

DATE: September 3, 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 Arivaca Library, Board of Directors
Friends of the Esmond Station Library, Board of Directors
Friends of the Kirk-Bear Canyon Library, Board of Directors
Friends of the Oro Valley Public Library, Board of Directors
Friends of the Pima-Green Valley Library, Board of Directors
Pima Library Foundation, Board of Directors

FROM: Karyn Prechtel-Altman
Deputy Library Director

SUBJECT: Public Services and Community Engagement Report – August 2020

I am working with a small team of Library Service Managers, Program Managers, and Branch Managers to build an online learning course for new Branch Managers. PCPL plans to hire several Librarian III/Branch Managers within the next six weeks and the pressure was on to have a robust online training ready for them. We have designed over 30 hours of online content in subject areas such as Leadership, Health and Safety, Planning and Organization, Staff Management, and the like. This content will be supported by cohort meet ups and new managers will be encouraged to incorporate a practice of self-care in their work lives.

The Pima County Public Library employees who work most closely with kids and families worked diligently this summer to provide a comprehensive portal to library resources for kids (and their caregivers) who are learning from home. Be sure to check out the library's Learn At Home resources at www.library.pima.gov/learn/

Library Services Manager - Kate DeMeester

During the month of August, I continued my work in supporting my branch managers and staff. A new interim Branch Manager has been selected for the Joel D. Valdez Main Library, and I have been working on that transition with the Main Library leadership.

I also attended my first sessions of the Eviction Prevention Workgroup. This is a group of diverse service providers, County staff and even includes the Constables (who are responsible for enforcing eviction orders). There are resources for those who are struggling with paying their rent and/or utilities due to the effects of COVID on their work. This is great news for those in our community struggling to stay afloat during these tough times.

Library Services Manager - Sharla Ronstadt

This month we had a few changes to which branches reported to which Library Service Managers. I worked to make this transition smooth for those leaving my direct supervision and who were new. I facilitated small group meetings with managers that report directly to me. I assisted in interviews for Manager Detail assignments. I also assisted in creating a new manager training learning path. I took over as Administrative Liason of the RiPL (Resiliency in Public Libraries) internal staff team in addition to the other groups I assist (Substitute Librarian

Team, Disability Resource Team, and In-charge Team). This month, I started re-connecting with team members to start scheduling meetings and review goals and objectives. I reviewed Intranet information created by these teams and submitted updates and additional resources. For example, I collected Internet resources related to COVID-19 with specific information for people with disabilities. These resources will be added to that team's page, which is still in construction.

Library Services Manager - Amy Rusk

August already! The library service managers redistributed branches this month, and while I will miss working with the Dusenberry-River and the Murphy Wilmot libraries, I have the good fortune of getting to work with the Ajo Library staff again. This month I consulted with supervisors to prepare for and welcome four Knowledge River graduate assistants and three University of Arizona I-School graduate interns. I have been attending several virtual meetings each day and look forward to the weekly Anti-racism team meeting and subsequent Diversity, Equity and Inclusion subcommittee meeting. I'm also enjoying being a part of the Martha Cooper Library expansion - and am getting excited about the Mission Library expansion, which is in its preliminary stages.

Program Manager for Literacy and Connected Learning – Kendra Davey

The Homework Help Team has refocused their efforts on providing resources for families and students who will be learning from home during the fall semester. The *Learn From Home* initiative has three components, a new section on the PCPL's website, Grab & Go activities and skill sheets. The website page highlights library resources that students can access from home such as Brainfuse online tutoring, research databases and e-books. Grab & Go activities provide hands-on learning for children and information for parents/caregivers on how to support learning from home. Grab & Go activities are designed to help homeschool families and students who do not have access to internet resources. Skills sheets are also designed to support students without internet access. Skills sheets focus on individual learning skills, dividing fractions for example.

District 1 – Supervisor Ally Miller

Dewhirst-Catalina Library – Christine Dykgraaf

Dewhirst-Catalina Library has been open since May 19 for curbside pickup of reserves as well as valet services for printing and faxing. All of this can be enjoyed by patrons from the comfort of their car or our service table at the front door. Most transactions take fewer than 4 minutes start to finish! Our users from the Catalina area have returned to the library with gusto, many checking out two-six books per visit. Dewhirst-Catalina Library's circulation numbers per week continue to rise as more and more people recognize the value of free entertainment and information in these times. Dewhirst-Catalina Library boasts a big window at which patrons can browse for items including new book and seed bundles whereby a person can get a set of books on a theme or type ready to go.

Dewhirst-Catalina Library staff receive positive feedback almost daily from patrons, who say things like: "I so appreciate this. You keep me sane!" or "Thank you for what you do, I love the library!" or "I am so happy you are here and open for us!" These really pick up our spirits. Our daily interactions with patrons have doubled since we first opened and we are still making new cards for those moving into town. In these uncertain times, the library is seen as a safe base.

Dusenberry-River Library – Em Lane

After several months of being closed for renovations, Dusenberry-River Library is back in business, opening up August 10 and we were so happy to welcome customers with curbside and walkup service as well as valet copying, printing and faxing. We served over 350 people in

our first week and were greeted by many community members who told us how much they missed us. Staff have created Book Bundles in a variety of genres and across age levels. They are very popular and many customers have expressed to us that they like the ability to try new things and that it's "almost like browsing!" Prior to our opening, Dusenberry-River also served as a polling place for the primary election. We were very happy to be able to provide this critical service to the community.

Nanini Library – Kaitlyn Sparks

Our librarians and library associates received training from Joel D. Valdez Main Library reference staff to answer reference questions mailed from incarcerated individuals. Nanini staff answered 25-30 reference requests per week, which has helped alleviate a backlog of requests and allowed for faster response time. Staff have expressed a sense of pride working on these reference questions as they demonstrate our library system's commitment to serving all populations.

Since we started providing book bundles in July, we have checked out more than 50 bundles per week. Our most popular bundles have been Picture Books, New Adult Fiction, Adult Mysteries, and Early Chapter Books, showcasing the wide range of ages our library serves. With our children's book bundles, we are offering ready-made Nature-to-Go craft kits provided by Pima County Natural Resources Parks & Recreation Environmental Education Department. Families have been excited to get their craft kits and book bundles. A local kindergarten teacher has asked families to come by the library for *Friday Library Day* and one of her kindergarteners, who is a new English-language learner was very excited, expressing her appreciation with a double-thumbs up and sparkling eyes. On her last visit, her family took a picture of her in front of the library and said they couldn't wait to come back next Friday!

Oro Valley Public Library – Ruth Grant

The Children's Book Bundles are flying out the door! Our wonderful Children's Librarian, KVN, creates *pot luck* bundles of books for a variety of ages: Picture Books, Readers, 1-3 Grade, and 4-6. In addition our Teen staff, has put together bundles for Teens. We are finding that our Adults Readers like to choose from our Displays of Best Sellers and *newish* fiction, mysteries, and large type; however, our Adult Services Librarian, AW, has also put together some attractive Book Bundles for their convenience.

Oro Valley Library serves as one of the 10 Regional *Hubs* offering computer use and copying/printing/faxing within the Library. Since we started being a Regional, our computer use has almost doubled. Our in-library foot traffic has increased as well. Library Technology allowed two more PCs to be put in use, and this has helped a lot in keeping up with the demand. Our wonderful staff provides excellent and seamless customer service with all these changes. One patron was so happy with our service, that she left us a variety of individually-wrapped ice cream bars, ice cream sandwiches and ice cream cones, thanking us for all we do!

Wheeler Taft Abbott Sr. Library – Meggin Kitterman

Wheeler Taft Abbott Sr Library staff started the month by supporting election activities in the meeting room and transitioning to curbside and walk-up services. At the same time, staff received inventory training and they completed the project—which involved scanning over 49,000 items—by the end of the week.

A COVID-19 testing blitz closed the Wheeler Taft Abbott Sr Library parking lot August 13 so library services moved to the north lot with the welcome addition of the bookmobile!

Cat Strong and Meggin Kitterman met with Daniel Erickson, the principal of Lemay Academy of Excellence, to offer virtual support to students and teachers. The charter school opened to in-person learning August 17.

The community is grateful for valet copy/fax, holds pickup and window browsing for Lucky Day books, new books and book bundles. One customer checked out two bundles for her kids and then added a third saying “I might as well try to keep grandma busy in a fun way!”

Customers express gratitude daily and one customer mailed a two page letter, including this comment: “You can close gyms, bars but not my library....Thank you to all staff for helping old folks like me continue my reading.”

District 2 – Supervisor Ramón Valadez, Chair

Quincie Douglas Library – Marissa Alcorta

Quincie Douglas continues to offer valet printing/faxing/copying at the door in addition to curbside holds services. Staff have also put together and advertised our new book bundles, and the ones for children have been the most popular.

Staff worked hard this past month processing all the new books coming into our branch, as we are receiving a shiny new collection for the community to put to use. We have processed and shelved hundreds of books and are continuing to do so as they are delivered. It's been a great process to be able to get these new materials on the shelf so customers can begin to request them. This was done in conjunction with staff completing a full inventory of our current collection, which came out to 22,488 items scanned and accounted for in the branch.

Quincie Douglas was also one of the sites for Grab-and-Go snacks, breakfast packs, and also produce boxes to hand out the community. This program was a great success and we hope to continue to participate in snack programming in the future as it is a very needed resource in the community. And we received very positive feedback from community members that it was a service that was greatly appreciated!

Sam Lena–South Tucson Library – Kelly Wilson

Sam Lena-South Tucson Library supported our community this month by hosting Census Training for two weeks in our large meeting room and by holding Primary Elections on August 4. We have seen our in-house computer use increase each week and have had the opportunity to help people find housing, jobs and fax important papers that they wouldn't have otherwise been able to do. We have seen our book bundles checking out across age groups with our specially curated children's bundles particular favorites.

Since moving the Seed Library processing and oversight to Sam Lena-South Tucson Library, we have been very busy, organizing, ordering and processing seeds which we are constantly sending out into the community, to grow hope in the gardens around Pima County. Our on-site Seed Library garden is verdant, with watermelons, cowpeas, tomatoes, flowers and squash, all thriving, despite these triple digit temperatures, growing seeds for tomorrow's seed borrowers.

Santa Rosa Library – Ivonne Ramirez

Youth Services and Children's Services staff took on the dreaded summer slide by giving out 425 summer learning activities for children and teens throughout July and August. Our *DIY-to-Go* activities included learning tips for parents and hands-on activities with Science, Reading, Engineering, and Math concepts compiled by the Santa Rosa Library staff, by Pima County Natural Resources Park & Recreation and by Pima County Environmental Quality. Children enjoyed the weekly activities, as one parent commented when they stopped to pick up the material: “The kids really like to do these activities, and you know how it is to find something to keep them busy right now.”

Another contactless service, the *Grab-n-go Snacks* at Santa Rosa Library provided around 2,000 meals to the community again this month including distribution of fresh fruit and vegetable

boxes to families through support of the Community Food Bank, Amphitheater School District, and the Arizona National Guard. The summer snack program made a visible impact on nutrition and food insecurity for the individuals and families in the neighborhood and surrounding community; our library users are happy to have a service they can rely on during these uncertain times.

Santa Rosa Library coordinated with the principal and school counselors at Drachman Elementary School, our neighborhood school, to share a list of online back-to-school library resources for parents and children as they begin the new school year. We also began running a *Featured Resource Series* on the Santa Rosa Library Facebook Page. The series focuses on online learning resources from the Pima County Public Library website and features step-by-step user friendly videos hosted on the Pima County Public Library YouTube page. This series supports parent engagement with each learning tool and gives additional modalities for digital literacy to support parents, students, and educators.

District 3 – Supervisor Sharon Bronson, Vice Chair

Caviglia-Arivaca Library – Jodi Ohlson

Visitors to the Caviglia Arivaca Library this August have been slow but steady, and finding a new rhythm now that school is in session. Since internet access is limited in this area, the older students are working on the porch or in the parking lot, and the younger children are either in school in person at San Fernando in Sasabe, or working on weekly packets with worksheets from home. We have been providing online homeschooling resources for those families who have internet access, and supportive reading materials and fun STEAM activities centered on whatever project the kids are focused on in their studies.

Curbside access and individualized tours (by phone) of the collection are picking up, and our picture books book bundles for kids have been the most popular, followed by adult mystery book bundles. As we've had some time to work more closely with the collection, we've been able to share deleted titles with the Arivaca Preschool and the San Fernando School in Sasabe. They are both incredibly grateful to have books that the children can take home.

Flowing Wells Library – Ingrid Trebisky

Flowing Wells Library transitioned to curbside service only on July 20. Staff help customers with increased wireless printing, faxing, and copying valet service. Anyone who needs a computer is referred to one of the nearby regional branches such as Woods, Oro Valley, or Main.

On July 29, Ellie Towne Community Center (ETCC) began Saliva Covid-19 testing. Flowing Wells Library was asked by ETCC Director Joanna Dinan to host ETCC food distribution through Catholic Services at the library. Food packages are prepared in the large meeting room, and distributed curbside by volunteers to registered folks, who drive by in their cars for pick up. One of FLW library Pages is working at the ETCC Covid -19 testing site due to staffing needs there.

Book Bundles were initiated on August 10, and are popular with families, and avid mystery readers. It is fun to bring book bundles, or books from off the shelf to excited customers. A window table display was set up that catches the eye of walk-up customers. It's always exciting to make a difference in people's lives. A family showed up who said their house had burnt down. Staff rallied to give them food received from the Community Food Bank for summer food distribution. They were very grateful for the care and generosity of staff at the library.

Woods Memorial Library – Alina Rowe

Early voting/ballot drop off and voting occurred at the Woods Memorial Library in the month of August. Limited indoor services were still offered along with walk up and curbside pick up. We are now offering book and DVD bundles of varied genres for all ages to offer those patrons wanting a set of materials. Come in and unmask your own bundle, you'll never know what you'll get! Inventory of our entire collection was also completed in the month of August! Over 39,000 materials were scanned! What a feat!

District 4 – Supervisor Steve Christy

Miller-Golf Links Library – Mary McKinney

Early voting and ballot drop-off at Miller-Golf Links Library in July was followed by voting on August 4. Fortunately, poll workers from previous elections were in place, and all went very smoothly. We'll prepare for all of it again in October and November.

The Lucky Day books are as close to the windows as they can be so that patrons can do some browsing, and Book Bundles have also begun circulating this month.

A few tech savvy patrons needing to print shipping labels have become new regulars at the library using our valet service. They send their print jobs wirelessly from home, and just stop by to pay and pick them up.

Murphy-Wilmot Library – Kassy Rodeheaver

Book Bundles are now being offered as part of our walk up holds pick up. Children's picture books and Adult Mystery book bundles are among our most popular options and the staff have been busy replenishing the available options every day. One customer told us "I checked out the Awards Book Bundle and I loved it! Thank you so much for doing this." The entire library staff worked together to inventory the entire collection of materials this month. Over the course of four days, we scanned 49,104 items on our shelves. Customers have also repeatedly told our staff how grateful they are for the safety measures we have put into place. One customer said "All businesses should model their precautions off of what you're doing at the library!"

District 5 – Supervisor Betty Villegas

Himmel Park Library – Heather Ross

Himmel Park Library continues to offer outdoor holds pickup and valet printing and faxing. These services remain very popular and parents have also been grateful for our new children's book bundles. Customers often make comments about how happy they are to access library services again, and one day, staff were surprised and delighted to receive a delivery of three bouquets of flowers with this accompanying note: "To the Staff: Thank you for all of your help. From your patrons." Just this morning we received a very nice note in the book chute which read "Thank you for all you do! The Library has been a life saver during the pandemic!"

Martha Cooper Library – Tara Foxx-Lupo

August temperatures were proving challenging for customers and staff at our valet printing/faxing. Staff also noticed many customers experiencing homelessness who historically relied on us for water and bathroom access were reporting no other options in the immediate geographical area. After seeking approval from library administration our branch was able to move our valet services into an interior doorway and open our bathrooms and water fountains for use. Those who need this have been very thankful and the access has been used regularly since it was reintroduced. Staff and customers here for valet services benefit from being able to get assistance in the entryway rather than standing outside on hot summer days.

Curbside holds pickup has been running smoothly and is greatly appreciated by the community. Book bundles continue to have success and are gaining interest. Parents appreciate being able to take home bundles of picture books and board books, while voracious adult readers have appreciated the variety of bundles and their contents. Bundle requests help alert staff to families with one or more children at home, meaning staff can offer grab-and-go crafts more frequently.

Snack and food programs will have a two week break in August but will resume near the end of the month.

Mission Library – Margaret Wilkie

Mission Library served as a site for Early Voting, Emergency Voting, and the Primary Election during the month of August. We were fortunate to have a returning and very seasoned group of poll workers for the Primary Election. The staff from the Recorder's Office were very efficient and enthusiastic during their week of Early and Emergency Voting.

We are considered one of PCPL's regional hubs and offer limited computer use and faxing/copying/printing within the library. This has resulted in an uptick in computer usage.

Book Bundles have proved to be a popular alternative to browsing. At this point in time the children's Book Bundles are most popular followed by adult fiction and adult mysteries.

I am retiring from PCPL on September 1 after 30+ years. I wanted to thank the Library Board members for their service and for the wonderful library advocacy they provide in in the community.

Southwest Library – Daniela Buchberger

Southwest has been offering curbside pickup of reserves along with valet services for printing and faxing. Overall the circulation numbers have risen as more and more members of the community have become aware of the convenient texting feature to pick up their holds. All of this is accessible to patrons from the comfort of their car.

Our customers are expressing their appreciation for the time the staff is able to invest in helping them browse books virtually by calling us directly and speaking to any one of us. Here is a direct quote from one of our patrons: "I just really wanted to thank you for picking out such great book bundles for us!" In response to being able to have staff print and fax their critical documents: "WOW! That is so amazing! It's so hard to do this without a computer and I don't even know another place that has a fax!"