

PIMA COUNTY PUBLIC LIBRARY ADVISORY BOARD MEETING MINUTES

August 6, 2020, 4:00 p.m.

Meeting conducted virtually via Microsoft Teams

Present: Nancy Puckett, Chair; Nubia Valentino, Vice-Chair; Beverly J. Bannon; Edward Buster; Barbara A. Escobar; John Halliday; Maria Iannone; Cheryl Langer; Betsy Shepard; and Elizabeth Soltero

Absent: None

Also Present: Amber Mathewson, Library Director; Karyn Prechtel-Altman, Deputy Director; Michelle Simon, Deputy Director; Amy Rusk, Library Services Manager; Kate DeMeester, Library Services Manager; Beth Matthias-Loghry, Library Services Manager; Holly Schaffer, Community Relations Manager; Kendra Davey, Literacy Initiatives Program Manager; and Reneé Bibby, Visual Marketing Manager

1. CALL TO ORDER AND PLEDGE OF ALLEGIANCE

Meeting was called to order at 4:00 p.m. by Nancy Puckett and the Pledge of Allegiance was recited.

2. APPROVAL OF PREVIOUS MEETING'S MINUTES

Cheryl Langer moved and Maria Iannone seconded approval of the July 2, 2020 minutes. Motion carried.

3. INTRODUCTIONS

Brian Edney, who recently joined the Pima Library Foundation Board, introduced himself. He is the new Chair of their Development Committee.

4. SUMMARY OF CURRENT EVENTS BY LIBRARY BOARD MEMBERS

Board members updated on what library related activities they have been doing since the last meeting. Some of the responses included:

- Nancy Puckett was in touch with the Friends of the Green Valley Library, and had correspondence with Anne Gibson, the Chair of the Friends of the Esmond Station Library.
- Nubia Valentino informed that Supervisor Ramón Valadez from District 2 lost the election and that she might meet with whoever replaces him in the fall.
- John Halliday expressed thanks for the PCPL mask he received, and asked if they will they be available to the general public. Director Mathewson answered that they have been given out to staff to share with friends and family. He also said he has been using the Oro Valley Public Library curbside service, and found it to be efficient and friendly.
- Beverly J. Bannon also expressed thanks for her PCPL mask. She added that her neighbor is thrilled with RBdigital. She has also been using the Wheeler Taft Abbett Sr. Library and appreciates the way they have given access to material.
- Edward Buster has had meetings with the Southeast Library Friends, now being officially named the Friends of the Esmond Station Library, after the newly named branch. Edward is happy about the new name, and explained that Esmond Station refers to the Vail area's

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history and local culture. They worked with J. J. Lamb, the local historian, to get ideas for the signage and architecture.

5. FRIENDS GROUPS AND LIBRARY FOUNDATION REPORTS ON EVENTS AND FUNDRAISING ACTIVITIES ON BEHALF OF THE PIMA COUNTY PUBLIC LIBRARY

Brian Edney informed that the Pima Library Foundation has agreed to fund a capital project, where they usually fund programs. Approval to fund the outdoor performing arts venue at the new Sahuarita Library, which will cost about \$75,000, will be presented to their board in September.

6. NEW BUSINESS

A. PROGRAMMING UPDATES SINCE COVID-19--KARYN PRECHTEL-ALTMAN, DEPUTY DIRECTOR OF PUBLIC SERVICES & COMMUNITY ENGAGEMENT

Karyn Prechtel-Altman, Deputy Director of Public Services, and Kendra Davey, Manager of Literacy Initiatives, presented on programming changes since COVID-19, and how the library has transitioned some programming from an in-person environment to an online/virtual environment.

Family Programming:

Story Sketches: Kids submit a short story and library staff narrates it. It then gets posted to PCPL's YouTube channel, where there have been over 1,000 views so far.

Ready, Set School! program transitioned to online and is being presented through Facebook live. The four 8-week sessions so far held have been in English and Spanish, and have had over 7,000 views. Using Facebook live allows engagement with parents and kids while it is live, and then the video gets posted. The program had to be redesigned in order to make it to work virtually and will probably continue being virtual later.

Adult Programming:

The Read Black book Club is a year-long program that PCPL's Kindred Team put together. The Kindred Team's mission is to further the conversation on Black literature, history and culture. Read Black is a round-robin style book discussion and uses a theme, such as Read Black Women, or Read Black Pride. Pre-registration is required.

The Writer in Residence program used to meet one-on-one with a local author for writing advice. Jennifer J. Stewart, a children's author, is the current Writer in Residence. The program, funded by the Arizona State Library, has been working well online.

Although Career Online High School is an online program, interviews and orientations were in person, but got reconfigured to be virtual. Since early June, fifteen interviews were completed, and of those, thirteen students were accepted. Two online orientations were held, and around twenty students will graduate.

The Personalized Reading Recommendations program was created to help customers access material since browsing shelves is currently not available. Recommendations are emailed, based on readers' interests. It is available in Spanish and English.

In the Works:

Virtual Teen Volunteers allows teens to volunteer virtually. They are working on Love Notes, cards that get sent to assisted living residents, and Online Book Reviews. The Teen Advisory Board will start back up soon. Learn at Home will provide student and parent

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learning support for students who are learning at home. Offerings include PCPL Website Resources, Grade Level Skill Sheets, and Grab & go STEAM Activities.

Rainbow Reads Online Book Club, previously held in person, is now online. They are now in their 3rd year. Pre-registration is required.

The Frank de la Cruz Collection named after Frank de la Cruz, an activist and librarian, focuses on Mexican-American history and culture along the US Mexico borderlands. It is an in-person collection and will be housed at the Quincie Douglas Library but will circulate.

Questions:

- Nubia Valentino asked for more information about the Teen Advisory Boards, and Kendra said she would email her.
- Nubia Valentino also asked if the Learn at Home material was in both English and Spanish, and Kendra responded that they were still working on the program. Nubia suggested she connect with the Pima County Schools Superintendent's Office.
- Barbara Escobar requested an email update with the grand opening date of the Frank de la Cruz Collection.

B. DISCUSSION ON FUTURE LIBRARY BOARD MEETING TIMES (POSSIBLE ACTION)

A discussion was held about Board meeting times, and if the current time still worked. Several Board members said that due to their jobs, 4:00 worked best, and others indicated flexibility. Nubia Valentino requested that Judy Moses send a poll to the Board members to see what works best.

C. DISCUSSION OF CONSTITUENT LETTERS (POSSIBLE ACTION)

Director Mathewson discussed letters that had been sent to various Board members and to the Library, as well as the four calls that the Library received. Most of the concerns were about the Library's Black Lives Matter page on the website, thinking that Black Lives Matter is promoting Marxist ideology, or that it is a political movement. The Library tries not to get into political issues. Director Mathewson also contacted Employee Rights to find out if staff requests to wear Black Lives Matter t-shirts was allowed, and did additional research. The U.S. Office of Special Counsel did not consider Black Lives Matter to be partisan or political. https://cdn.govexec.com/media/gbc/docs/pdfs_edit/071620cb1.pdf

Director Mathewson responded to all the complaints, and noting that it was up to the Library Board to decide if they also wanted to respond.

Nubia Valentino said that it was a sensitive issue and wanted to be sure there was no endorsement for a political organization, as it would put the Library in a predicament.

Nancy Puckett thought that Director Mathewson did the research that showed it was not a political entity, and that the Library was supporting Black Lives Matter, but not in a political way. She thanked Director Mathewson and staff for being sensitive to it and addressing it.

Maria Iannone said that based on Director Mathewson's research and news coverage, she didn't see it as a political movement but as a cultural phenomenon. She didn't think it involves the Library Board at all.

John Halliday didn't think the Board needed to take any action. He understood the confusion in Black Lives Matter being an organization as well as a motto or slogan. He

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added that corporations that aren't Marxist or political are using it, adding that even masks are seen as political these days. He thought the Library handled it the way they should.

Elizabeth Soltero echoed John Halliday's comments and thanked the Library for supporting the community.

Beverly J. Bannon saw Black Lives Matter as a slogan. She pointed out that the letter writer was concerned that not all points of view were represented, but said that the Library represents the entire community. She added that Director Mathewson handled it well and Board action wasn't needed. Director Mathewson confirmed that the Library did have the books the letter writer suggested.

Director Mathewson thanked the Board for their support and for sharing their thoughts, which are important since they are the connection between the community and the Board of Supervisors.

7. LIBRARY REPORTS

A. COMMUNITY RELATIONS REPORT

Holly Schaffer, Community Relations Manager, highlighted and/or added to her written report:

Holly Schaffer has been communicating, sending out press releases, issuing Savannah messages, and even redoing branch phone messages, so that everyone knows what is going on. Every time something changes, phone messages need to be changed at 26 locations and recorded in both English and Spanish.

Using Savannah, Holly has also looked at what people want and how to tie the messages to current events and books in the collection. Open rates continue to be sky high.

KOLD recently went to Eckstrom-Columbus Library to interview Rebecca Bommersbach and Tima Farhat about the Snacks Program. It was a really great piece about community coming together to feed people who are struggling right now.

B. LIBRARY DIRECTOR'S REPORT

Amber Mathewson, Library Director, highlighted and/or added to her written report:

Director Mathewson provided the phases of opening the Library in her packet, and pointed out that branches with computer access was reduced from 21 to 10. As the number of COVID-19 cases go down, access can be increased.

Director Mathewson highlighted that Deputy Director Simon did an amazing job putting together the equipment, PPE, and cleaning supplies for staff. Her team also put together a Learning Path intranet page for when staff returned that included information such as what symptoms to look for in themselves, protocols, and videos. The County also has a page for their policies and procedures pertaining to COVID-19.

Nancy Puckett asked why computer services had to be cut back, and Deputy Director Prechtel-Altman responded that it was because the number of COVID-19 cases were climbing, and there was concern for the community and for staff.

John Halliday asked how the staff is doing morale-wise, and financially. Deputy Director Prechtel-Altman will respond about morale in her report. Director Mathewson added that

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mostly everyone is back to work, with about 30 staff who are out of leave and not back at work yet. They may be able to help with the Health Department's contact tracing.

Director Mathewson discussed the changes the Board of Supervisors may see in the upcoming election. She had been asked what happens to Library Advisory Board members when the Board of Supervisors changes. She responded that Library Board members are expected to finish their terms.

C. PUBLIC SERVICES REPORT

Karyn Prechtel-Altman, Deputy Director of Public Services & Community Engagement, highlighted and/or added to her written report:

Deputy Director Prechtel-Altman discussed staff morale. Despite efforts to educate and to keep people as safe as possible, people are still very stressed, concerned and scared. People are having trouble focusing and are also having difficult interactions with customers who don't want to wear masks or have their temperatures taken. They are giving great customer service, but it is really hard work right now. Some managers have contacted the Employee Assistance Program to set up virtual sessions with a counselor, which is helping. Reducing the amount of people allowed into libraries has helped to decrease stress.

Nancy Puckett wants staff to know that the Board recognizes what they are going through, and appreciate them and will support them in any way they can.

Deputy Director Prechtel-Altman met with the Bookmobile team last week to talk about restarting services, but right now, the places it used to go, many of them assisted living facilities, don't want visits. The Bookmobile will instead start providing Wi-Fi access in areas where it is lacking.

Staff has formed an antiracism team to work on inequities in the library system, as well as in our policies and procedures and how staff treats each other. People of color don't feel welcome in our work environment. The team issued a staff survey to find out what people's experiences were, will put out a statement to the public demonstrating that we are an antiracist organization, and will work on staff training. The code of conduct will also be examined to determine when calling police is appropriate.

Edward Buster asked what the plan was on building the model. Deputy Director Prechtel-Altman replied that they are working on a model, and that the team planned on measuring results through performance plans and appraisals.

D. SUPPORT SERVICES REPORT

Michelle Simon, Deputy Director of Support Services, highlighted and/or added to her written report:

Deputy Director Simon showed photos of the upcoming new libraries:

https://tucson.com/news/photos-pima-county-adds-two-new-libraries/collection_e23608d2-d0fe-11ea-a3a2-1bad30038c09.html#1

Deputy Director Simon shared sources that have helped inform PCPL's decisions during COVID-19.

Risk assessment: Johns Hopkins Operational Toolkit for Businesses

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<https://www.centerforhealthsecurity.org/news/center-news/2020-05-07-operational-toolkit-for-businesses.html>

Projections: Healthdata.org

<https://covid19.healthdata.org/united-states-of-america>

Daily Status Update: Johns Hopkins Coronavirus Dashboard

<https://coronavirus.jhu.edu/map.html>

Community actions: Harvard Global Health Institute

<https://globalepidemics.org/key-metrics-for-covid-suppression/>

Pima County Progress Report:

<https://webcms.pima.gov/cms/One.aspx?portalId=169&pageId=568644>

Deputy Director Simon works to keep the Library as healthy and safe an environment as possible, and has ensured that staff has masks, gloves, goggles, face shields, barriers, disinfectants, solutions, wipes and hand sanitizers. Curbside service is provided to maintain minimal contact.

PCPL is in the process of purchasing over 400 hotspots to help the community. The Library is working on how to get students (including homeschooled and charter students) connected.

Deputy Director Simon is looking into using external lockers to pick up holds, which would allow after hours pickups, and reduce interactions.

Nubia Valentino offered the Board's assistance to Deputy Director Simon, to put the word out about hotspots. Deputy Director Simon thanked her, adding that the Communications Office would reach out when it is time.

8. CALL TO THE PUBLIC

No members of the public were in attendance.

9. ADJOURNMENT

Edward Buster moved and John Halliday seconded adjournment of the meeting. Motion carried and meeting adjourned at 5:26 p.m.

Next Meeting: September 3, 2020, at 4:00 p.m. Meeting will be held virtually, with instructions on the agenda.

Submitted by:

Judy Moses

Special Staff Assistant - Senior