
DATE: December 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 – November 2020

On November 16, Pima County Public Library took another step towards service recovery by allowing customers to pick up their own reserves and browse the stacks to select more books. While many customers were excited for this opportunity, we find that many customers are still very cautious and prefer curb-side services at this time. Last year's *Library Nights Out* (a partnership with the Pascua Yaqui Tribe and Arizona Public Media) were so successful we didn't want to lose the momentum so we hosted the first online "Library Night In" on November 13. The highlight of the event featured tribal elders speaking about their food traditions.

Library Services Manager – Kate DeMeester

During the month of November, branches had an opportunity to begin assisting customers who needed help filing for eviction prevention assistance. Community programs are available to help those who are unable to pay their rent due to COVID-19 related loss of jobs or income. Tenants or landlords can apply online. The early part of my month was spent assisting branches with planning their voting site responsibilities and preparations to open the stacks to customers. Due to the hard work of managers and branch staff, both events went very smoothly for staff and customers in our branches. I was also fortunate to continue with my professional development in regards to race and equity. I was able to attend the Facing Race conference online. It was very informative and I am looking forward to sharing what I've learned with PCPL staff.

Library Services Manager - Sharla Ronstadt

This month I did several branch site visits to libraries to assist managers in preparing for changes in services to offer browsing. We also welcomed two new managers and I assisted in onboarding our new Dusenberry-River Branch Library Manager, Matías Torres. I assisted in facilitating meetings with managers and the team reviewing our customer code of conduct in the absence of our facilitator. I assisted with human resources providing guidance and coaching to managers and supervisors.

Library Services Manager - Amy Rusk

I am proud of the managers I work with for their dedication this month! It has been challenging because of personnel and staffing issues. I enjoyed attending a couple days of the Facing Race

Conference and have been working with a new team whose focus is the Asian community in Pima County. As part of Native American Heritage Month, the Many Nations team sponsored a Library Night IN with AZPM and the Pascua Yaqui Tribe that featured tribal elders speaking about their food traditions.

Program Manager for Literacy and Connected Learning – Kendra Davey

The Youth Services staff have developed an innovative way to continue to meet the educational needs of school age children with our new Grab 'n Go activity kits. Each kit has a handout in English and Spanish with instructions on a fun, hands-on activity as well as the supplies need for doing the activity. Each activity also comes with ideas for modifying the activity to support reading, writing, math, science and social studies. So far we have handed out over 4,000 Grab 'n Go activities.

Latinx Program Manager – Anna Sanchez

Members of the Nuestras Raíces Team are working on Tucson Festival of Books planning. The festival will be virtual this year and we are hoping to be able to bring some top notch talent to our programs this year. As the programs will be virtual, we are thinking about the format to identify best practices for this type of programming.

We have been working closely with CSO to ensure messaging to our community is delivered in Spanish as well as English. We also continue to reach out to our community via our Nuestras Raíces Facebook page and library website pages.

Staff has been working with the Grab 'n Go projects team to provide some culturally relevant activities for the community. Spanish language Job Help programming has begun this month as well.

District 1 – Supervisor Ally Miller

Dewhirst–Catalina Library – Christine Dykgraaf

Dewhirst-Catalina Library opened to browsing by the public and continued to offer computers as well this month. A slight but noticeable increase in activity inside the branch was matched by a high number curbside delivery interactions. Dewhirst-Catalina Library staff pride themselves on fast, efficient, and friendly service to all patrons, no matter how they choose to use the library. We regularly get verbal and emailed appreciation from our users who find themselves with limited outlets for entertainment or community connection in these times.

Staff have joined in on the latest programming offered by the library system online such as online storytelling and illustrating, reader's advisory, and job help online programs like Job Leads. These programs serve patrons all across the county and potentially beyond. We are also handing out craft kits each week to eager kids and parents; some are from the library and some from our partners at the Pima County Natural Resources Parks and Recreation.

Nanini Library – Caitlin Burns

Nanini served as a voting site on Election Day 2020 with a very steady stream of voters waiting in line throughout the day. Some of our most avid book borrowers were thrilled to come in and scan the collection beginning November 16 but library staff have found that more than half of our visitors prefer to keep using curbside services. Regardless, staff are assisting between 150 and 200 patrons each day. One customer calling to pick up her holds outside was thrilled to hear we're still offering book bundles, saying the books we included in them had "expanded her viewpoint" and "exposed her to new genres she would have never read." Nanini customers have had great feedback about library services being offered during this time, both curbside and

inside the building. Staff have also heard several compliments from customers who are impressed by the safety measures we have in place.

Oro Valley Public Library – Ruth Grant

We have given out over 400 Children's Book Bundles to families. Also, over 100 *Learn at Home* activities have been provided to families through our partnership with Tucson Parks and Recreation department. These activities provide families with supplies and instructions for engaging activities that they can do at home.

Oro Valley Library was not only a ballot drop-off site starting on October 19, and an early voting site starting October 26, we were also an emergency voting site, a polling site on November 3, the day of the election. The staff did an amazing job fielding hundreds of calls, and directing folks to the voting and ballot drop off areas. After Election Day, our staff were designated *Deputy Recorders* and visually verified some voters IDs of voters who had voted provisionally on Election Day. We feel we played a very importing part of the voting process this year!

Wheeler Taft Abbett, Sr. Library – Meggin Kitterman

Wheeler Taft Abbett, Sr. Library was a busy site for ballot drop offs, early and emergency voting and general election voting. After waiting in line and voting, many customers decided to get library cards and were impressed to hear about all of the services the Pima County Library system offered.

Customers were excited and appreciative to discover they could browse the stacks. Comments from customers included: "I'm so happy you are open. I consider library staff to be essential workers" and "Of all the places I couldn't enter because of closures, I missed the library the most."

Because of the health situation, one customer wasn't sure how she'd start fundraising this year. Visual impairment made it challenging to use copiers and computers. After receiving help from staff at Wheeler Taft Abbett, Sr. Library, the customer called to thank Circulation Manager Miguel Vazquez for his help getting fundraising for a nonprofit off the ground. "Thanks to Miguel, we have already raised \$100 for holiday bicycles for families in need!"

District 2 – Supervisor Ramón Valadez, Chair

Sahuarita Library – Angie Grischkowsky

Sahuarita Library has seen our curbside service and Book Bundles continue to be popular this month, even after holds became available through self-service. One of our regular patrons told us that our Book Bundles had "saved [her] life," while another let staff know that we are what's getting her through the pandemic. We are so lucky to be able to be here for our patrons at this time!

Santa Rosa Library – Ivonne Ramirez

Santa Rosa library has had resounding success over the past several months through our collaborations with the Community Food Bank. In addition to the after school snack program for children through the U.S. Department of Agriculture and the Community Food Bank of Southern Arizona, Santa Rosa Library participates as a food pantry distribution site through the Agency Market program. Over the three months of August through October, we have distributed 3,093 pantry items for adults and families and 2,504 snack packs for children. In October we distributed the highest number of pantry items to the Santa Rosa Library community thus far: 1,293 pantry items were distributed to adults and families during the daily walk-up contactless program. We are expecting similar numbers in November even with the holiday closures.

The expansion of our limited services inside the library was met with gratitude and delight by our library users. Comments from some community users about the added services include: “I am so glad you are open again” and “It’s not the same, but at least it’s something.” Our library users at Santa Rosa Library have been supportive of the social distancing and health and safety protocols put in place for our limited services, and have been able to complete their required tasks inside the building in the time allotted. Even with limited services and limited contact, staff have demonstrated high levels of professionalism and approachability maintaining the interpersonal relationships with the community members and have demonstrated a continued ability to keep the library in touch with the needs of its surrounding communities.

District 3 – Supervisor Sharon Bronson, Vice Chair

Caviglia-Arivaca Library – Jodi Ohlson

The Caviglia Arivaca Library is experiencing an influx of hunters, winter visitors and families who have moved here because a parent is working on the border wall. Staff’s information resource skills are growing exponentially on a daily basis, as the influx needs everything from land parcel searches, access to social service coordinators, Veteran’s services, free Covid testing, and, “Is there anyone in town who can process my 2 deer before I go home on Sunday?” (“Yes mam, there sure is.”)

Patrons enjoy having the option of curbside and/or indoor access with browsing. We continue to see many folks for *Job Help*; and, homeschooling parents and students have been coming in to download and print lessons. The *Grab and Go* kits are popular, and we have been supplementing the kits with added activity options aimed towards teens and adults. The students at the San Fernando School in Sasabe are learning to utilize hotspots donated by the Pima County Public Library, and have been able to access the libraries online catalog from home for the first time. The excitement level is high, and the parents who come in have expressed deep gratitude.

Flowing Wells Library – Ingrid Trebisky

Flowing Wells patrons were very happy to be able to access library shelves, pick out their own books, and use self-checkout starting Monday, November 16. They also have become experts at walking up to the wall mounted thermometers upon entry, and having their temperatures taken. Patrons have been on board with wearing masks and cooperative with all the safety protocols in place. Several more laptop/recharging stations were added at two tables in the adult section of the library that are powered with power outlets and USB ports. It’s very strange to not have available seating, and see some empty spaces in different areas. One of the most exciting things is to see parents with their children once again in the children’s area. A staff person overheard a father speaking Vietnamese to his kids while they were browsing. She went and found Vietnamese children’s books for them and they were so excited!

Woods Memorial Library – Em Lane

Woods Memorial Library hosted Early, Emergency and Election Day voting this year with a huge turnout. Just over 13,000 Pima County residents cast their vote at our location by dropping off their ballots or voting on-site. We were thrilled to have the opportunity to support the democratic process in such a critical way. Woods Memorial also supported the Many Nations’ Library Night In program this month by being a location where families could pick up activities to complete together at home during the program. As we open for browsing this month, we have seen an average of 200 people come in each day to use the computer, pick up holds or eagerly browse the shelves for new reads to get them through. We continue to receive positive feedback from the community that they appreciate our steady service during otherwise uncertain times.

District 4 – Supervisor Steve Christy

Miller-Golf Links Library – Mary McKinney

Starting on November 16, patrons were invited into the library for quick-browsing as well as picking up and checking out their holds. This was in addition to computer use, of course. One patron commented on her way out, "This is a nice change." Another was so thrilled that she could hardly contain herself as she headed toward large type fiction. She said, "I'm so excited!"

Murphy-Wilmot Library – Kathy Konecny

Murphy-Wilmot Library staff assisted in the election process by verifying the identification and address for several voters who did not have adequate identification when they arrived at their local polling place. We are grateful to have been able to assist our community in getting these provisional ballots counted.

Murphy-Wilmot customers found a fun and innovative way to promote early literacy. When a young girl waiting in line started singing, "The Itsy Bitsy Spider," adult customers in line joined in the singing and even performed the accompanying hand movements. The moment captured the resiliency and kindness that so many library customers have shown while adjusting to modified services.

District 5 – Supervisor Betty Villegas

Himmel Park Library – Heather Ross

On November 16, Himmel Park Library opened its doors to customers for the first time since mid-March. Much work has been done to reconfigure the interior space to allow for appropriate social distancing. Most customers were delighted to come inside the library to check out their holds and use the computers for the first time in eight months. We overheard lots of positive comments from customers:

"Wow, I'm in the library! It feels so great!"

"It's nice to see you again. So glad you're open!"

"Mom! Look! We get to go inside!"

"That was fun. It felt like such a gift to come back in. Thank you!"

Martha Cooper Library – Tara Foxx-Lupo

Martha Cooper library customers have been very appreciative of the option to come inside for books, pick up their own holds and use computers. Self-service faxing and printing services are frequently used and one of the services we feel customers missed most at our location, due to lower costs and proximity to home.

Curbside services were moved to a new location and customers have been adapting to the change with little trouble. Grab and Go activities have been going home with parents and kids who appreciate having fun things to try. Staff enjoy hearing from kids about their completed activities when they come in to pick up new ones. Grab and Go snacks continue to be a benefit for families and give staff a chance to see some of the children who used the library on a daily basis pre-pandemic.

Richard Elías-Mission Library – Alina Rowe

For the month of November the Richard Elías-Mission Library continued to offer snacks for children along with a weekly children's activity to take home. For National Native American Heritage month we offered a fun "Molly from Denali" activity that included seeds native to the area, Native American recipes, and activities for children.

We opened the library for quick grab and go material selection and patrons were able to come inside and check out their own holds using our self-checkout station. We also had a large turnout for early voting and voting on Election Day.

Southwest Library – Monique Perez

Southwest has had a successful first week in transitioning to browsing and checking out materials. We have seen more children come in to grab books, DVDs, and snacks, which has made staff incredibly happy! Overall, circulation and computer sessions have continued to increase. Patrons appreciate coming in to retrieve their holds, but also having the option for curbside service.

On Wednesday, October 21, Monique Perez transferred from The Richard Elías-Mission Library to serve as Southwest's new Managing Librarian. Monique presented current library resources at the TUSD Southwest Family Resource Center Cafecito. This group is composed of school liaisons in the community.

Valencia Library – Paulina Aguirre-Clinch

Valencia received this compliment about the Books by Mail Program and we offer a big, huge shout-out to Diane Wickwire for helping this patron in particular!

"I want to commend the personnel operating the Books by Mail program. What a great service to old people like me! I am 85 years old and my passion is reading novels. I read on average 8 hours a day. You have been great with the selections you have provided. I like all those that make the best seller list. The only problem I have is the lapse time between mailing back and receiving the next delivery. I know you work as fast as you can and I appreciate it very much. I want to encourage you to keep up the great work!"

Bookmobile's First HotSpot Delivery happened this month. It was to Sasabe and the kids were happy to see the Bookmobile. The Bookmobile also delivered some holds to patrons in that area, which they were super grateful for.