materials to fill their hours at home and are so appreciative of our being open to supply them with the items they place on hold. We serve an average of 42 persons a day and circulate hundreds of items each week to both those coming by and to other branches. It is so nice to be at work again putting smiles on faces.

Nanini Library – Kaitlyn Sparks

Our service to the public starts at 9:00 am with snacks for youth. We handed out approximately 30 snacks every day and 20 boxes of produce a week. Staff worked with Pima County Dental Health to provide 25 toothbrush and toothpaste kits during snack as well. Families were excited to pick up Summer Learning trackers and biweekly take-home activity kits that our youth services staff put together this month. We also connected with Northwest YMCA to get them started on this year's Summer Learning Program and provided trackers for over 75 children ages five-12, who are attending summer camps.

Oro Valley Public Library – Ruth Grant

Oro Valley Library staff have been very busy since we opened for limited services. We've had to expand our hold/reserve shelves four-fold to accommodate our 3,000 reserves! The first week of June we had the highest level of checkouts of any branch. Also our wonderful Children's Librarian created the concept of "grab bags" for children, since browsing shelves is off limits right now. The community is grateful for our 30-minute computer sessions, and access to photocopying, printing, and faxing.

District 2 – Supervisor Ramón Valadez, Chair

Quincie Douglas Library – Marissa Alcorta

Quincie Douglas Library opened its door May 18 for curbside holds pickup and valet service at the door for copies and faxing for customers. As we reconfigured our space to allow limited computer use in the future, staff worked on creating self-service handouts that walked customers through signing on to a public computer, making copies, faxing, printing, etc. We also compiled job help resources onto flash drives that customers could borrow for job seeking help. We made these handouts to help customers through the process of completing the services they needed and also helping customers and staff stay safe with social distancing. The handouts are our first step in helping customers and if they need more in depth help still, we offer it while maintaining safe distance. This was also in preparation for limited computer use. We began offering limited computer use and switched to self-service faxing/printing/copies on Monday, June 8. We have also continued with curbside holds pickup outside.

Santa Rosa Library – Ivonne Ramirez

Through collaboration with our libraries, Amphitheater School District snack program, and the Community Food Bank of Southern Arizona, the Santa Rosa Library has been proud to provide contactless grab-n-go breakfasts for children and teens as well as snacks and fresh produce for adults and families. The response from the community has been overwhelmingly positive as the breakfasts and snack packs that we make available at this small library branch have helped over 400 youth and adults each week including families visiting the HeadStart Child Development Center.

The summer reading program has also kicked off, and is running adjacent to the grab-n-go breakfast and snacks. Santa Rosa Library has begun making reading trackers available at the grab-n-go tables along with DIY-to-go activity kits featuring fun manipulative activities focusing on STEAM and storytelling concepts.

District 3 – Supervisor Sharon Bronson, Vice Chair

Caviglia-Arivaca Library – Jodi Ohlson

Arivacans were excited to have access to new reading materials when we reopened our doors at the beginning of May. It took a while to get in the swing of things, but slowly we are all finding a new way in the strange new world. More patrons have learned how to access the library catalog online, and many now know how to search for books that are physically on the shelf at their library. We've been assisting more folks with job searches, resume writing, tax preparation and filing for unemployment benefits. Curbside pick-up has only just begun this week, and it has brought in a whole new group of patrons, eager to not leave their car due to the pandemic and very relieved to have access to their library again. The Friends of the Caviglia Arivaca Library were thrilled to be the recipient of a generous one-thousand-dollar gift certificate to Antigone Books. Mitch Bunting of Tucson wanted to show support for his favorite local bookstore during this challenging time, and choose to support our library at the same time. We are grateful for Mitch's generosity, and are having ongoing discussions about all the creative ways we can share his gift with the entire library community.

Flowing Wells Library – Ingrid Trebisky

Flowing Wells Library opened its doors on May 18 for limited computer use, and curbside service for our initial opening phase during the Covid 19 pandemic. Customers are very amenable to putting on a mask, and getting their temperature taken in order to come inside the library. Staff are doing their best to help customers while maintaining proper social distance. Customers are very appreciative that they can print, scan, fax, and make copies. Plexiglass screens were placed between computer stations, and at the customer information desk. All our staff are back, including those who were placed on furlough, and they have adapted well to the changes in the ways that we provide customer service. On June 8 we began providing daily Breakfast Packs and Weekend Packs that are given out on Friday. The food is delivered to us by the Community Food Bank. As a seed library, we've noticed seed reserves have been increasing. Customers are happy to finally get their reserved books through curbside service, even when the outside temperature is 107 degrees!

Woods Memorial Library – Alina Rowe

Woods Memorial Library opened its doors with limited 30 minute computer use sessions, print/fax/copy access, and holds outdoor pickup. Snacks are also offered every day from 10:30am-11:30am and produce is offered once a week for families to take home.

District 4 – Supervisor Steve Christy

Murphy-Wilmot Library – Karen Barber and Jane Devereaux

This time of reinventing ourselves has proved to be a challenge that our staff has met with great success. Customers are able to get new cards and have questions answered at our Customer Service Desk. The community is utilizing our 30-minute computer sessions throughout the day, and access to photocopying, printing, and faxing is a popular reason to stop by. Customers have been very positive and cooperative with the taking of temperatures and wearing of masks before they enter. The reserve shelves are now located in our large meeting room where we can easily get books into the hands of the customers without having them enter the library. The Grab and Go Snack program provided by Amphitheater School District and the Community Food Bank has been appreciated, with children and adults getting nutritious snacks and fresh produce every day on our front porch. Children are also picking up activity packets created by the children's library staff to do at home based on the Summer Learning Program theme, Imagine Your Story.

District 5 – Supervisor Betty Villegas

Joel D. Valdez Main Library – Kate DeMeester

The Main Library Infoline and Ask a Librarian telephone and email reference services team continues to respond to an increased volume of customer requests for assistance. Last month they responded to 1,417 email and blue slip requests for assistance, up 205.4% from the year before. They also answered 3488 Infoline calls to help our customers understand the changes the library has made in order to serve them during the COVID-19 pandemic. While Infoline's available hours dropped by 34.8% due to new library hours, call volume only dropped by 9.5% demonstrating an increase in our call volume per hour.

Customers are grateful for this assistance. Here is just one of the hundreds of thank you notes we have received: "Message for Tenecia and her cohorts. Many thanks for your very helpful advice. I want to let everyone on the staff know how much they are appreciated. Just making the first steps toward reopening is hard work and we can only guess how complicated it must be. Please have a good day, a safe day, and read lots of books! Cheers from one of your Library Supporters."