

DATE: February 4, 2021

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 – December 2020 and January 2021

All Pima County Departments were impacted by a *County Employees Stay-at-Home* plan from Dec 20, 2020 -Jan 9, 2021. During this time, the Library offered very limited services (only those which could be provided outside) at ten locations including branches in the towns of Arivaca and Ajo. Many library staff worked part-time to reduce the risk while serving the public.

The Covid-19 Vaccine Registration phone line was a huge project for library staff in January, especially the staff at the Main Library. You can read more about this in Kate DeMeester and Tenecia Phillip's reports below.

I began serving as the Board President for Make Way for Books <https://makewayforbooks.org/> in January.

Library Services Manager - Kate DeMeester

As the Library has shifted our services to respond to the pandemic, much of my focus has been on planning with and supporting Branch Managers as they lead their staff through these changes. One significant new effort is that of assisting the public with registering for their spot in line to receive a COVID-19 vaccination. This project began at the Joel D. Valdez Main Library, but quickly needed to be expanded throughout PCPL locations to serve the overwhelming demand. I assisted by collecting information from the branches about what their capacity was to have staff on the vaccine registration phone lines, and directing that compiled information to Michelle Simon.

Library Services Manager - Sharla Ronstadt

During this period, I assisted administration and branch managers for the shift in services during the *stay at home* period and with staff's return in January to continue to provide outside hold pickup, printing, copying, fax, and phone services. I continued to manage staffing information spreadsheets and collecting updates from managers. I assisted with transfer requests to identify staffing for the new W. Anne Gibson-Esmond Station Library with the new Manager,

Mary McKinney, and providing support to preparing the new library for opening. I provided support and coaching to new managers and participated in the New Manager Training meetings.

Library Services Manager - Amy Rusk

In spite of limitations posed by Covid, the staff I work with continue to find the best ways to support their communities. I have fielded very few customer complaints and get vicarious joy out of the many compliments that staff receive from the public.

Joining the national Welcoming America listserv has been helpful for working with the Welcome to America team, which is collaborating on a Global Arts Initiative with AZPM that was spearheaded by University of Arizona's Knowledge River graduate assistant, Sarah Wahlquist-Tarver. Knowledge River graduate assistants and I will meet this month to talk about how to maximize their experience with PCPL this spring semester.

Our newest cultural affinity team, *Biblio Lotus*, whose focus is on Pima County's Asian community, has been a joy to work with and learn from as they make their debut starting this month. Expanding the Share the Wealth program in Native communities, which has been the team's principal focus during the pandemic, continues to be a priority; I am grateful to Brianna Chillious, the AmeriCorps volunteer in the Community Engagement Office, for offering to assist with the effort.

Program Manager for Workforce and Economic Development – Ken Zambos

This month, the Career Online High School staff is creating a virtual graduation celebration for students who graduated over the course of 2020. Despite the hardships of the pandemic and the restrictions to congregating in person, staff will be proud to celebrate 25 graduates for the year 2020; the highest number of annual graduates since the program began. Career Online High School students are working hard to overcome the unprecedented obstacles that the pandemic has created, and staff are anticipating two more graduates in this month alone. Career Online High School staff and students are pleased to start this year on a good note by celebrating these remarkable achievements.

Pima County Public Library has added an additional virtual job help workshop to assist unemployed, under-employed, and dislocated workers, now totaling 4 distinct job help programs. These programs are being offered in English as well as Spanish. Survey responses from job help participants continue to express gratitude and satisfaction as this quote demonstrates "I just wanted to thank you again for crafting such a beautiful resume for me. It's exciting having something so professional-looking now."

Our staff are also offering GED assistance virtually, in both English and Spanish, connecting members of our community with new career opportunities through education.

LGBTQ+ Quarterly report – Kaitlyn Sparks

Our annual Author Talk was held virtually this year on October 24 with Robin Talley. Robin is the author of several YA novels which feature LGBTQ+ youth and topics. She presented on LGBTQ+ representation in literature, her writing process, and talked about some of her books. There was a lively interview with staff, followed by a Q&A with the audience, who were able to type their questions. Twenty-six people attended the webinar with an attentiveness score of 85%, which is a high engagement score for webinars. We also received positive feedback from staff and participants. One of the attendees who completed the survey at the end of the webinar said, "Thanks so much for this interview...And thanks to the LGBTQ+ committee who has done such as excellent job bringing brilliant writers to Tucson for all these years!" Additionally, the webinar was recorded and made available on the library's YouTube channel after the event.

In September, the committee started an Instagram account to connect with our community. Instagram is a way for us to share library and local resources, events, and services, LGBTQ+ news, and spread joy as well as book-related humor. Our account has over 400 followers and shared over 80 posts as of January 2021. For Transgender Day of Remembrance in November, the committee used our Instagram stories to honor those who lost their lives in 2020 due to anti-transgender violence.

Rainbow Reads: A positively queer book club for adults is continuing online and brings in new and returning members every month. Due to the County Stay at Home, we had to cancel our December discussion of *This is How You Lose the Time War* by Amal El-Mohtar and Max Gladstone, so we will discuss that title at our February book club.

District 1 – Supervisor Rex Scott

Dewhurst–Catalina Library – Christine Dykgraaf

Dewhurst-Catalina Library continues to see small increases in both circulation of items and in the number of persons coming into the library. Many patrons are still being careful during the pandemic and choose to continue to get their materials through the curbside and door side services. Dewhurst-Catalina staff hear almost every day from at least one patron how much access to materials like books, audio books, and DVDs means to them. Renovations of a shelf for the DVDs is almost complete. Access to the shelving in that area again will be a lovely holiday gift.

Dusenberry-River Library – Matías Torres

Dusenberry-River Library reopened to holds pickup at the door and curbside to much delight of public. Staff also created book bundle displays for check out. Limited assistance with printing, copying and faxing is also proceeding satisfactorily.

Staff from Dusenberry-River adapted to help our library system during County Stay at Home plan and thereafter. We assisted partner branches with Food Distribution. Staff trained and is helping with Vaccine Registration.

Dusenberry-River Outreach continued with Teen Advisory Board. The Teen Advisory Board met over Zoom on January 18 to discuss goals for the new year, online study groups, officer elections, and a potential fundraiser for the food bank. The YA librarian also went over the upcoming YA author interview opportunity through the Tucson Festival of Books with six volunteers interested in the interview and checking their schedules to see if they can attend the Zoom training session in February, and the live interview in March. Furthermore, Branch Manager was elected Treasurer of local chapter of Reforma, the national association to promote library and information services to Latinos and the Spanish speaking.

Nanini Library – Caitlin Burns

At the beginning of the 3-week stay-at-home order in December, Amphi USD stepped up for the second time in 2020 to provide thousands of grab 'n go snacks for libraries to distribute at seven branches. Nanini Library's large meeting room became the hub for packing and distributing snacks while more than a dozen pages, library associates and librarians worked incredibly hard to get this service up and running again for families in Pima County. Amphi's generosity has helped PCPL branches serve over 3,000 snack bags to kids throughout Tucson; there is no district requirement for these meals. Families visiting the Eckstrom-Columbus, Martha Cooper, Santa Rosa, Valencia, Wilmot, Woods and Nanini libraries can still receive snacks while supplies last. Wheeler Taft Abbott Library will be added to the list very soon.

The Northwest Readers Book Club has gone virtual and with Nanini's own library associate Eryn at the helm, there were 14 participants signed in via Zoom during January's meeting. A few attendees even took the time to email Eryn following the program to tell her how much they appreciate her facilitation skills.

Along with all other PCPL locations, Nanini staff have been busy providing support to the Pima County Health Department while thousands of Pima County residents are registering for the COVID-19 vaccine. Nanini currently has nine staff trained to take phone calls and complete registration forms on behalf of callers. All of us here are truly enjoying this work and many are willingly working weekend hours to provide even more outstanding assistance to callers.

Oro Valley Public Library – Pam Park

The Sonoran Sleuths Mystery Book Club had a meeting (via Zoom) on December 16. The book selection was *Victim 2117* by Jussi Adler-Olsen, which is book #8 of the Department Q series. This author was new to most of the group, who have expressed an interest in reading the other books. Fourteen people enjoyed the interesting book discussion!

During the three-week Stay-at-Home plan from December 21 to January 8, Oro Valley Library remained open for curbside pickup for the far north and west regions. Staff from Dewhirst-Catalina Library and Abbett Library helped at Oro Valley during that period. Patrons from those branches were informed to direct their holds to Oro Valley Library and curbside activity was brisk. Starting on January 13, Oro Valley re-opened for the expanded Wednesday hours to 6 pm. On January 18, curbside printing, copying and faxing began were offered to the public again. Later that week staff began helping out the Pima County Health Department by taking calls for vaccine registration.

District 2 – Supervisor Matt Heinz

Eckstrom-Columbus Library – Lu Guerrero

Library services such as holds pick-up, copies, faxing and printing services have remained consistent and much valued by our customers. In the month of December, Eckstrom-Columbus saw an increase in the quantity of Family Food Packs, as well as an increase in the number of afterschool snacks distributed to the community in partnership with the Community Food Bank. Seventy-five Holiday Packs, provided by the CFB, were also distributed during December. In response to the existing needs of the community, the library also added snack provisions from AZDE/Amphi to our services. The library distributed produce boxes made available by the National Guard.

Quincie Douglas Library – Marissa Alcorta

Quincie Douglas Library continued to provide snacks through the continued partnership with Community Food Bank. We have seen a marked increase in the amount of customers coming in mainly asking for snack for their children. We recently had to increase our amount for snack delivery. Curbside and customers picking up holds, faxing, copying, and printing have been steady at this location, especially DES faxing needs.

Sahuarita Library – Debbie Boyle

At Sahuarita Library, we have been seeing a marked increase in patrons using our indoor services. Families have enjoyed coming in to pick up their holds, pick out their own books and sign up for library cards. Other individuals have greatly appreciated being able to come inside and use our computers, printer, and fax services which are all critical supports for the community. Additionally, we have heard lots of positive comment and excitement about the progress of the new library building, which we can see going up across the street. Staff, too, are excited about the new library building.

Sam Lena–South Tucson Library – Kelly Wilson

This month our staff has been serving the community of South Tucson by providing valet printing, faxing and copying services, sidewalk holds pick up and snack bags via the Community Food Bank. We are thrilled to offer food assistance during these difficult times, in our food insecure neighborhood. Our patrons are so appreciative of the valet assistance we are able to provide, which is often the only accessible service available for them to complete important, life impacting paperwork with government agencies and work related issues.

We have also been very busy processing our generous Spring/Summer seed order. Once packaged, labeled, catalogued and inventoried, these seeds go to other branches to fill seed library drawers and then on to fulfill our enthusiastic gardener requests throughout Pima County.

District 3 – Supervisor Sharon Bronson, Chair

Caviglia-Arivaca Library – Jodi Ohlson

Arivacans continued to enjoy roaming the aisles in search of books and movies for the cold winter nights ahead. We have seen a dramatic increase in the use of our Grab and Go activities as word has spread throughout the local homeschooling community; and, we have also been sharing them with the local preschool and the students at San Fernando in Sasabe. We have had some brave souls doing their homework on the front porch to take advantage of the WiFi and laptop access. Staff enjoys assisting patrons with navigating the website and utilizing the various databases available to help with online learning, and it is a great relief for the students to have options beyond worksheets and traditional books.

Flowing Wells Library – Ingrid Trebisky

Flowing Wells Library staff participated in Giving Day on December 1 by making little colorful yarn hats that fit over tootsie rolls pops, and giving them to customers who came into the library. This gesture visibly brightened people's day. For the holidays, staff donated food items to Interfaith Community Services (ICF). They were very happy to receive food donations from the library. The community has been very happy to have services available in the library. Due to the high cases of Covid, Flowing Wells Library closed on December 21, and employees were issued a 3 week stay at home order. Essential branch staff worked half time and helped with curbside service at nearby open branches. Flowing Wells Library continued to assist Catholic Services with curbside food pack distribution, and Community Food Bank snacks for customers who stopped by the library within a limited time period.

As of January 11, Flowing Wells opened with curbside holds pickup, and began valet services January 19. Both staff and customers are appreciative of available library services. Customers stopped by to pick up sometimes a cartload of reserves, and they all expressed how grateful and happy they were to get their holds. On January 12, the Pima County Assessor's office set up outside the library to assist customers. Staff are also very busy helping with Phase 1B vaccine registration phone calls.

Salazar-Ajo Library – Richard Guinn

The Salazar-Ajo Library has been doing its best in these uncertain times. While so much has been shut down, we have still been able to offer curbside service. In addition, we have been providing a much-needed experimental valet printing service. Members of the community have used this service in order to print and process important documents that have enabled them to continue forward.

We have also continued to develop relationships with our local community partners. These include local businesses and the Ajo Farmers Market, which is across the street from the library

and is now providing services as a food pantry. Although things are certainly different than prior to COVID-19, the library is still an essential and functioning part of the local Ajo community.

Woods Memorial Library – Em Lane

Woods Memorial Library has spent this month providing curbside pickup for materials, as well as having a robust food distribution program, handing out shelf stable snacks and fresh produce to families and individuals in need. We also expanded our services to valet fax and copying much to the relief of our neighborhood community. This month we have been staffing the Vaccine Pre-Registration phone Monday-Friday from 8:30 to 4:30 as well.

While we have experienced many service model changes recently, our customers remain as grateful as ever to receive much needed books, DVDs and fax and copy services. Our staff have received nearly daily exclamations that folks in the area do not know what they would do without the library. For many people, access to these materials has improved their life and given them a reason to stay home and stay safe.

District 4 – Supervisor Steve Christy

Joyner-Green Valley Library – Victoria Salajko

Joyner-Green Valley Library remained open during the Stay-at-Home plan, as the only library serving our region during that time. We switched service models, and provided service socially distanced outside our entrance. We welcomed to our doors both staff and customers who were accustomed to using our closed neighboring branch, the Sahuarita library. Though providing holds pick-up through both our curbside service to vehicles and walk-up service at our front doors, a larger number of our customers prefer walking up to our front door to pick up their holds.

This reminds us how we are not only providing a valuable service by giving customers access to books, but we are also providing our customers with personal care and respect, during this difficult and isolating time. Customers regularly thank staff at the door through the Plexiglas, and share with us their excitement about receiving the holds they have ordered. As one customer wrote to us, "Always been a big fan of the library but has increased thru 2020 due to the ease and availability of books, etc at a much needed time!"

Kirk-Bear Canyon Library – Linde Furman

Kirk-Bear Canyon recently debuted its new mascot, Kirk Bearicorn. He is known to pop up and say hello on the branch's facebook page every now and then. A very talented Kirk-Bear Canyon staff member expertly drew Kirk!

Since reopening after the closure, staff have been very busy assisting customers. For the first few days of being open for holds pickup, each day customer visits doubled from the previous day's number of visits. We have now reached a regular, steady stream of customers throughout the day and it is wonderful to see everyone safely enjoying library services.

Miller-Golf Links Library – Mary McKinney

During the Pima County three-week Stay-at-Home Plan, Miller-Golf Links was able to serve as a snack distribution point. About 100 patrons were able to get some extra sustenance with their books and DVDs.

On Wednesday, January 13, Miller-Golf Links Library was able to be open until 6pm again. Previous COVID-19 pop-up testing and the three-week Stay-At-Home Plan meant that it had been a while since we had that extra hour available. Almost every person that picked up their holds during that last hour remarked on how much they appreciated its return and thanked staff for being there.

Murphy-Wilmot Library – Kathy Konecny

Staff and the public showed their seasonal spirit by participating in the annual Toys for Tots drive. The large box quickly filled with new, unwrapped toys and two shiny new bikes were anonymously donated by a *secret Santa*. We are grateful that, despite the challenges faced by our staff and our community, people made bringing joy into the lives of children a priority.

Murphy-Wilmot supervisory staff is happy to participate in Pima County's vaccination registration efforts. In addition to assisting those wishing to receive the vaccinations, we have also spoken to a large number of adult children trying to help their parents through the process. One adult child called in the middle of the night from a time zone on the opposite end of the globe just to assist his parents with the process. Staff looks forward to continuing to serve our community in this way.

District 5 – Supervisor Adelita Grijalva

El Pueblo Library – Irina Delone-Wilton

In December, El Pueblo Library distributed 231 snacks and 125 Grab-n-Go activities (Tumultuous Tongue Twisters, Hoop Gliders, Mini Piñatas and Christmas Stocking coloring). The El Pueblo Facebook page received 22 new likes and reached over to 3,000 people. We took the opportunity to introduce the families to the Library and told them about the services we offer to the community, families and children. A six-year-old girl along with her mother became regular users after obtaining Library cards. The girl likes checking out books about fairies and is a fan of our crafts supplies. She brought her own little paper stocking made at home and we hung it over the *fireplace* display board in the Library. Another patron, a man in his 40s, likes action movies and we prepared two DVD bundles for him this month.

El Río Library – Kate DeMeester

The El Río Community Center remains closed, as does the El Río Library, for the time being.

Himmel Park Library – Heather Ross

Although Himmel Park Library had to shut down for three weeks during the County's Stay at Home Plan, our voracious readers continued to place holds on materials for later. When staff returned to work on January 11, they were greeted by a mountain of 82 delivery boxes containing customer reserves. Staff immediately began checking in and distributing these materials to customers. People are very grateful to have this library open once again, and to be able to take home new reading material.

Joel D. Valdez Main Library – Tenecia Phillips

In recent weeks, the Library has worked with the Pima County Health Department to assist the public in signing up for their COVID-19 vaccination appointments. This required setting up special phone lines and working groups within our telephone system, and developing training for staff who would be assisting customers. Our phone line began as a project at the Joel D. Valdez Main Library, but was so immediately popular that more branches were quickly added to help. This service is clearly one that our community wants and needs; even with additional help, phone lines are busy all day.

One of the best parts of this special project is how wonderfully it illustrates the talents and dedication of our library staff. Despite short lead times for preparation and many unknowns, staff are making a huge difference for their communities with their assistance.

Martha Cooper Library – Tara Foxx-Lupo

Prior to the County Stay at Home Plan, copy, print and fax services continued to be in high demand at Martha Cooper and customers appreciated having low cost access to these options. Martha Cooper was one of the locations able to continue certain services during that time and snacks were steadily picked up throughout the day. Staff continued to stock the Grab and go Activity kits during that time, providing families with some fun things to do during winter break. In addition to these materials, calendars provided by the Equal Justice Initiative documenting the history of racial injustice were well received by our users and ran out quickly.

Richard Elías-Mission Library – Alina Rowe

Our location was closed for three weeks before opening again January 11 for outdoor holds pickup. We started offering faxing, copying, and printing services outside the following week, and have been able to help many customers with documents that are of great importance to them such as rental assistance forms, unemployment papers, job application essentials, and medical documents. People are quite grateful often responding with, "You guys rock!", "Thank you for being here for us.", and "You're a lifesaver!"

Additionally, we partnered with the Pima County Assessor's Office to provide a space where people could come and meet with PCAO staff to fill out Property Valuation Relief Exemption forms. We also continue to provide snacks for children and some adults provided in partnership through the Community Food Bank of Southern Arizona.

Southwest Library – Angie Grischkowsky

Southwest had a steady flow of patrons in December for computer use, holds pick up, and snacks. Although being short staffed we have been able to maintain the limited services, as well as provide exemplary customer service. We received a five star Google review from a patron who has become a frequent visitor. He stated, "*You have an outstanding couple of female worker's. They did a fantastic job. Very helpful.*"

In January, our location closed temporarily. Staff are assisting at the Richard Elías-Mission Library and other locations, including spending a couple of days helping with the preparation of the W. Anne Gibson-Esmond Station Library.

Activities funded by Friends Groups

Friends of the Kirk – Bear Canyon Library

Bear Canyon Library – \$10,000 donation to fund the purchase of eBooks and eAudiobooks for the library system.

Friends of the Oro Valley Public Library

Oro Valley Public Library –

Friends continued to receive curbside donations at scheduled times. These donations were added to their storage space to be processed once the bookshop re-opens.