

DATE: April 1, 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 – March 2021

Pima County Public Libraries began offering Saturday hours at six locations on Saturday, March 20: Wheeler Taft Abbott Sr. Library, Miller-Golf Links Library, Martha Cooper Library, Nanini Library, Sam-Lena South Tucson Library, Valencia Library and Murphy-Wilmot Library. We served over 300 patrons and checked out almost 1000 items!

Over 20 employees from Pima County Public Library participated in the 2021 Virtual Tucson Festival of Books, held on March 6 and 7. PCPL's Nuestras Raíces Committee hosted 15 authors at eight events, which can be viewed at any time here: www.tucsonfestivalofbooks.com

Below are some Highlights from March:

District 1

- Pokemon Escape Room (Zoom program for teens) at Oro Valley
- YWCA 21 Days Racial Equity & Social Justice Training for Employees at Dusenberry-River

District 2

- Eviction Book Discussion with Government and Non-Profit Employees at Sam-Lena South Tucson (also Green Valley and Woods)
- Sam-Lena South Tucson Partnered with Galeria Mitotera to establish a library outreach cart packed with free seeds, books and activity packets.

District 3

- Partnership with Pima County Assessor's office at Flowing Wells
- Teen Audio Interviews at the Tucson Festival of Books with help from Woods

District 4

- Grab & Go Activities at Miller Golf Links
- Produce via the Army National Guard at Murphy-Wilmot

District 5

- El Pueblo Library renamed the Frank De La Cruz – El Pueblo Library
- Nuestras Raíces venue at the Tucson Festival of Books (Valencia, Quincie, Woods, and Main Library)
- Service on Saturdays begins at Valencia Library

Library Services Manager - Sharla Ronstadt

During this period, I continued to manage staffing information spreadsheets and collecting updates from managers. I assisted managers with questions and participated in library staff meetings with Dusenberry-River Library, Woods Memorial Library, and W. Anne Gibson- Esmond Station Library staff. I also facilitated manager group meetings to collaborate and share information as it pertains to current services. I continued to provide support and coaching to new managers and participated in the New Manager Training meetings. In addition to supporting the branch libraries, I also coordinated Substitute Librarians' extra hours assignments and conducted orientations for those returning to work extra hours.

Program Manager for Workforce and Economic Development – Ken Zambos

Pima County Public Library's Career Online High School staff continues to welcome new students into the program as past students graduate. During the month of March, staff held virtual interviews and a virtual orientation, and they are proud to welcome three new students. New students expressed their gratitude for the program, and shared the changes they hope to make in their lives once they receive their high school diploma. Students wish to get promotions in their current jobs, go to college and start their careers, and create an impact for their friends and family. Career Online High School staff are delighted to be part of these students' journeys and new students to come.

District 1 – Supervisor Rex Scott

Dewhirst–Catalina Library – Christine Dykgraaf

Patrons of Dewhirst-Catalina Library continue to sing the praises of the PCPL library system that keeps them flush with books, movies and other materials to pass the time at home. Many are getting vaccines and look forward to the time our libraries are again open for browsing, but many also say they love the curbside service and intend to use it long term. Dewhirst-Catalina Library staff pride themselves on speedy delivery of materials to the holds table just outside the door and exchanging brief waves and “Hey theres” with customers.

Staff at Dewhirst-Catalina Library also enjoy delivering news and programming online in the interim. Our Facebook page is where we can let our patrons know what we are up to and highlight the growing list of programs and webinars, movie discussions, and book clubs we are offering at this time.

Dusenberry-River Library – Matías Torres

Dusenberry-River staff participated in system wide endeavors online and in person during March. Staff is currently finishing YWCA event - 21 Day Racial Equity and Social Justice Challenge to stay engaged with our commitment to honor diversity, reflect, support, and serve our unique community. We conducted a meticulous and expeditious seed inventory ahead of spring planting season. Our Young Adult librarian moderated two online author talks with teenage interviewers over two days during the *Tucson Festival of Books*.

Library staff continue to go above and beyond to connect patrons to material and information. In addition to holds pickup and book displays, staff make themselves available to discern and retrieve titles from shelf whenever possible. Our staff has been commended for the extra time and attention provided to convey information about our e-library access and wireless printing. Along with our patrons, we are eagerly anticipating our next stage.

Nanini Library – Caitlin Burns

While many favorite aspects of our jobs are on hold for a little bit longer, Nanini staff are working hard to maintain high circulation numbers with new book bundle themes that staff are coming up with (and having fun with) daily. We have also been keeping busy and supporting our communities

by diligently packaging snacks for 8 libraries since mid-December when the County's stay-at-home order began. Snacks are generously provided to PCPL by Amphitheater USD as a special offering during COVID-19. Thanks to Amphi as well as PCPL's delivery drivers and all library staff at each of these branches, we have been able to distribute nearly 12,000 snack bags from Amphi alone out into our communities, regardless of the school district branches are in.

Oro Valley Public Library – Pam Park

This month Oro Valley Library has been in the midst of routine maintenance and repair of walls and ceilings. Some cracked spots, stains and peeling paint have been patched and painted so the walls are now looking smooth and pristine. Since this beautiful building has high vaulted ceilings, the work has required the use of a lift, which has provided interesting sights and sounds for library staff. Adding to the list of facility improvements is the installment of a new water fountain with water bottle filling capability. Staff received a well-presented Active Shooter Preparedness training from the Oro Valley Police Department.

Our Young Adult Services staff presented a Zoom *Pokemon Escape Room* that all library teens and tweens could register to attend virtually. Escape rooms are great environments for solving problems and working in small groups, which are important skills for tweens/teens to practice. This month Oro Valley handed out 275 tax packets for AARP tax help. The Pima County Assessor's Office also offered assistance for those requiring tax exemptions on a date this month.

It has been so encouraging for staff to hear the frequent appreciative comments from customers about our curbside service. Here is a comment sent to the library from one of our customers: "Since the arrival of COVID-19, the staff of the Oro Valley Branch has been performing in an exceptional manner...I use that Branch the most and want the HQ staff to be aware of its performance!"

Wheeler Taft Abbett, Sr. Library – Meggin Kitterman

Families were excited to learn that the Wheeler Taft Abbett, Sr. Library became a Grab n' Go snack distribution site this month. Staff passed out over 400 snacks to children in the first few weeks! Learn at Home activities and book bundles remain popular and library circulation continues to increase week by week as customers find their way back after the December closure.

Wheeler Taft Abbett, Sr. Library staff are participating in the YWCA 21-day Racial Equity and Social Justice Challenge, continuing their commitment to increase awareness and deepen understanding of issues impacting all.

Positive customer comments continue to roll in: "I'm a retired librarian and I just love you all...the system is so easy to use!" A parent riding a Segway while pulling child in a wagon pulled over to say "As a child I loved the library but as an adult I love the library!" "We want to come inside but we really appreciate all you do for us now."

District 2 – Supervisor Matt Heinz

Sam Lena–South Tucson Library – Kelly Wilson

Sam Lena South Tucson Library has been offering snacks and curbside services this past month, helping people with wireless printing, faxing and copying. Many patrons express their extreme gratitude for these critical services at this time.

We partnered with our friends at Galeria Mitotera to establish a little library outreach cart packed with free seeds, books and activity packets to give out at the many community events that take place at the Gallery. We continue to host our partners at PPEP who distribute hundreds of Federal Food Boxes to our neighbors each Thursday from our meeting room doors.

Librarian Justine Hernandez co-hosted the Eviction Book discussion for employees, governmental and non-profit agencies with colleagues Kara Mills and Matt Landon, which addressed many topical issues faced by our community. Librarian Mary Margaret Mercado wrote a great blog and book list in honor of the first Native artist to win a Caldecott Award and World Water Day. Her research into the treatment of this precious resource is a reminder for us all.

Our Seed Crew has been filling numerous seed holds for patrons around the system and we accomplished our bi-annual seed inventory this month. We harvested our winter crop of Tohono O'odham peas from our courtyard planters, which we are now busy packing up for our patrons to grow in the Fall.

District 3 – Supervisor Sharon Bronson, Chair

Flowing Wells Library – Ingrid Trebisky

Flowing Wells Library hosted the Pima County Assessor's Office late February. Several women were patiently waiting for them to show up, and happy that they didn't have to go downtown. The Community Food Bank has been faithful to deliver healthy snack food to replenish branch supplies. Families who stop by the library appreciate the snacks that are available during open hours on an outside table. Catholic Services distributes meal packs to registered clients outside the library twice a week. The CS volunteers really love the library location.

Library staff are very flexible to help customers with whatever is needed for curbside help whether tax info, DES faxing, or picking out seeds from the seed library to plant in the garden. They have been encouraged by customer reports such as "...you guys have a wonderful selection of books...during the pandemic I have done a lot of reading and you guys have been really wonderful". There have been heartfelt thank you's for important paperwork that needed printing, copying, or faxing. People are always amazed, grateful, and react in disbelief when we say "*No charge*". Good things happen during Covid times.

Woods Memorial Library – Em Lane

During the Tucson Festival of Books the first weekend of March, Woods Tween Librarian Amy Morris and Carl Murdock hosted and facilitated the twelfth annual Teen and Tween Audio Interviews. Twenty-one youth from one Pima County area middle school, three high schools, and one PCPL teen advisory group interviewed Kimberly Willis-Holt, Neal Shusterman, Dr Amra Sabic-El-Rayess and Tui Sutherland. The youth and authors were all engaged and excited to be involved. We look forward to sharing the interviews once they are edited!

On Thursday, March 11, Woods Assistant Manager Matt Landon along with colleagues Justine Hernandez, and Kara Mills hosted a book discussion for government and non-profit agency employees on the book *Evicted: Poverty and Profit in the American City*, by Matthew Desmond. We discussed how the people and events in the book relate to our work as professionals facing the eviction crisis in Pima County. We came away from the meeting humbled by the magnitude of the crisis but encouraged by the concern each of us have for the people affected.

District 4 – Supervisor Steve Christy

Joyner-Green Valley Library – Victoria Salajko

Pima County's ongoing vaccination efforts continue to be on the minds of staff and customers this month. Staff at the Joyner-Green Valley Library continued to help register folks for vaccines over the phone, on especially busy days. This helped shorten the time people waited on the phone to register.

In our latest batch of customer comments and feedback, we saw an increase in the number of patrons who said they appreciated the Joyner-Green Valley Library's safety procedures and pick-up system. 20.7% of all comments directly mentioned these things. Some of the comments we were especially happy to see, include "The Library has not let their patrons down during the pandemic ~ service, service, service!", "I love using the library this way!" and "Doing an amazing job of service with responsibility during this Covid time."

Miller-Golf Links Library – Kassy Rodeheaver

Customers are still coming to the Miller-Golf Links Library to pick up information about Tax Help preparation services from VITA and AARP, and we are continuing to see customers who need printing and fax assistance for activities related to job seeking and social services, as well as other printing needs. Families continue to love our Learn At Home Grab and Go activities and frequently request them when they pick up books. We have handed out kits to make your own Pan Flutes, Craft Stick puzzles and tangrams, and Stargazing activities. Kids took home all of the Pima County Parks & Rec River of Words learning activity kits within a week.

All of these outdoor services are still receiving praise. One customer recently wrote: "The employees are ALWAYS so helpful. And though running in and out of the library to get each and every book must get tiring, they always seem to have a smile on their face and seem genuinely caring and helpful."

Murphy-Wilmot Library – Kathy Konecny

The Army National Guard continues to deliver produce to Murphy-Wilmot on alternating Tuesdays. Staff enjoy the excited looks on customers' faces when offered this food. One woman shared that her adult daughter had recently lost her job and that the produce would "make such a difference" for her. One of Murphy-Wilmot's social media posts about the program went viral reaching 5,571 users.

W. Anne Gibson Esmond Station – Mary McKinney

More and more patrons are discovering that we are open for pick-up services, and we have seen our reserves increasing. While the students in the Vail School District have been on their spring break, we've been able to see a lot of new faces at the door. Everyone loves to see the window wall in the distance on the north side of the building, but the Grogu (a.k.a Baby Yoda) READ poster in the entryway sure gets a lot of attention too.

District 5 – Supervisor Adelita Grijalva

Frank De La Cruz – El Pueblo Library – Irina Delone

Even though El Pueblo closed its door to the public in January, it continues collaborating with the Mulcahy YMCA to provide library materials of all formats for children attending the day program; age range is infant to 12 years. This month alone the children at Mulcahy have been able to enjoy over 100 items from PCPL's collection.

Additionally, 130 Grab-N-Go Activities were shared this month along with library and community information.

Grab-n-Go Snacks Program continues to be popular, too. Five days a week from 3:00-5:00 pm El Pueblo makes snacks available to the community. So far this month El Pueblo distributed 239 snacks.

One of the branch employees who is a member of Many Nations team delivered 103 adult fiction/non-fiction and 87 children's fiction/non-fiction to Saint Kateri Tekakwitha Parish this month. It was part of a program called Share the Wealth.

On March 24, El Pueblo Manager will be participating in the Arizona Public Media Global Arts Spotlight Project leading its Q & A section for the interview of a local musician Fadi Iskander. It will be conducted on Zoom with 251 RSVPs so far.

Himmel Park Library – Heather Ross

Himmel Park Library continues to provide outdoor printing and faxing services, holds pickup, and book bundles for our customers. On an especially busy day this month, we checked out twenty book bundles to eager readers of all ages. A customer commented that her husband has been enjoying our mystery genre bundles, and that he is “reading things he never would have picked out for himself.” Our Grab and Go activities are flying off the table, too. Recently, a gentleman picked up a star chart activity and declared, “I can’t wait to look for stars with my grandchildren!” Customers frequently express gratitude for our services. One woman said, “You guys are the best. Seriously, the best. Thanks for all you do for the community!” Another commented, “Thanks for being here. It means so much.”

Martha Cooper Library – Tara Foxx-Lupo

Snack and produce programs have been well received and staff had to request increases to our snack deliveries due to increased demand this month. Customers often express their gratitude to library staff for continuing to provide this access throughout this difficult time.

Grab and Go activity kits have become popular and often run out in a matter of days. Some recent kits have been especially popular, including the Make Your Own Cardboard Guitar kit provided in conjunction with the Welcome to America Team’s Global Arts Spotlight program.

Southwest Library – Angie Grischkowsky

Southwest remained closed this month. Staff worked at Richard Elias-Mission and at Miller-Golf Links during this time.

Valencia Library – Paulina Aguirre-Clinch

Valencia Library’s community members continue to heavily utilize our free food distribution program. We saw over 250 people utilize our service per week. This included giving out more than 130 Grab-N-Go Snacks from the Community Food Bank and 120 Family Food Bags in partnership with The Emergency Food Assistance Program a day, in addition to providing snack bags for children through Amphitheater Unified School District, and giving out pantry items and produce boxes provided by the Community Food Bank of Southern Arizona. Patrons have expressed how thankful they are for this service.

Valencia staff was also involved in helping this year’s Tucson Festival of Books, which took place virtually for the first time in its history due to the Covid-19 pandemic, come together. Staff helped coordinate author talks and pre-recorded sessions to debut at the festival on March 6 and 7.

On the week of March 16, Valencia Library, along with five other libraries across the system, changed their business hours from a Monday to Friday schedule to Tuesday through Saturday to help members of the community who cannot reach us on a weekday have access to our curbside hold pickup, no-contact snacks, and fax and copy services.

Valencia Library’s awesome children’s librarian received a beautiful thank you booklet (laminated and spiral bound!) made by a group of children at Robles Elementary Preschool for putting together a packet of goodies that included information about the library and a free book. This was especially significant because this is our librarian’s first thank you gift since recently becoming a children’s librarian.