
DATE: October 1, 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 – September 2020

At the September 2020 meeting, Library Advisory Board members asked about the types of questions that Infoline and Askalibrarian receive. Below is a summary of the type of questions for August 2020.

The top reasons people call Infoline, in order:

1. Do you have a particular book / placing a hold
2. Question about my library account
3. Phone numbers, addresses of businesses, people
4. Question about re-opening, who's open and how to pick up holds, etc.
5. Question about eBooks and eAudiobooks
6. When will the _____ library service open up again?

The top reasons people write emails to Askalibrarian

1. I would like a library card
2. Trouble logging in to website or Overdrive
3. My books are still showing checked out but I returned them
4. I have a reference question

The top questions PCPL gets from incarcerated Arizonans:

1. I would like images of celebrities, models, or music artists
2. I would like lyrics to a song
3. I would like contact info for a friend or loved one

Additionally, due to the increased numbers of inquiries to Infoline and Askalibrarian, Pima County Public Library is working with *Unique Patron Service Solutions* to provide an added layer of staff support via an embedded chat service. Below is a snapshot of the questions handled through this chat service in August, 2020.

Tag	# Chats
Administration/HR	2
Card/Account Question	42
Catalog Search/Materials Question	45
Comment/Complaint	5
Directions/Location Info	9
Donations	3
E-Media	27
Fines and Fees	1
Hold Request/Edit/Cancel	42
Hours Question	16
ILL Question/Request/Renewal	4
Item Issue	11
Item Renewal/Due Date	3
Library Technology	8
Misc. Services (notary proctoring et	1
No Response	28
None	5
OPAC/Website Question	8
Other	6
Patron Registration/Eligibility	38
Prank	14
Program/Events	6
Ready Reference Question	17
Renewed Library Card	2
Test	2
Volunteer Question	6

PCPL Chat, Unique Patron Service Solutions, August 2020

Library Services Manager - Kate DeMeester

During the month of September, I continued my work with community partners on behalf of vulnerable populations. I attended meetings regarding current eviction practices and eviction prevention, DES benefits and Arizona Unemployment Insurance. PCPL is fortunate to have special permission to continue hiring. This month I assisted many internal candidates with their interview preparations for the Librarian II and Librarian III hiring. Mentoring and coaching our staff is important for their professional development, and helping people achieve their goals is truly a joy. Best of luck to all the candidates!

Library Services Manager - Sharla Ronstadt

This month I worked to re-establish meetings with internal library teams I support. Both the Substitute Librarian Management team and the In-charge team met. The teams worked on updating Intranet pages with information for in-charge staff and a survey to recently returning Substitute Librarians to determine training needs. I facilitated small group meetings with managers that report directly to me and continued to assist in creating a new manager training learning path. I also continued monitoring staffing levels at the branch libraries to keep Administration informed of changes.

Library Services Manager - Amy Rusk

September is notable because the beloved manager at the Mission Library, Margaret Wilkie, retired. I have enjoyed working with staff and the interim manager, Victoria Salajko, in her absence.

There were several meetings with members of the Coalition for African American Health and Wellness and Pima County Health Services to identify ways in which the Library could help promote Fall Awareness this month - as well as future health initiatives. I also started working with a group of Asian-American library staff to form a cultural affinity team that is responsive to the growing Asian community in Pima County.

The youth poets who placed in the poetry contest co-sponsored by the U of A Poetry Center, AZPM, and PCPL read their work on Arizona Spotlight.

Program Manager for Literacy and Connected Learning – Kendra Davey

Pima County teens now have a way to fulfill volunteer requirements as well as build job experience virtually through PCPL's new Virtual Teen Volunteer program. Over the years, PCPL staff have supported thousands of teens through the opportunity to volunteer at their local library branch. The Covid 19 pandemic has made in-person volunteering difficult but library staff rose to the challenge and re-designed the volunteer program so teens can continue to build volunteer experience. The pandemic has also highlighted the importance of community connections and volunteering virtually has been one way teens can connect with each other as well as support community members through making cards to send to isolated Pima County residents through the Pima Love Notes project. 120 teens have signed up to volunteer so far and we hope the program will continue to grow!

District 1 – Supervisor Ally Miller

Dusenberry-River Library – Em Lane

This month we have seen more and more customers return to Dusenberry-Rivery Library to pick up their holds and check out our very popular book bundles. While everyone is eager to see our new remodel in person, we have gotten a lot of feedback from customers that the services we are providing are fantastic and they are so happy to see our staff again. Lots of comments like "Books from the library are really getting me through this". One woman even lightheartedly yelled out to a staff person after receiving her items via curbside "This is what is keeping me sane!" We are delighted to serve our public and give them as much access to our services as possible.

Oro Valley Public Library – Ruth Grant

Oro Valley Library young adult staff tested their virtual program, *Break-in @ the Pokémon School*, a tween/teen Escape Room using Zoom. The test audience was comprised of 10 teen Oro Valley Teen Advisory Board members, who worked together to decipher the clues and solve the mystery with their knowledge of Pokémon. The test was an unmitigated success! Participants earned volunteer hours for testing the program, before the Escape Room may be presented to the general public.

District 2 – Supervisor Ramón Valadez, Chair

Sahuarita Library – Angie Grischkowsky

At the Sahuarita Library we continue to enjoy seeing our patrons through our curb-side pickup service. Our Book Bundles are also gaining in popularity, particularly children's bundles.

District 3 – Supervisor Sharon Bronson, Vice Chair

Flowing Wells Library – Ingrid Trebisky

This month Flowing Wells continued to give out snacks and breakfasts supplied by the Community Food Bank as well as continued to be a temporary distribution site for meals for seniors. Staff wellness has been a strong focus as we cope with the changes the pandemic has brought. Along with participating in the Pima County Wellness programs, staff also has engaged in trivia games and themed days such as beach day and 80's day. Staff has also been hosting a SIRLS intern, with different staff members introducing her virtually to various library programs, teams and services. Starting in the middle of the month, Wednesday hours were extended to 6pm and staff was broken down into two shifts to cover that extra hour of service. A canopy is now being set up daily in the curbside pickup area and patrons are appreciative for that bit of shade.

District 4 – Supervisor Steve Christy

Miller-Golf Links Library – Mary McKinney

The Young Adult Services Librarian is hosting our first virtual intern from the University of Arizona this semester. Thankfully, due to a wireless connection, the intern was still able to tour the branch. She is meeting with many individual staff members via MS Teams as she gains a well-rounded virtual view of the library's procedures and practices, both in and out of the COVID-19 era. She has definitely been a bright spot in this challenging time.

We have seen an increase in faxing to DES at Miller-Golf Links Library. Even though patrons are not able to enter the library to fax items, they are extremely appreciative when we offer to do the legwork for them.

Murphy-Wilmot Library – Kassy Rodeheaver

The Murphy-Wilmot Library staff have continued to offer exceptional service to our customers both inside the building in our computer lab and outside with our holds pick up services. We are constantly hearing from customers that they are very glad that they can use our library to access the internet and to pick up books. Customers who need to use the internet for longer periods of time are sitting outside in the shade with their own devices to use the WiFi both while we are open and after we are closed. Many customers have learned how to send their print jobs to us via our wireless printing options before they get here, and they are able to come in to quickly retrieve their print jobs.

District 5 – Supervisor Betty Villegas

Himmel Park Library – Heather Ross

Our customers continue to visit to pick up their reserves at a steady rate. Four months after reopening to the public, we hit the milestone of assisting our 8,500th customer outside the building! Book bundles continue to be popular, too. Parents especially appreciate being able to check out stacks of surprises for their children. On a recent morning, during a five minute window of time, we checked out six bundles to two grateful families.