
DATE: October 1, 2020

TO: Library Board, Pima County Public Library
Board of Directors, 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
Pima County Public Library Foundation Board

FROM: Michelle Simon, Deputy Director Support Services

SUBJECT: Support Services Report – September, 2020

Facilities Projects - Ken McDonald, Facilities Administrative Specialist

Sahuarita Library – On schedule - Facilities Management has obtained the permits for Sahuarita and has issued the notice to proceed to the contractor. Construction will take approximately 1 year. Artist [Chris Lasch](#) is working with our designated community panel in the design phase of the library's public art. Also furniture & surfaces, paint colors are being discussed between library staff and Facilities.

Architects: [Line and Space, LLC](#)

Contractor: [Concord General Contracting](#)

Esmond Station Library – On schedule - in the phase of contractor punch list items. Furniture, shelving, books, etc. are being ordered. The Esmond Station Library is located in Vail, AZ on a corner of the acreage slated to become Esmond Station Regional Park, east of Empire High School and just off of Mary Ann Cleveland Way. The 8-9,000 square foot building is expected to cost around \$4.5 million, funded from the Pima County Public Library's general operating budget. When finished, it will become the 27th library in the Pima County Public Library system, and serve the people who live in or near Vail, Littleton, Corona de Tucson, and Rita Ranch.

Architects: [BWS Architects](#)

Contractor: [Division II Construction](#)

Martha Cooper Library - We have a designer on contract now, Line and Space LLC. The public art process has begun as well. The architects are gathering information from Library staff and administration about building expectations.

Caviglia-Arivaca – We have a fully executed Right of Entry (“ROE”) for Wallen Communications to install a microwave antenna on the Arivaca Library in order to improve that location's networking capabilities and telecommunications services.

FY 20/21 Furniture & Facilities Branch Requests: Support Services is reviewing the submitted requests for furniture and Facilities items for FY 20/21 along with special requirements to meet COVID-19 safety issues throughout the library system. High priority items will be accomplished first.

Library Service Manager Reports

Administration – Beth Matthias-Loghry, Library Services Manager

Library Outpost at the Pima County Juvenile Court Center



Figure 1- Design - Demco and Pima County Facilities installed new fixtures-- better book return, tables and displays... new paint by JDC facilities.

The goal the Library Outpost was to weave the library program into the fabric of the daily activities of stakeholders at the Pima County Juvenile Court Center (PCJCC) by adopting a model more appropriate to the changing needs and interests of adjudicated youth. PCPL received a Library Services and Technology Act Award and used those funds to purchase display features, signage, and other materials needed to re-design the current library program space, into a better environment with improve brows-ability, and a program that supported interest-driven activities facilitated by Experts in Residence (artist, librarian, musician, and actor). We learned a lot and youth and other stakeholders at the Juvenile Detention Center have benefited from the more youth-friendly collection design and intentional engagement activities.

There was an unanticipated summer hiatus for the Court Alternative Program of Education (CAPE). The project team was able to jumpstart activities to support Detention Center leadership goals and to bridge this gap, by introducing residencies, and materials that supported the Center's educational mission to foster communication, socialization, and personal growth.



Youth demonstrated their growing familiarity with the program by sharing their knowledge with others on various topics from how to search for books, to how to race origami frogs.

New community service projects included youth input in overall program design, assisting to creating book nooks for living units, making the collection more relevant, hands-on help with program kit development, wall-art to display book picks that the youth created with the Cartoonist in Residence, and more.



The Librarian in Residence introduced PCPL-designed initiatives such as Summer Reading and Story Sketchers and book bundles, and issued 82 library cards and 220 Welcome to the Library packs over the course of the project. These extension activities invited youth to

consider PCPL as a place to explore and expand possibilities for the future.

Transparency and communication were vital as the project team carried through with activities. Interviews revealed some scars and unresolved issues that needed to be voiced to ensure that there was a level of trust in the proposed changes. Many times during interviews with PCJCC staff, they said, “You mean we can do that?” The Outpost project took a human centered design approach that gave the team focus and resources to remove “I don’t think we can do that” assumptions and bring solutions to the table for the space. A Drop Box video shows before and after space improvements available here:

<https://www.dropbox.com/s/z1nu6syn9hjex5o/JDC%20LSTA%20Report%20Video.mp4?dl=0>



Figure 2 - Covid means no onsite visits –Residencies are on hold at present- no visits even for family and online schooling with CAPE staff not present in the room, so the Juvenile Detention Officers are leading projects with youth – art on display at the Outpost now.



Communications and Systems Office – Jen Maney and Reneé Bibby, Program Managers

New Services on Website – Chat and eCard

Remote services are more important than ever now, so we’ve added two new online services for customers to take advantage of.

Chat: The Library has partnered with Unique Library to provide online assistance to library patrons via chat. This is a live service, staffed by Unique Library’s employees. It’s

available some hours when the Library is closed, expanding our reach. The hours are Monday-Friday, 6 am to 8 pm, Saturday, 7 am to 6 pm, and Sunday, 10 am to 6 pm.

To access this feature, click on the chat button where it says, "Need help?" in the lower right corner of the screen to open a live chat window. This button is hidden when the service is unavailable. This service is available in **English and Spanish**.

eCard / eTarjeta: Any Pima County resident can apply online for an eCard. An eCard gives a person immediate access to all of our Digital Media, Learn at Home, and E-Library Online Resources without coming in to the Library. The service is available in **English and Spanish**. To learn more, visit: <https://www.library.pima.gov/getalibrarycard/>

New Collection – Frank De La Cruz Collection

The Library's Nuestras Raíces team honored late librarian Frank De La Cruz by creating a collection that reflects his life's work. The Frank De La Cruz Collection focuses on U.S./Mexico Borderland history, culture and traditions. Coupled with an historical overview of the Mexican/Chicanx experience along the border, the collection also offers insight into the contemporary issues facing this community.

The page on the website highlights the collection and remembrances of Frank from community members. It also lists resources for the community to explore the collection's topics further. Visit: <https://www.library.pima.gov/frankdelacruz/>

Blog Posts Educate Parents about Early Childhood Literacy and Remote Learning

Library staff from around the system are contributing blog posts that are great for parents of children of all ages.

On the Birth to Five page (<https://www.library.pima.gov/birthtofive/>), parents of little ones can read early literacy tips. [Talk, Sing, Read, Write, and Play blog posts](#) started up in July and new posts come out every week!

The Learn at Home page (<https://www.library.pima.gov/learn/>) also has informative and helpful posts for parents about remote learning. Parents can read about how to be successful at learning at home or homeschooling, doing all they can to build a successful reader, and how to help their kids with specific kinds of school assignments.

RBdigital eBooks and Audiobooks Transitioned to OverDrive

On September 15, all of the eBook and Audiobook titles we had in RBdigital transitioned over to OverDrive. OverDrive, the leading digital reading platform and creator of the Libby app, recently acquired RBdigital.

RBdigital still offers magazines, comics, and streaming video. These services have not moved, and we do not yet know how they might change for customers.