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**DATE:** August 6, 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  
Friends of the Esmond Station Library, Board of Directors  
Pima Library Foundation, Board of Directors

**FROM:** Karyn Prechtel-Altman  
Deputy Library Director

**SUBJECT: Public Services and Community Engagement Report – July 2020**

Much of July involved creating contingency plans for serving the community with low levels of staffing. The Library Service Managers and I are creating an online training plan for new Branch Managers, in great anticipation of hiring several new library managers in September! I attended two online sessions held by the Government Alliance on Race and Equity, one introductory session and one titled *Racial Equity during budgeting & Policy Making* with FUSECorps.

**Library Services Manager - Kate DeMeester**

Over the last month, much of my energy has focused on supporting staff. I set up an optional Employee Assistance Program session for interested Main Library staff. They were able to learn about ways to manage stress and several had the chance to speak one-on-one with a counselor. Several staff reported this was very helpful to them, so I shared that information with our Branch Managers.

Our snack program is winding down for the summer. The last day will be August 7. However, we are working with the Community Food Bank to make food available to those in need. So although this project will be changing slightly, we will continue offering this valuable service to our community into the fall.

**Library Services Manager - Sharla Ronstadt**

I have continued to assist in finalizing detail assignments to fill vacant Librarian III positions during this period. I also focused on communications between branches and administration, gathering feedback and decimating timely information about our changing services, furniture and facility's needs, and staffing. I maintained communications with the Substitute Librarians and placed Substitutes in locations with staffing needs, maintained timesheets, and answered questions. I maintained branch staffing information and assisted in gathering staffing data for documents. I also participated in a team to create training and best practices for new library managers.

### **Library Services Manager - Amy Rusk**

This month has been full of working with branches to adjust and adapt to new services, attending the Denver Public Library's symposium on Race and Equity, and attending many online meetings each week, including the recently formed PCPL Anti-Racism Team.

The Library collaborated with AZPM and the University of Arizona Poetry Center to offer a summer Poetry Contest for youth, ages five to eighteen, responding to the prompt, *What do you want the world to know about how you feel?* The treasured manager of the Dusenberry-River branch retired this month, so a process is underway to identify a temporary replacement until the hiring process for library managers is completed.

### **Program Manager for Literacy and Connected Learning – Kendra Davey**

Pima County kids are sharing their stories with us this summer as part of our new Story Sketches program. This innovative program inspired by our summer learning theme and in response to the Covid 19 pandemic is an opportunity for kids to write and illustrate a short story. PCPL staff members record the audio to the stories and turn the stories into videos shared on YouTube. PCPL staff members also illustrate stories submitted without illustrations. So far, we have been able to create six story sketches that have a combined 1,071 views so far!

### **Latinx Program Manager – Anna Sanchez**

We continue to work to provide up-to-date information on community resources and programs to our Latinx community. The primary vehicle for information sharing is via our Celebrando Nuestras Raíces Facebook page and library web page. We are translating library communications to keep our Spanish-speaking population informed of services available through PCPL. We continue to work on strengthening our partnerships with community-based Latinx-serving organizations within Pima County to strengthen community engagement in and influence on social and economic issues that affect the Latinx community.

I attended the REFORMA National general meeting and the Denver Public Library symposium on Race and Equity.

### **Program Manager for Workforce and Economic Development – Ken Zambos**

Pima County Public Library's Career Online High School staff are actively engaging with new and existing students to help ensure their success within the program. Three weeks ago, we offered the first virtual Career Online High School Student Orientation, and awarded scholarships to 11 students. During the month of July, five additional students interviewed and received scholarships. The next virtual orientation will take place on July 27, and we plan to award scholarships to eight new students. Pima County Public Library's Career Online High School staff were proud to congratulate two new graduates, and several more are on track to graduate within the next few months.

As part of an ongoing effort to provide up to date workforce and economic development information to the public, staff drafted and published nine business, nonprofit, and employment related blogs to the Library website and social media accounts.

### **Kindred – Tenecia Phillips**

The Kindred team hosted eight programs at various locations during Black History Month. These programs were on a variety of topics including *Through My Eyes: The Impact of Implicit Bias*, *HerStory: How Tiffany Nakatani Found Her Purpose in Business & Sisterhood*, *Wandering Africans of the Southwest and Mexico*, and *Escape to Freedom: The Quilt Code of the Underground Railroad*. During this month, our team also hosted and facilitated two Black Storytimes, which focused on literacy tips for parents and caregivers in addition to sharing

books written by Black authors and featuring Black characters. Free books, literacy materials, and grab bags were provided to each family at the end of each storytime.

The Kindred team has also created a yearlong programming effort entitled *Read Black*. This programming is an extension of our team's 2019 LSTA grant funded project *One Book One Community*. We are encouraging the community to join us for quarterly book conversations with a focus on Black authors. The Read Black themes include Read Black Women and Read Black Pride. We recently had our *Read Black Pride* conversation on June via Zoom with three team members and 16 community members. A list of the book shared during the discussion has been posted on Kindred's page on the library's website and the team's Facebook page.

### **LGBTQ+ – Kaitlyn Sparks**

The LGBTQ+ Services Committee started the year off by moving our continuing monthly book club and chat, *Rainbow Reads: A positively queer book club* for adults, from a local coffee shop to the Woods Memorial Library. In January, seven people joined us for our first book chat at the library. Due to the pandemic, we skipped March and April before moving *Rainbow Reads* online starting in May. We have had several members continue with the book club once we went online and have attracted a few new members as well. There are consistently had six to seven community members sharing their love of literature every month!

In February, we celebrated Love of Reading Month with three Rainbow Storytimes at Woods Memorial Library, Catalina Library, and Quincie Douglas Library. We presented our first bilingual Rainbow Storytime at Woods Memorial Library with several very engaged families and plan to continue offering bilingual Rainbow Storytimes in the future.

We updated our public webpage with a new photograph of current committee members and made our history, mission, and current activities write-up more dynamic and inviting. Committee members continue to share LGBTQ+ booklists and recently featured a list of virtual Pride events in June to attend during the Pandemic.

### **Nuestras Raíces – Anna Sanchez**

The Nuestras Raíces team is looking at new approaches to continue to deliver services to the Latinx community while adapting to necessary changes due to the COVID-19 pandemic. Virtual plans are being developed to present the Frank De La Cruz Collection to the community. We have been reviewing program ideas suggested by members of REFORMA and other library systems serving large Latinx populations to identify projects that might meet the needs of our community. We have worked with our Communications and Systems Office team to revamp our webpage to better serve our community during this time. We are creating book lists and writing informational blogs to highlight library resources. Staff are reviewing Spanish Language e-resources and creating guides on how to best utilize them.

### **Welcome to America – Tara Foxx-Lupo**

The Welcome to America team has worked to identify and reach out to refugees and immigrants with barriers to library services via refugee resettlement agencies and other service providers in recent months. The team chair communicated widely with these service providers during the library closure to remind them of our Infoline services and the availability of contracted translation services when calling Infoline.

Team members have also worked to ensure that relevant information about COVID-19 resources, especially multi-lingual links and resources, are available on the Pima County Public Library website. The Welcome to America Section of the Pima County Public Library website includes the ability to translate all content to any language available in Google translate. All relevant links to COVID-19 services and resources are linked on the Welcome to America page in hopes that those in need will be able to translate the information they need in real time.

## **District 1 – Supervisor Ally Miller**

### **Nanini Library – Kaitlyn Sparks**

This month we transitioned services from 30-minute computers sessions with self-service printing, copies, and faxes to curbside only. In addition to the increased demand for library materials with over 2,000 items picked up every week, we have started offering contact-less valet printing, copying, and faxing. Many customers expressed their gratitude for our safety practices and assistance providing them with reading materials and continued access to printing and faxing services during the pandemic. Staff also enthusiastically promoted book bundles and next day pick up of on demand reader's advisory bundles.

Our Teen Services Librarian developed a program to engage young adults in all of Pima County by participating in the Pima Love Notes project, which is seeking volunteers to write letters and messages of support to elderly folks in long-term care and assisted-living facilities. Teens who would like to participate will receive volunteer hours from the library and can either write and mail letters from home or pick up supplies and drop of their completed letters at the library.

### **Oro Valley Public Library – Ruth Grant**

Oro Valley Library is meeting the challenge of serving customers via Reserve Items pickups and 30-minute computer use. We have one of the highest level of reserved items the branches, with at one time 3,000 reserves. We also handle one of the highest volume of checkouts weekly. The amazing staff are working constantly and efficiently delivering items outside to our Reserve Pickup tables, or inside after patrons are temperature-checked. Staff have also created a *wedding cake* display of hot best sellers for patrons to peruse at a distance, which is most appreciated by our voracious readers. We have also developed very popular *Children's book bundles*, somewhat like a potluck bunch of books to read. Patrons are so appreciative that we are open for business in a safe way.

## **District 2 – Supervisor Ramón Valadez, Chair**

### **Eckstrom-Columbus Library – Mary Sanchez**

Eckstrom-Columbus Library is providing several services to the people in our community, including holds pickups, 30-minute computer use, faxing, copying, as well as WiFi and regular printing. Many of our customers are working hard on job applications, filling out DES & COVID-19 stimulus paperwork, or trying to renew or get new IDs through the Arizona Department of Transportation. Some are also trying to stay in touch with family and friends via email and Facebook. We are assisting them with this important work in the safest and most social distancing way possible. We have heard from numerous people how grateful they are that we are open and providing services.

We are also providing daily snack packs on Monday-Friday for kids and adults, boxes of produce once a week (which ended on July 20) and weekend packs that families can pick up on Fridays. The need for food has been high in our service area and we have been giving approximately 50 + snack packs for kids and 30 to parents each day. Our children's staff has also been putting together arts & crafts projects and providing craft kits produced by Pima County Natural Resources that we give out to kids in the snack program on Fridays.

### **Quincie Douglas Library – Marissa Alcorta**

Quincie Douglas staff have been offering 30 minutes computer sessions, curbside holds pickup, and self-serve copy/printing/faxing. Towards the end of July, we reverted back to valet services at the door and continue with curbside holds pickup due to a rise in COVID cases and to limit

exposure for our customers and staff. Valet services are still busy at the door as there are many customers in need of these services for unemployment, DES, job-searches, etc.. In the midst of the services we provide to customers staff are also navigating going through our collections for de-selection, as we are scheduled to inventory the whole collection next week. We are also getting ready to add a whole new collection to our shelves, unpacking boxes of new books that will soon be available for customers to put on hold and enjoy.

We continue to work with Amphi and the Community Food bank to provide snacks and breakfast packs for customers to take home 5 days a week, Monday-Friday. This continues to be a much needed and used service in this community.

### **District 3 – Supervisor Sharon Bronson, Vice Chair**

#### **Flowing Wells Library – Ingrid Trebisky**

Curbside and computer use has increased since our limited service opening. Staff have adapted and been creative to streamline services. A table in the lobby entrance is the first point of service since it is too hot to have an outside greeter. The inside book chute behind the table has turned into a quick method to pass on info for walk up curbside patrons.

Staff created a Reserve & Read trifold display at the library entrance that has pockets filled with handouts on recommended books for customers mainly focusing on parents and youth. The handouts include Picture Books, Book Series for 1<sup>st</sup>-2<sup>nd</sup> Graders, 3<sup>rd</sup> Graders, 4<sup>th</sup> Graders, 5<sup>th</sup> Graders, Newbery Medal Winners, Who Is/Was biography series, National Geographic Readers, and Non-Fiction Graphic Novels for Teens and Adults. This has been a great help to parents and youth to reserve items.

Staff have placed breakfast packs, snacks, and weekend packs for food giveaway on tables that line the large meeting room exit. This has streamlined an effective way for families to pick up food during the Covid 19 pandemic when the library is open.

#### **Woods Memorial Library – Alina Rowe**

The AMAZING and dedicated Woods Memorial Library Staff continued to provide 30-minute computer sessions, print/copy/fax, and walk up outdoors holds pick up. Our location also offered daily snack and produce distribution for children and families. Our free produce program distributed 12 boxes of produce to families each week; the program ended July 21. Our branch offered STEAM kits for children to take and create at home. Each week a different activity was provided and many families came back weekly to collect the new kits. The STEAM kits were part of our Summer Learning Program. The Woods Memorial Library in partnership with the American Red Cross held their first blood drive in five years! 30 appointments were filled to donate blood on the American Red Cross Blood Mobile. Woods Memorial Library will continue offering blood drives in the future to assist in this worthy cause.

### **District 4 – Supervisor Steve Christy**

#### **Joyner-Green Valley Library – Kathy Konecny**

Thanks to funding from the Friends of the Green Valley and Sahuarita Libraries, the Amado Youth Center received 440 books for their upcoming library deposit collection. While the pandemic created some delays in construction, the facility will devote an entire wall for the collection so that Amado children will always have books at their fingertips. Tony Bruno, the center's Drug Free Communities Prevention Coordinator, expressed his deep appreciation for the Friends' generosity and PCPL ongoing support of the Amado community.

**Miller-Golf Links Library** – Mary McKinney

Patrons waiting to pick up their reserved items often chat with the library staff greeting them in the breezeway. In a variety of ways, they let us know how happy they are that they have access to the library's collection again. Here are a few of their comments:

"I was born with a book in my hands!"

"I got so desperate I bought a book at Costco!"

"My daughter has read this book so many times that she doesn't want to give it back. Can I renew it even though we've had it for two months?"

"I've missed you. While you were closed, I read some of my own books that I've already read before."

"My neighbor gave me a stack of her books. Some of them were terrible! I'm so glad I can pick my own again."

**Murphy-Wilmot Library** – Kassy Rodeheaver

The library has been hosting the child and adult snack and produce distribution program funding by the Amphitheatre School District and the Community Food Bank. In the first few weeks since we started this program we have served 755 food insecure people. We have seen many returning customers who have visited us every single day to pick up their snacks.

Curbside holds pick ups have been very busy and we usually have a short but steady line in the mornings. Public computer use has been constant, and this month we have helped many people get their tax forms to meet the federal and state filing deadlines.

**District 5 – Supervisor Betty Villegas**

**Himmel Park Library** – Heather Ross

Himmel Park Library has been offering curbside pickup of holds since the library reopened in May. We serve over 100 customers every day, most of them walking up to the table we set up out front. We have enjoyed seeing familiar faces, even if they're hidden by masks, and it's been a pleasure to check out piles of books to the voracious readers who missed us while we were closed.

**Martha Cooper Library** – Tara Foxx-Lupo

Martha Cooper Library staff has been adapting and responding to community need in recent months with enthusiasm and compassion. Customers in the Martha Cooper service area have appreciated the ability to use services like faxing, copying and computer access at a time when these services are essential to maintain certain public benefits and supports. Staff on our children's services team have contributed in a variety of ways, from coordinating food programming and providing produce to families in need, to serving snacks on weekday mornings. Martha Cooper Library's Children's Services librarian has ensured crafts and other summer learning projects are available to kids and families at our curbside pickup. Some kiddos have even shown us their completed crafts from a safe distance on their return trips.

Adult services staff have been busy with collection maintenance and working to ensure our customers can access books and materials on our shelves when they call us from home. Returns have been outpacing the shelves as customers of the Dusenberry River library and Martha Cooper library bring in materials they had prior to our closure. Customers have been grateful to have access to books, DVDs and other materials since those services resumed, and staff have worked to ensure holds are ready and delivered promptly and with the safety of both parties at the forefront.

**Mission Library** – Margaret Wilkie

ALL of the current Mission staff have risen to the challenges of providing library services in the time of COVID-19. These include limited computer access, curbside pickup for holds, and meals, snacks, and weekend packs for families.

**Southwest Library** – Maureen Kearney

Even with the changes in library service due to COVID, Southwest staff has remained welcoming and helpful to our patrons. We've had a number of regulars express relief to have us available and everyone has been really understanding about the new rules, whether it's wearing masks inside or having to pick up their items curbside. They're just happy we're here!

We've also been providing breakfast and snacks to kids every morning through the grab'n'go snack program, and the numbers have seen a slow rise over time as more families learn about us and come back every day. One teacher who has been working with kids throughout the summer picks up enough food for each of her students every day!