

**DATE:** November 5, 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 – October 2020**

On October 10, I was delighted to be able to witness (online) the renaming of the Mission Library to the Richard Elías-Mission Library. Richard was a true library champion and everyone is thrilled to have the library honored in this way.

The Urban Libraries Council hosted the first in a series of webinars as part of their virtual Annual Forum. This one titled *Creating Space for Racial Healing*, hosted guest speaker John Powell. I also attended the LGBTQ+ virtual Author event with Robin Talley, a prolific Young Adult writer.

**Library Services Manager - Kate DeMeester**

This month, I began working with two newly promoted managers and one new interim branch manager for branches that I supervise. It has been exciting to spend time helping folks get settled in their new locations and positions. I've been working with all of my managers on their plans for our phased reopening as well.

I have been working with the County's Eviction Prevention Team. There are resources available to the public, and I am working on coordinating a staff training so that those facing eviction can get help completing the necessary forms. We hope that the number of evictions will not be as large as currently projected, but in any case, we will do our best to be prepared to assist our fellow community members.

Lastly, the LGBTQ+ Services Team presented a wonderful author talk by Robin Talley. This was our first virtual version of our annual author event.

**Library Services Manager - Sharla Ronstadt**

During this period, we had a shift of several managers and new managers starting. I assisted with an exit checklist for one manager who retired. I provided support and coaching to new managers on workflow and human resources questions. I also made five site visits to three libraries this month, Bear Canyon Library, Woods Library, and River Library. I visited with staff and worked as a public service greeter, and holds pick-up at different locations. Several of the branches under my direct supervision are opening back for computer use inside the library and hosting Pima County Elections and Recorder's Office staff for election activities. I appreciate all

the branch staff's work to provide services, starting back with inside services, snacks, hosting elections, etc. I also participated in a Library Journal webinar for three days called Equity in Action.

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

October has been full of conversations around library computer use, virtual programming, elections, and staffing. I have been enjoying the new management team at Mission and working with a newly promoted manager at Nanini.

PCPL's Many Nations Team worked on website content for Indigenous People's Day on October 12 and for Native American Heritage Month in November. They are also working with the Seed Library Team, in collaboration with the Pascua Yaqui Language and Culture Department, the Dr. Fernando Escalante Library on New Pascua, and AZPM, to prepare for a Library Night In event in November.

Like many of my colleagues, I have been trying to take advantage of the increasing opportunities to educate myself about anti-racism and stretch professionally, specifically being a member of PCPL's Anti-racism team, which meets weekly.

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

The Frank De La Cruz Collection was introduced on September 14, as part of PCPL's Mes de la Cultura celebration (Sept. 15 – Oct. 15). The collection focuses on U.S./Mexico Borderland history, culture and traditions. Coupled with an historical overview of the Mexican/Chicanx experience along the border. We have met with folks from UA and TUSD to help us promote the collection. Lu Guerrero wrote an article about the collection for the Arizona Daily Star that came out on Sunday, October 18. We celebrated Mes de la Cultura on our Celebrando Nuestras Raíces Facebook page, with links to virtual events, a weekly Dicho de la Semana (we will post a Spanish proverb that staff remember their elders quoting and ask our followers to share their own) and posts to articles celebrating Latinx history and culture. We also highlighted book lists and blogs celebrating Latinx culture and Día de los Muertos on our Nuestras Raíces library website page.

The members of the Nuestras Raíces Committee have begun interacting virtually with neighborhood schools in their service areas to provide support and information on library services. The team will also be working on creating culturally relevant crafting kits that will include information on the cultural significance of the activity and step-by-step instructions. The plan is to work with school districts and youth-serving organizations to make the kits available. We have two library program instructors who will be offering job help services in Spanish.

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

In October, the library launched three types of virtual job help programs including one-on-one résumé help, a job leads workshop, and an interview preparation class. These programs were designed to meet the needs of job seekers in an increasingly competitive, virtual environment. These programs are scheduled to take place at multiple times and days during the week to offer broad patron access.

Pima County Public Library also began offering virtual GED workshops, offering assistance in science, social studies, reading and language arts, and mathematics. These workshops are also offered in both English and Spanish, and will help prepare individuals to successfully pass the official GED examinations required to earn their high school equivalency diploma.

Adult online book clubs will also be expanding to offer additional opportunities for patrons to interact with the Library and other community members. These book clubs promote literary engagement and promote positive social interactions while reducing isolation.

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

### **Dewhirst–Catalina Library** – Christine Dykgraaf

Dewhirst-Catalina Library has undergone the necessary transformation to safely allow patrons to enter to use two of its public computers. This access is so important to many users. Our patrons often let us know how much they appreciate all we do and that we do it with safety protocols in place for their assurance. A patron just this week exclaimed upon picking items up at the curbside delivery table, “I just love this little library!”

Staff at Dewhirst-Catalina Library are also working to provide our new online system-wide services such as a more robust reader's advisory service, online storytelling and animating, and Job Help. Our staff are excited about gaining contact again with our users in new and meaningful ways.

### **Nanini Library** – Caitlin Burns

On average, Nanini is seeing 100-200 patrons per day for curbside pickup or fax/printing services. With the recent expansion of services, we are expecting to see many more familiar faces as word spreads. Book bundles curated by staff are extremely popular and need replenishing daily. We've been happy to hear great feedback from regular customers, the most notable being: “Everyone there is so helpful, especially during the past few months. And you all do so well in getting inter library requests. We tell EVERYONE to check out their libraries! Thanks for all you do!”

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

The Sonoran Sleuths Mystery Book Club started back online through Zoom on October 28. The book club group was very excited to hear the good news! Participants discussed the book “Nothing Ventured” by Jeffrey Archer. Sixteen people (limit 30) registered for the event. For those who wanted to try using Zoom prior to the book discussion, a Zoom pre-meeting was scheduled for October 20. This gave new Zoom users an opportunity to practice using Zoom, and ask questions as needed.

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

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

Quincie Douglas is having great success with our book bundles. Customers are really enjoying the option the bundles provide and they keep flying off our book carts at the front door valet. We especially have to replenish the children's and YA level book bundles.

Quincie Douglas also once again became an official site for CACPF snack program. Our site began a week later than others due to training and logistics, but we are up and running and happy to provide this invaluable service to families in our community.

### **Sahuarita Library** – Angie Grischkowsky

Sahuarita Library has been giving out Grab-N-Go activity packs to families with children aged five-10 years at a steady rate. Grab-N-Go is part of PCPL's Learn at Home initiative to support families with school-aged children during COVID-19. Additionally, the Sahuarita Library was happy to welcome patrons inside the building for computer use for the first time since March, beginning October 19. We have missed our patrons!

### **Sam Lena–South Tucson Library** – Kelly Wilson

Sam Lena South Tucson Library continues to serve our community with public computer use, faxing, printing and snack program. Our Book bundles, seed bundles and children's Grab-N-Go Activities have been growing in popularity as word spreads through the community.

We have begun hosting weekly food box distributions through our community partners at PPEP. There has been wonderful turnouts, getting between 150 and 200 boxes of food into the hands of our neighboring families each week.

Since moving the seed library processing here, we have been fervently preparing seeds and getting them out to our eager gardening patrons across Pima County. Despite the limitations to our services, we are checking out between 1500 and 2000 packets of seeds per month.

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

#### **Caviglia-Arivaca Library – Jodi Ohlson**

The Caviglia Arivaca Library is proud to join the recently created Arivaca Community Leadership Team. We are combining resources and talents to meet emerging community needs. Over the past six weeks, we have facilitated free food box pick-ups and deliveries every Thursday; and we are currently working with the Pima County Sheriff's Department to have a Community Forum that can be attended in person in an outdoor setting or on the Zoom platform. The Caviglia Arivaca Library opened its doors for computer use and patron browsing Thursday, October 15. We continue to see parents and children coming in for homeschooling resources, and students have been utilizing Wifi on the porch. Patrons are thrilled to be inside the building again.

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

Flowing Wells Library opened the doors once again for limited computer use on October 19. Staff were enthusiastic to get things ready, and worked hard to make everything perfect. Over 30 people came into the library the first day despite it being a soft opening with no publicity. It was a surreal moment to let the first person pass through the doors into the library. An additional service offered is a laptop bar with two charge stations. Patrons are pleased they can come in and use computers, and expressed gratitude with the additional time of one hour in the library. Everyone is wearing a mask and getting their temperatures taken. This month the branch is in the process of having a public art project installed by Las Artes, an arts and education center. Three pillars with beautiful hummingbird tiles crafted by youth are being placed on the north side of the property and are visible from the teen and children's rooms.

#### **Woods Memorial Library – Em Lane**

Woods Memorial Library has been busy this month creating space for a very popular fall election. We are serving as an Early, Curbside Ballot Drop-off, Emergency and Election Day voting. In fact, when asked if we would open up early voting a week earlier than originally thought, we were happy to accommodate our community. In addition to the hustle and bustle of voting this month, we have received lots of positive feedback from customers about what a *lifesaver* holds pickup, book bundles, limited computer use and curbside service have been for our customers. One woman complimented all the many "pivots" she has seen our library do in order to expand services and met the needs of our community. We are happy to be a help in all the ways we are able to be during these times!

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

#### **Kirk-Bear Canyon Library – Kassy Rodeheaver**

Kirk-Bear Canyon Library happily welcomed 14 customers back in to the building on the first day that members of the public were able to come in to use the copier/fax machine and our computers. Customers were excited that the library was adapting once again to serve them inside of the building. One customer thanked us for just being here during the entire time of limited services.

This branch is host to Recorder's Office staff providing curbside ballot drop off and early voting. Prior to their arrival on the 19, our staff helped inform hundreds of voters who were early coming to drop off their ballots about the closest locations open for ballot drop off and dates of the other early and emergency voting sites. Many voters thanked us for this assistance. On the first day of the curbside ballot drop off, Recorder staff estimated that they received 1200 ballots and did not have a gap longer than 4 minutes between voters.

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

Starting on October 8, the number of patrons picking up holds rivaled the number of patrons wanting to drop off their ballots! Fortunately, staff pivoted quickly and made an easy-to-follow handout (map included) from the information provided on the Pima County Recorder's Office website. Patrons were surprised that they could not drop off their ballots yet, but were appreciative of the information given, and for many, their next stop was the eastside Recorder's Office annex.

Patrons were happy to be able to come inside for computer use again on October 19. It was the first time since July 17 that they could use computers and copiers at Miller-Golf Links Library. One patron said, "I like this environment. It feels safe here."

#### **Murphy-Wilmot Library – Kathy Konecny**

Murphy-Wilmot's October inception of the Grab-N-Go Monthly Family Food Pack has been a huge success. In its first week, staff distributed over 100 packs to our community. Customer comments ranged from "I'm so glad you're doing this" to "This helps so much" to "I wouldn't be able to make it without this." Murphy-Wilmot staff is proud to serve our customers who are most in need in this critical way.

### **District 5 – Supervisor Betty Villegas**

#### **El Pueblo Library – Irina Delone**

El Pueblo Library continues to run curbside services helping customers with printing, copying and faxing. Our Grab-N-Go Snack Program is especially popular among low-income families with kids and individuals experiencing homelessness. In the first week we distributed 83 snacks, in the second week 84. Staff made sure to add children's activities supplies (Natural Resources kits) to snack bags. The Water Glass Xylophone and Dragon Fly activities were greatly appreciated by some families. A mother of three reported that her children liked them so much they asked for more.

Apart from offering regular book bundles, El Pueblo also provided "on-demand" services of subject specific bundles for three different patrons (fotonovelas, action DVDs and children's books on dinosaurs).

#### **Himmel Park Library – Heather Ross**

Himmel Park Library continues to be a busy location for outdoor holds pickup and valet printing and photocopying services. Book bundles are very popular, too. Customers are grateful to have access to library materials and repeatedly thank staff for their work.

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

Martha Cooper library was able to invite customers in to use computers again this month, a much-needed service in this part of Pima County. Customers were pleased to have this option and staff are happy to help them with services like faxing and copying from a safe distance.

Snack continues to be a needed and appreciated program at our location and some of our local families make a point of coming regularly to get snacks and say hello to some familiar faces.

Kids who are doing school at home can benefit from seeing trusted individuals who they knew prior to the pandemic modeling behaviors like mask wearing and social distancing.

**Richard Elías-Mission Library** – Alina Rowe

The Pima County Love Notes project was a chance for the community to write cards of appreciation and cheer to those in assisted living homes and their caregivers. The hope was to actively combat the loneliness felt by these particular groups as we reach out as a community. 18 total Love Notes were written, each carefully crafted by teen patrons from Mission Library. The library provided some art supplies and the teens turned it into something beautiful.

Mission Library staff continued to provide curated diverse book bundles for our patrons seeking something to read.

Voter ballot drop off began at Mission Library on October 19 where eager voters drove by consistently all the days of the drop off. Mission library was also an early voting location where many voters were able to exercise their right to vote.

**Southwest Library** – Daniela Buchberger

Southwest Library has been modified to allow patrons to enter the library again for computer use. The patrons have adequate space to safely enter the library and access the technology independently. Patrons were delighted to be able to enter the building and find that the space was ready for them to get started on the computers and printer.

We have seen a steady increase in the Grab-N-Go Snack Program, nearly doubling our numbers from September. We are very fortunate to have built strong rapport with the tribal library and schools in the area. Now that families are aware of the program, we are able to serve more children with snacks daily. The snacks paired with our Learn at Home extension activities are providing families with much needed variety in their time spent together.

Our staff's careful reader's advisory and book bundles on demand have been very popular and have kept us connected to our community. Community members have been expressing their gratitude for the time our staff is taking to find books that answer the pleas for "something like the book by that author, you know the one..." and fortunately, we always do know the one or can find out who it is.

**Valencia Library** – Paulina Aguirre-Clinch

Valencia Library began to serve Grab-N-Go Monthly Family Food Packs thanks to the Emergency Food Assistance Program (TEFAP). Valencia Library is one of three branches offering food packs designed to help low-income families. This service has been a huge success! Within the first two days of providing this service, Valencia Library staff had given out 70 Food Packs to families in our community. Customers have been so appreciative and many have indicated that their friends let them know about the new service. Valencia Library continues to serve Grab-N-Go Super Snacks to children under the age of 18 in partnership with the Community Food Bank of Southern Arizona, Arizona Department of Education and the USDA. Valencia Library staff is happy and proud to be able to help our customers in these difficult times.