

**DATE:** March 3, 2014

**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:** Melinda Cervantes  
Library Executive Director

**SUBJECT: Executive Director's Report – February 2014**

### **Legislation**

*HB2379 Special districts; secondary levy limits* introduced by Representative Justin Olson (Mesa) has been amended. HB2379 as written would have negatively impact library services for all residents of Arizona. Locally, these cuts would result in a budget reduction of approximately \$5.4 million resulting in library closures, employee layoffs and reduced services.

*Lawmakers strike bill requiring major budget cuts to Pima libraries*, by Joe Ferguson, Arizona Daily Star, 2/25/14

- A bill in the statehouse slashing funding for libraries has been gutted
- A major change to House Bill 2379, written by Rep. **Justin Olson**, removes language limiting how much the secondary property taxes levied by county free library, county jail and public-health-service districts can be increased
- A strike everything amendment, passed by the House Ways and Means Committee, replaces the original text with new language requiring the taxing entity to annually disclose tax-rate information
- The bill has essentially been neutralized and the county does not oppose the current version of the bill
- HB 2379 would have forced the county to cut the library district's \$35 million operating budget by about \$ 5.4 million
- If enacted as originally written, the county would have been forced to close several branches and layoffs were likely
- An estimated six million people use one of the county's 27 branches every year
- Olson did not respond to a request for comment

### **Budget**

The Proposed Library FY15 Budget, if adopted, would allow the Library District to maintain library services at the same level as the current fiscal year, assuming a moderate Library District tax rate increase and borrowing some or all of the remaining available fund balance funds. Should a tax rate increase not be approved, the Library District would need to reduce the budget by approximately \$5.4M resulting in library closures, employee layoffs and reduced services.

### **Proposed Library Bond Projects Update**

- At their February 21<sup>st</sup> meeting, the Pima County Bond Advisory Committee was provided with a presentation of tentatively approved and new library projects. Questions raised by speakers during public comment were mostly around site selection for a Southeast Regional Branch Library
- The Committee asked that the Town of Sahuarita prioritize bond projects proposed by and within the jurisdiction (i.e., the Library District)

The Library presentation included the following proposed bond projects:

1. West Valencia/Southwest Branch Library
2. Southeast Regional Community Branch Library/UA Tech Park
3. Sahuarita Branch Library
4. Flowing Wells Branch Library Expansion.
5. Joyner-Green Valley Library Expansion

### **Safety/Security**

A meeting was held recently to discuss and recommend improvements to communications among staff, security guards and special duty officers when an incident escalates. Recommendations include clarifying roles, purchasing additional radios for on-site use and training for all library staffs.

The Library and County Sheriff's Office continue to monitor and recommend safety and security improvements for all libraries.

### **Partnership/Grant/Donation News**

- Friends of the Pima County Library made a donation of \$85,000 in Feb.
- 2013-14 American Dream grant is an ALA/Dollar General grant in the amount of \$15,000 focuses on programs for New Americans and English Language Learners. The Library has received this grant three times (2008, 2010 and 2013) and used the money for Literacy Connects' English Language Classes
- A collaborative project with the County school Superintendent's Office resulted in 10,000 library cards being issued to 18 Head Start Schools through 13 branch libraries during Love of Reading Week and beyond. Head Start students also visited their local libraries during the week

### **Reaching Out**

I have made it a priority to become familiar with our community partners and leaders throughout Pima County. Recent opportunities included:

#### Community Organizations

Friends of the Pima County Public Library Board  
Literacy Connects Executive Board and Building & Governance Committees  
Pima County Bond Advisory Committee  
Tucson Festival of Books Steering and Authors Committees  
Garden District Neighborhood Association  
Los Angeles Public Library Staff Tour/Visit  
Interviews with KOLD13, Green Valley News, PCC AZTEC, Arizona Daily Star  
Pima County Workforce Investment Board Meeting

Pima County Departments

County Addressing Poverty Working Group  
Economic Development Team Website Review  
Facilities/Management  
Finance  
Health Services  
Information Technology  
One-Stop  
Real Property

Workshops, Seminars & Events

PCPL Staff Recognition Event/Exceptionality Awards  
United Way Early Education Breakfast  
State of the Town of Sahuarita Luncheon  
Workplace Violence/Bullying/Ethics Mandatory Training  
FEAT Mixer at Maker House  
ReadersFirst Conference Call Meeting  
OCLC/Americas Regional Council Meeting

Community Leaders

Greg Caton, Town Manager, Oro Valley  
Marcy Euler, Executive Director, Tucson Festival of Books  
Jaymie Jacobs, Constituent Services, Office of the Pima County School Superintendent  
Renee Clift, Associate Dean, UA College of Education

Branch Library Staff Visits

Joel D. Valdez Main Library  
Murphy-Wilmot Library  
Nanini Library  
Valencia Library

***SAVE THE DATE!***

- *Tucson Festival of Books, March 15-16, 2014*

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**FROM:** Karyn Prechtel  
Deputy Library Director

**SUBJECT: Public Service Report - February 2014**

February is a busy month for libraries in Pima County. AARP and VITA tax help is in full-swing at 10 locations – with people waiting in line for assistance. We celebrated African American History Month and the Chinese New Year with displays and programs at several library locations, and we participated in western stories and activities for Rodeo Week! Probably the most exciting events in February centered on Love of Reading Week. We visited schools, held puppet shows, and read to kids of all ages; but nothing compared to the free books that we gave away! Books left over from last year’s summer reading program were handed out during Love of Reading week at all library locations. Some branches gave them away at programs and storytimes; some created clever ways for kids to ‘earn’ their books – by either checking out a library book first, or by adding to their ‘love of reading tree.’ Either way, kids left with big smiles on their faces all month long.

### **District 1 – Ally Miller**

#### **Dewhirst – Catalina Library – Bethany Wilson**

In an effort to increase meeting room use and the number of library-sponsored programs at the branch, Dewhirst-Catalina Branch Library is proud to announce the formation of a knitting circle! The aptly named “**Knotty Knitters**” meet every Monday afternoon from 1pm-3pm. Any and all yarn lovers are welcome to attend and the group is showing great promise and already boasts “regulars” who show up at every meeting. We hope to see the group continue to grow in the coming months and intend to develop and present more library sponsored programs in the future. Stay tuned!

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

During the month of February, Oro Valley Library is sharing its **Love of Reading** by providing free, new books to children who attend various library programs such as Read to a Dog, Take your child to the Library day, and the Osiris-Rex program presented by the NASA team at the UA. Also, children who come to the library on Valentine’s Day and check out a book will receive one free book.

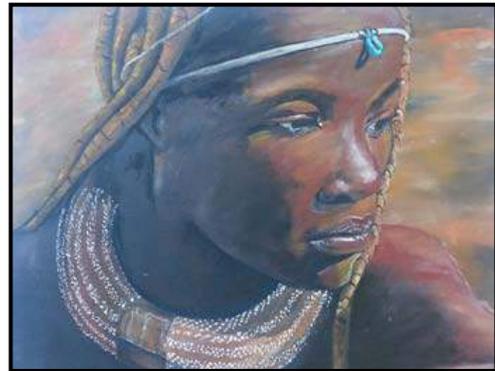
**Rape Aggression Defense Class:** This 3-part self-defense class for women was offered to library patrons in partnership with the **Oro Valley Police Department**. The training empowers participants to fight back against crime with awareness, prevention, and risk avoidance. Classes were taught by OVPD officers.

## **District 2 – Ramon Valadez, Chair**

### **Eckstrom-Columbus Library – Mary Sanchez**

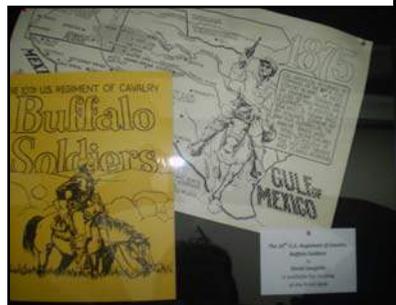
The **Association for Supportive Child Care Arizona, ASCC**, is hosting the **Kith & Kin** Program at Eckstrom-Columbus Library from January 27-May 19. The program provides 14 weeks of early childcare training for caregivers who take care of young children in their homes. A sample of the training topics include: health & safety, First Aid/CPR Certification, nutrition, developmental ages & stages, language and literacy. The program is held in Spanish and provides transportation and onsite childcare. We are happy to report that the program has reached its capacity of 20 adult participants for this series and has generated more interest by community members for future offerings. Library staff will work with Kith & Kin staff to present the language and literacy portion of the training.

The **Community Art Show** at Eckstrom-Columbus Library runs from February 2 through March 14, 2014. Fifty-four artists (including children, teens and adults) submitted a total of 79 pieces as part of the show's Call to Artists. One piece of art from all 54 artists is on display. The gallery opening reception was held on February 5, 2014, with approximately 70 attending. *African Woman*, a painting by Eduardo Madril is just one of the many stunning art pieces on display.



### **Quincie Douglas Library – Sharla Darby**

Quincie Douglas Library is hosting for the entire month of February, in honor of African-American History Month, prints by the artist David Laughlin about **Arizona's Buffalo Soldiers**. These depict scenes from the everyday life and struggles of soldiers in the desert such as riding rough terrain, chasing outlaws, settling down for the night, and cooking up grub.



Two children's programs will be hosted in February. Marjorie Pellegrino will present her program **My Family/Your Family, Mi Familia / Tu Familia** on February 14, Valentine's Day. The program motivates people of all ages to engage in family recollection, writing, and illustration. This program was arranged as part of our "Love of Reading" week events along with giving out free books to children during the week. Children have been leaving with smiles with books they picked out during the week. Children in particular will also find enjoyment in our

other children's program to be hosted on February 13, "Awesome Air and Stomp Rockets." The emphasis on science is important along with cognitive skills used to create and demonstrate these fun high flying machines.

### **Sahuarita Library** – Michele White

Sahuarita Branch celebrated **Love of Reading** week with the puppet show "Punch and Judy" presented by Gwen Ray of Hanuman Puppet Theatre. The library was full of giggles as the mischievous baby antics created chaos for Punch. Also during "Love of Reading" week, Sahuarita offered every child a free book to take home and keep if they checked a book out.



### **Santa Rosa Library** – Susan Husband

Each afternoon when Drachman School dismisses its students, 30 or 40 of them make a bee-line for the library. In addition to the draw of free computers, our **Healthy Snack Time program** has made the afternoon a happy time for these kids. They sit at tables in our meeting room and enjoy a variety of granola bars, fresh fruit, cereal or crackers and some type of beverage, all provided through the **Community Food Bank of Southern Arizona**. After sitting and talking with their friends they can go on to playing computer games, board games and puzzles or working with the Homework Help tutor. Staff has noticed a marked improvement in the behavior of the kids since we implemented this program. They are calmer and less likely to fight and argue with each other as they play together after snack time. Earlier this month a group of student nurses gave a short presentation on the importance of hand washing during the program. On February 11 a contingency of visiting librarians from Los Angeles Public Library visited to observe our Healthy Snack Program.

The **From Animal House to Our House** program featured the humorous and touching story of a newly married couple who purchased and restored a Victorian era brownstone in Baltimore. Ron Tanner's book, *From Animal House to Our House, A Love Story*, (Academy Chicago Publishers, 2013) tells the tale of their adventures, both in rehabilitating the wrecked house and in building their relationship. The author's presentation was entertaining and was enjoyed by those attending.

## **District 3 – Sharon Bronson**

### **Caviglia- Arivaca Library** – Leesa Jacobson

February got off to a great **Love of Reading** start in Arivaca. Kids are reading up a storm and already asking about the Summer Reading Program (still over three months away). During Valentine's Week the library held a successful B.O.G.O. event for kids (Borrow One, Get One). After checking out a book on their library card, there were plenty of smiles when kids got a free new book to take home and keep.

### **Flowing Wells Library** – Karen Greaber

Several staff members read to children at Homer Davis Elementary School for **Love of Reading** Week. A few days later, Beverly reports that one of the children came up to her in the library and asked for a copy of the book Beverly had read. It's nice to know that our outreach activities have an impact.

**Geasa-Marana Library** – Vicki Ann Duraine

Tax preparation is in high-gear as community members utilize the **United Way/VITA tax service**, causing the volunteer tax preparers to work overtime. No one is complaining though as the volunteers always express satisfaction in a job well-done.

We made three trips to the Marana Food Bank to restock books distributed during **Love of Reading Week**. Participation was high in the library as well. In addition to the kid's delight in receiving a book, they were delighted to talk about their favorite authors or books and display their picks in the window.



Our smallest customers and their parents and caregivers are flocking to baby storytimes in record numbers. We have seen our numbers jump in the past couple of weeks with about twenty participants eager to listen to stories, sing songs, do fingerplays and interact with each other.

**Nanini Library** – Kristi Bradford

Nanini's weekly **Job and Computer Help** sessions have been running with the tireless help of a volunteer for almost four months. He is a retired electrical and software engineer with 35 years' experience working and teaching. He recently reported that a two-year Job Help user at Nanini came in last week with the wonderful news he had gotten a job, finally, and wanted to thank both our volunteer and the paid Computer Instructor who left last fall to teach English in Japan.

Nanini's full to capacity English Language classes were so upset with the news of HB2379 that they mobilized. Each student wrote a letter expressing how important the library classes are to them and the community as a whole. These letters were then sent off to the offices of Literacy Connects to be forwarded as Letters to the Editor for the Arizona Daily Star.

**Salazar-Ajo Library** – Linda Lam

It's that time of year again when the Salazar-Ajo library presents the four movies filmed in and around Ajo. This year we added a community panel consisting of residents living in Ajo during the filming who shared their outlooks on what it was like when Hollywood arrived.

It was a very successful **Love of Reading** week with 465 books given away. A majority was distributed to the Ajo Unified School District students grade Pre-K to 9. However, there were a noteworthy number of books given away to the Ajo Head Start program, the Ajo Christian Academy, and the 19 homeschool families who stopped by the library to choose their books.

**Southwest Library** – Paulina Aguirre-Clinch

Library Associate Erika and I visited Robles Elementary School for **Love of Reading** week and gave away about 450 books. The kids could barely contain themselves during storytime. Actually, they didn't really contain themselves. I'm almost certain the entire school heard the kindergartners screaming "go away big green monster" at the top of their lungs. Luckily, we were invited back.

During Love of Reading Week at the branch, children received a free, brand-new book to take home when they checked out library books.

### **Wheeler Taft Abbett, Sr. Library – Cat Strong**

Our **reading partners** program is going strong at Wheeler Taft Abbett Sr. Branch library. Miss Otzie and her puppet friends share their enthusiasm for reading every week following our preschool storytime. In January, Miss Otzie had the opportunity to become an international

reading partner when she shared her love of reading with a family visiting from South Korea. The family is in Tucson for just a few weeks and found the library a welcoming environment for their visit. We are also excited to add a second reading partner, Miss Marisa. Miss Marisa is a native Spanish speaker from Spain and will be sharing her love of reading with kids in both English and Spanish. Several of our storytime families have shared that they are happy to have additional Spanish programs here in Marana and North Tucson.



Adult Services Librarian, Gayle Willer, was invited by the **computer club at the Sunflower community** to talk about the Overdrive E-book service provided by the Pima County Public Library. Seventy people attended. About a quarter of the attendees said that they had not been to the library and did not have library cards. We issued new cards as a result of this presentation. Gayle was even stopped while shopping at the Safeway grocery store and thanked by a woman who had been at the presentation. Her e-book download was a success!

### **Woods Memorial Library —Coni Weatherford**

In honor of **African American History Month**, Woods Memorial Library created a life-size back wall display of African-American leaders. The back wall is one of the first things that you see as you are coming into the library. The wall displays a life-size Martin Luther King, Shirley Chisholm and an enthusiastic Angela Davis. To involve the community and our group of students we placed a questionnaire asking the students if they recognize the Civil Rights Leaders. Many of our patrons have noticed and made positive comments about the display.



### **District 4 – Ray Carroll**

#### **Dusenberry-River—Dianna Thor**

What's not to love about reading? While **Love of Reading** week is designated as February 10 through 14, we've been celebrating all month long, and encouraged our young customers to share their love of reading, too. Our creative staff formed a bare tree out of newspaper to display in the lobby, and kids were invited to share the title of their favorite book on a heart to hang on the tree. In exchange, they were eager to choose a free book to keep. Hundreds of children have participated.





Additionally, our children's librarian, Meg, made several outreach visits to preschools and elementary schools, and distributed many new library cards to young readers, as well as a new book for each.

One delightfully surprised girl exclaimed "You mean I get to keep this?!"

Adult customers at Dusenberry-River Library are learning to love reading on their digital devices. With our new mobile "lab" of 12 laptops, we've been able to expand our digital download class offerings. We can now schedule classes during open hours in our meeting room and accommodate more people at one time. Our computer instructor and adult services librarian team teach the classes and focus on a different device each time. The first class was specific to iPad, and a class to focus on the Kindle Fire is already in the works. All indications are that these classes will be popular and full into the future.

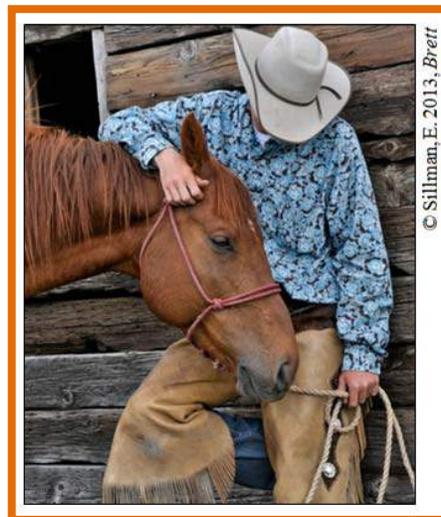
#### **Joyner-Green Valley – Donie Gignac**

The Green Valley Friends-funded **Focus on Art** programs are very popular and are always full to capacity. We've even had to turn people away. The **Santa Cruz Valley Historic Lecture Series** continues to draw capacity audiences that are interested in the history of the Green Valley area. JA Jance tickets were available for pick up a week before her scheduled program. They "sold out" in 20 minutes!

The Green Valley Library is very pleased to welcome two recently hired librarians – Mary Sue is the adult services librarian and volunteer coordinator. She will work with the "Books on Wheels," computer lab, and all other general volunteers, which number about 100 during our peak season. She also takes over adult programming which is at its height now during the winter season. Jennie takes over services to young adults. She will be working with area schools and youth at the Amado Youth Center in Amado itself.

#### **Kirk-Bear Canyon – Daphne Daly**

In February, the library celebrated its rural, equestrian roots for La Fiesta de los Vaqueros (Tucson's Rodeo season). On February 18, in front of the library, kids and families visited J.J. the Clydesdale, Buddy the miniature horse, and Dillon the Shetland pony. Kids learned about different sizes of horses and what they do to help the community. Also, throughout the month, *Visions of the West* was on display in the library's gallery. The exhibit features photography by Edlyne Sillman, shot in June 2013 on the Mantle Ranch in Three Forks, Montana. The public had a chance to meet the artist at an opening reception in the library, on February 2.



Faculty and students from the **UA College of Pharmacy** presented a Brown Bag Medication Review on February 15. The public brought in medications they were taking — prescription and over-the-counter — to ensure both appropriateness and safety, or to just ask

general questions about medications. Also this month, four sessions of Tai Chi for Health were presented by Heather Chalon. This six-session program focused on balance, fall prevention, mobility, increasing muscle strength, and improving mental focus.

**Miller-Golf Links** – Mary McKinney

At Read to a Dog on Tuesday, February 4, while waiting for his turn to read to beloved dog Jesse, Atticus used giant foam letters to spell Jesse's name.

The Pima County Assessor's Office assisted over 300 widows/widowers and disabled persons during the four property tax exemption sessions held at Miller-Golf Links.

Through a partnership with TEP, Miller-Golf Links held a **Home Energizer Workshop**. Twelve attendees were inquisitive and attentive participants as Brian from TEP tested their energy conservation knowledge. Is your thermostat at 68 during the winter? Have you checked the temperature of your refrigerator lately? Each attendee received a reusable bag full of items they can use at home to save energy and money.

**Murphy-Wilmot** – Daphne Daly

January and February at Murphy-Wilmot means, among other things, **Armchair Adventure** time! It's a perennial program favorite, and Armchair Adventure presenters traveled to Spain, Nepal, Syria, and the Canadian Maritimes and other beautiful locales. Our customers come back week after week to see where we're going, and it doesn't cost the library a dime!



Canada (courtesy of Diane Monnier).



During the week of February 9-15, almost 200 children expressed their fondness for stories by adding a heart with their name and the title of their favorite book to our **Love of Reading Tree** on display in the children's area.

Each child received a free book of their choice to take home and keep for their very own



A Syrian market (courtesy of Stan Steik).

## **District 5 – Richard Elías**

### **El Rio Library – Emily Lane**

El Rio Library had a very successful **Love of Reading Week**, giving away books to everyone who attended Storytime or Homework Help. In addition, we offered a free book to any child that checked out a book all week! Adults weren't left out this week either! We also made a display for **Blind Date with a Book**, challenging library users to pick a book outside their "comfort genre" and take home a wrapped book without having read the title or description. We brought some of our blind date books to the **El Rio Senior Center's Fiesta del día de Amor y Amistad** and 10 people decided to try it out check out a mystery title! What a great week for celebrating reading!



### **El Pueblo Library – Aaron Valdivia**

Our new **Homework Help partnership with the YMCA** continues to be a huge success. They bring up to 15 kids at a time, along with coordinators to assist with tutoring kids. We have new HH volunteers as well to help our paid HH tutor with the increase in attendance.



On February 15, we were invited to participate in a **Job Path Career Fair** at the El Pueblo Activity Center, along with other community agencies to promote employment and skills development. Staff from El Pueblo Library provided information and resources related to job development and training for the public. Attendees were excited to hear about the library's job help program, computer classes, and GED resources. We also provided free GED test prep books. There were over 100 people in attendance.

### **Himmel Park Library – Sharla Darby**

On February 8, Himmel Park Library hosted the **Year of the Horse Celebration**. For the Chinese New Year, we had horse-themed crafts, a gigantic color-by-number mural, free books, live music, calligraphy, face-painting, storytelling and fortune cookies (with fun fortunes written by Himmel staff). We had an amazing turnout; 230 people of all ages came to join in the fun and strengthen their luck for the New Year! The Chinese New Year Celebration has taken place at Himmel Park Library for years, as a way to connect with the surrounding community, as well as share a unique cultural practice.



On February 10, Himmel Park Library hosted an **Arizona Humanities Council** program with Dr. Albrecht Classen speaking on the subject of *Quest for Religious Otherness: Medieval Mysticism and Modern Spirituality*. The program was attended by 29 people who were excited and engaged throughout the presentation. The open discussion period which followed the lecture was lively and informative. Proof of the crowd's satisfaction was evident in the fact that nearly every attendee filled out an audience evaluation form and every single patron gave Dr. Classen and the lecture top marks and many commented on what a wonderful program it was. We look forward to more successful Arizona Humanities Council programs in the upcoming months!

#### **Joel D. Valdez Main Library – Sandy White**

On February 6, we had a **small business and nonprofit program** that taught 22 attendees how to use ReferenceUSA to find customers and donors. The **Grants & Nonprofit Info Center** also hosted its first workshop on using the Foundation Grants to Individuals Database on February 28.

Tom Farmer provided an orientation to 24 entrepreneurs from the **Microbusiness Advancement Center** on February 1 and to 11 people in a **SCORE business class** on February 12. Attendees learned how library resources like ReferenceUSA can be used to develop business plans, select a business location, and to identify competitors and potential customers.

#### **Martha Cooper Library – Dianna Thor**

Love is in the air. . . To celebrate **Love of Reading** week, we've been giving away free books to kids all month long (or while supplies last). Whether a child attends a program in the branch, checks out a book, or is lucky enough to be in one of the many classrooms that our children's librarian visited this month, he or she each gets to choose a free book to take home and keep. The excitement has been running high for kids and staff alike; there's nothing like the smile on a child's face when they receive a brand new book to call their very own!

On the day before Valentine's Day we offered a crafting program in which kids and teens had the opportunity to express other kinds of love. We provided the supplies for them to create cards or to decorate small boxes with their own special messages inside. Several of the teen guys quite unexpectedly made a valentine for each staff person who was in the branch that day. Particularly surprising was that one of these young men is a regular customer who, just a couple weeks ago, was given a verbal warning due to his bad behavior in the branch. His valentine message to the branch manager was "thank you for being so nice."

#### **Mission Library – Margaret Wilkie**

Jane, Mission Library's Children's Librarian, made two outreach visits to Tucson's **Assistance League's Operation School Bell**. On February 11 and February 18, she told stories, sang songs, and entertained the children waiting to be outfitted with new clothes and school supplies. Some of the children recognized Jane from her previous visits to their elementary schools, Oyama and Hollinger.

This month, Mission Library's new Young Adult Librarian, Amanda, has had a great time introducing Minecraft to the kids and teens attending our weekly, "Games Galore." There has been a palpable excitement in the room as they experienced this game for the first time or when they returned to play it again.

### **Valencia Library – Kathy Konecny**

Excitement, learning and science collided Saturday, February 1 when the **Physics Fun Factory bus** drew 100 community members of all ages to the Valencia Library for an **Arizona SciTech Festival event**. Sponsored by Las Puertas Community School, the event used creative, hands-on activities to explore scientific properties using bicycle wheels, massive magnets, bowling balls and even a vacuum cleaner. A steady stream of children, teens and parents gathered to use everyday objects to build items that included motorized pens and toys that walked. A team of parents, children and library staff constructed a giant dodecahedron outside the library.



On February 7, over five separate, consecutive sessions, Librarian Jenn Berry taught **San Miguel High School's** entire freshman class how to download eBooks. Students armed with tablets, smartphones and Kindles came to the Valencia Library eager to learn how to fully utilize the library's eBook collection for their studies and for fun. One-hundred-fifteen students plus two teachers participated and over 31 new library cards were issued.

## **Library Service Managers**

**Bonny Bruce** – The Growing Librarian's Planning Team has begun a recruitment campaign to encourage PCPL staff to join. Flyers describing the benefits of participating have been sent out to managers for posting at branches. **Growing Librarians** is a team that offers support to PCPL staff members currently enrolled in library school or considering librarianship as a career. Members of the team are encouraged to attend meetings every six weeks that will inform them about topics such as navigating through school, exploring career possibilities, and pursuing the positions they want most. Meetings may include panel presentations, guest speakers from near and far, or field trips to a variety of libraries.

**Jere Voigt** – Jere and Bonny are working with a team of branch managers and assistant managers to develop training for In Charge responsibilities.

## **Activities funded by Friends Groups**

### **Friends of the Joyner Green Valley Library**

Green Valley Library - 4 "Focus on Art", 3 Laughter Yoga, 4 Language Exchange, Symphony preview, Create Club

### **Friends of the Kirk – Bear Canyon Library**

Bear Canyon Library – Lego Club, presented by Bryan Silva; Tai Chi for Health, presented by Heather Chalon.

### **The Friends of the Oro Valley Public Library**

Oro Valley Public Library – Oro Valley Heritage Collection, Storytime Crafts, Snacks for Teen Advisory Board, Chess Club, Scrabble Club, Bridge Club, Rainbow Magic Fairies Book Club crafts, Magic Treehouse Book Club crafts, Crafty Readers, Drawing Studio – Introduction to Pastels, Teen Movie & Popcorn – Teen Zone, Teen Art Expressions – Teen Zone, Sisters of the Earth Book and Discussion; Great Decisions program.

### **Friends of the Pima County Public Library**

Arivaca Library – Love Reading Week

Himmel Library – Storytimes, Chinese New Year Celebration, Homework Help, Earthworks Science Program, Teen Gaming, Arizona Humanities Council Program with Dr. Classen, Tai Chi for Health.

Joyner-Green Valley Library – Drawing Studio

Kirk-Bear Canyon Library – Dinosaur Discoveries, presented by Children's Museum Tucson.

Main Library – Preschool Storytime, Toddler Storytime, Up, Up and Away! Teen Zine Workshop, Run Your First 5K or Half-Marathon

Martha Cooper Library – Drawing Studio, Valentine's Day Creations, Come Craft with Us! Love of Reading Week, Teen Lounge.

Mission Library – Family Storytime, Teen Drop-in Craft

Nanini Library – Chess Club, Valentine program for adults, Tea Pot Cozy program for adults, Squishy Circuits science program, Saturday "Steam" punk program, Rodeo program with horses, Adult Book Club, Teen Book Club, and Free Book Fridays for Love of Reading.

Quincie Douglas Library - My Family/ Mi Familia writing program, Beading Circle

River Library – "Writing About Place" nonfiction writing course, Science Saturday programs: "Squishy Circuits presented by the children's librarian, and "Reptile Rally" presented by the International Wildlife Museum.

Wheeler-Taft Abbett Library – Science Saturday, Family Fun Storytime, Chess Club, Teen Advisory Board, University of Arizona Museum of Art series

Valencia Library – Create Club, Teen Lounge.

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**FROM:** Amber Mathewson  
Library Deputy Director

**SUBJECT: Strategic Initiatives Report – February 2014**

**Health Initiatives**

**Health Insurance Marketplace and the Affordable Care Act** - The Library continues to work with area agencies to provide information to individuals signing up for health insurance. There will be a statewide push for signups on March 1<sup>st</sup> for the March 31<sup>st</sup> deadline.

**National Library of Health Project** – The Library was the recipient of funds from NLM for Health Awareness promotion. Our Health Information Literacy Team (Susanna Connor, Kara Mills, Karen Greaber, Daniel Lopez, Angela Harper and Jenn Berry) has been working on the following:

1. Compiling survey results from community needs assessment
2. Creating Health Kits that can be used by branches for programming and working with children's librarians to make sure there are kid-friendly materials
3. Training for staff and attending health outreach events
4. Creating flyers and bookmarks
5. Programming: Healthy Aging – Tai Chi, Medication Review, Diabetes prevention and management, Senior Health Information on the Internet, Plant-based nutrition for Everyone, Beating Heart Disease, & Eating Well
6. Selecting promotional items for programs and outreach events.

**Technical Services Department** – Diane Ward, Manager

Technical Services continues to clean up PCPL's holdings in OCLC from a report generated by OCLC. Library intern, Monica Creps-Milligan, is working on this project. She will also help with the re-indexing of the library catalog. Tech Services is caught up on all orders from the Collection Development Office and has begun completing daily so that staff and patrons will know what titles to anticipate for the future.

### **Adult Detention - Dawn Gardner**

The law library staff members at the ADC (Harold Foster, Cynthia Rieck, Carol Elliott, Neal Schlein, Stephanie Mitchell, Amy Erives, and Wayne Carlson) are continuing to serve inmates by providing them with legal assistance and materials, including citations, photocopies, rules, guidelines, books and supplies. General library service – the distribution of books and magazines – continues to be provided to approximately 20 “points of service” by Wayne Carlson, Briana Irvine, and Rebecca Abitia. Notary service is being provided to inmates by Harold Foster.

## **Library Service Manager Reports**

### **Communications and Systems Office – Jen Maney, Library Services Manager**

#### **Web Development Librarian Scholarship**

**Web Development Librarian Jenny Gubernick** was chosen to receive one of only nine \$1,000 scholarships to defray costs associated with attending the Code4Lib conference. Jenny will be the first PCPL employee to attend Code4Lib as part of her job duties. Code4Lib is an egalitarian collection of people dedicated to making technology work for libraries. See the announcement about the award at <http://code4lib.org/node/493>.

#### **Social Media Librarian Wows at the American Library Association Midwinter Conference**

**Lisa Bunker, PCPL's Social Media Librarian**, was invited to speak at ALA Midwinter at *The Masters Series*, which brings together a panel of librarians who do “wonderful and interesting things within the profession” to share “all the awesomeness to inspire others.” Lisa talked about PCPL's Catalyst Café, which she started 3 years ago, focusing on the Café's motto of “Ideas + Community = Energy.” Lisa's talk was EXTREMELY well-received, and she was featured in **American Libraries Magazine** (<http://www.americanlibrariesmagazine.org/blog/showing>) and in **ALACognotes** (front page!) [http://www.nxtbook.com/nxtbooks/hall-erickson/alacognotes\\_midwinterhighlights\\_201402/](http://www.nxtbook.com/nxtbooks/hall-erickson/alacognotes_midwinterhighlights_201402/) after the conference as a Midwinter highlight. Lisa was also featured in the *Top Technology Trends Discussion Session*, which brought together five experts to discuss changes and advances in technology.

#### **PCPL staff Tour Entrepreneurship Spaces in Mesa, Scottsdale, and Phoenix**

**Lisa Bunker, Michelle Simon**, and Pima County One Stop Business Outreach Project Manager **Nils Urman** toured the new “Alexandria Network” (an ASU partnership) libraries in the Phoenix area. All three spaces have been designed to house the library's job help, micro- and small business, and maker services, and support activities like classes, “lean startup” workshops, meet-ups, study & research, prototyping (3-D printer/holographic computer), recording, and videotaping. Lisa is working with Michelle and Joel D. Valdez Main Library management to plan our own space for business and startup programming.

#### **Electronic Resources Librarian chairing State Library Resource Advisory Group**

**Electronic Resources Librarian Jennifer Caldwell** was chosen to chair the Arizona State Library's committee on electronic resources. This team is charged with selecting, procuring, and promoting electronic resources statewide. In February the group will review proposals from vendors to provide electronic resources for the state and select a well-rounded package of products to support libraries across the state. This group will meet regularly to develop staff training for these resources and to help Arizona libraries promote our electronic resources to the public.

### **Programs and Partners Office** – Beth Matthias-Lohgry, Library Services Manager

As part of Love of Reading Week and Adult Literacy Week, the Programs and Partners Office is working with the El Pueblo Branch Library to donate a large number of 2002 GED books to JobPath's Training and Education Opportunities event that is being held at the El Pueblo Center on February 15, 2014. These GED books will be offered for free to individuals and families.

On February 21, the Programs and Partners Office distributed our third press release for the 2013-14 American Dream grant year. Regular press releases about the grant are part of the grant requirements. The American Dream grant is an ALA/Dollar General grant focusing on programs for New Americans and English Language Learners. PCPL has received this grant three times (2008, 2010, 2013), and we have used the money towards our thriving Literacy Connects English Language Classes each time. The latest press release is about a refugee woman named Howa from our Santa Rosa English Language Class. Here is a portion of Howa's story and a photo of her with her husband and her English teacher, which appeared in the press release.

*Howa, an adult learner from Somalia, came to the Santa Rosa library class last year, hoping to learn English. In Somalia there is no written language, so she didn't know how to read or write. She has worked very hard to learn how to hold a pencil, write letters and read simple words and sentences.*

*Last week she read her first book by herself, a very simple book about community members' occupations.*

*When she finished reading the book, she shut it, gave it a big kiss and announced to the class, "I love this book! I love this teacher!"*



**DATE:** March 3, 2014

**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:** Pat Corella  
Library Deputy Director

**SUBJECT: Support Services – February 2014**

#### **Comprise Technologies**

The Comprise and installation of the coin towers are close to completion. This will allow Library to publicize to the public the E-commerce and the smart-money options, including online fine payments from home or using any PCPL computer in the building. The revised procedures should be complete within a few weeks; however, that date continues to be a moving target. Library staff is currently going through the initial Comprise training which should be accomplished within a month or two.

#### **Flowing Wells Project**

The expansion of Flowing Wells has been placed along with other Capital Improvement projects that will go to the voters for public approval in the next bond election.

#### **The UA Tech Park Project**

The “Y” and Library have scheduled several meetings and continue to discuss options for a partnership project that include development of “Y” and Library facility on the east end of the UA Tech Park. This combined facility will provide service to the Rita Ranch and Vail area. This project is on the shortlist for the next bond election.

#### **Sahuarita Project**

A total of three (3) potential Library sites have been reviewed and explored by Facilities Management and Library staff in the hope of eventually building a full-service, stand-alone library facility that will provide library service to this community. This project is on the shortlist for the next bond election.

#### **Southwest Library Project**

A full-service Library facility site for the southwest area has not been selected; however, this project is on the shortlist for the next bond election. The search for a site will continue.

#### **Miscellaneous Projects**

The Capital projects and bond election await a decision to be made in the not-too-distant future. Incidental and related smaller projects that crop up during the course of the year will be addressed as they happen. The Board of Supervisors approved and postponed the bond election to 2015.

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**TO:** Library Board, Pima County Public Library  
Board of Directors, Friends of the Pima County Public Library  
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Board of Directors, Friends of the Arivaca Library  
Board of Directors, Friends of the Oro Valley Library  
Pima County Public Library Foundation Board

**FROM:** Kenya Johnson  
Library Community Relations Manager

**SUBJECT: Communications & Publicity – February 2014**

**Public Libraries Magazine – Library Nurse Program Featured in 2014 Innovation Issue**

The January/February Innovation Issue of Public Libraries (the official publication of the Public Library Association) published the feature article co-authored by me, Amber Mathewson, and Karyn Prechtel: *From Crisis to Collaboration: Pima County Public Library Partners with Health Department for Library Nurse Program.*

**Arizona Daily Star and Tucson Festival of Books**

Two of our librarians, **Mira Domsky and Helene Woodhams**, had guest articles published in the Star on Feb. 9 and Feb. 16, respectively, through a collaborative effort with the newspaper to raise awareness of the Library's involvement with the Tucson Festival of Books. Both Mira and Helene have worked on the Library's planning committee for the Festival for several years.

**Free English Classes at the Library/American Dream Grant Publicity**

In partnership with Literacy Connects, the Library provides free English classes to adults at a number of branches throughout the week. I pitched the idea to **KOLD-13/KMSB-11** reporter Lydia Camarillo, and she ran a story about the program on Feb. 20.

The media release that was distributed on Feb. 21 will be re-published in **Arizona Bilingual Newspaper**, and the **Arizona Daily Star** sent a reporter to cover the story at Woods Memorial Library on Feb. 24.

In addition, I was invited by the editor of Public Libraries, a publication of the Public Library Association, to submit a short piece about the program for **PLOnline**, the PLA's website.

**Media Outcomes**—The media outcomes for February are below:

<b>DATE</b>	<b>NEWS RELEASE HEADLINE</b>			
2/21/14	Library sees increased demand for free English classes			
<b>Total Outcomes: 12</b>				
<b>OUTLET</b>	<b>DATE</b>	<b>HEADLINE</b>	<b>REPORTER</b>	<b>MEDIUM</b>
Public Libraries Magazine	January/February	From Crisis to Collaboration: Pima County Public Library Partners with Health Department for Library Nurse Program	Kenya Johnson, Amber Mathewson, Karyn Prechtel	Print, Web
Phoenix New Times (blog)	2/3/14	Arizona librarians warn that libraries would be hit hard by proposed legislation		Print, Web
Arizona Daily Star	2/3/14	State proposal would gut local libraries, Huckelberry says	Joe Ferguson	Print, Web
Arizona Daily Star	2/5/14	Our vital libraries would be damaged under tax plan	Editorial	Print, Web
Fox 10 (Phx)	2/4/14	Arizona library bill: Concerns about closures, cuts to branches	Jill Monier	TV, Web
Arizona Daily Star	2/9/14	Sci-fi and fantasy at the Tucson Festival of Books	Mira Domisky	Print, Web
Green Valley News	2/9/14	Bill could close Sahuarita library, heavily impacting GV	Regina Ford	Print, Web
Explorer News	2/12/14	HB 2379 could decimate local library system	Chuck Huckelberry	Print, Web
Sahuarita Sun/Green Valley News	2/22/14	Bills that threatened libraries is amended		Print, Web
Cronkite News	2/10/14	Libraries opposing bill that would limit hikes in levies for special taxing districts	Rachel Leingang	Web
Arizona Daily Star	2/16/14	Mystery panel	Helene Woodhams	Print, Web
KOLD-13 (TucsonNewsNow.com)	2/20/14	Literacy classes offered at local libraries	Lydia Camarillo	TV, Web

# From Crisis to Collaboration

## Pima County Public Library Partners with Health Department for Library Nurse Program

By Kenya Johnson, Amber Mathewson, & Karyn Prechtel

All customers of the Pima County (Ariz.) Public Library system are important community members regardless of race, domiciled status, age, gender, sexual orientation, or physical ability. It is the goal of the Library Public Health Nurse to improve the physical and mental health of library patrons through education, referral, crises prevention, nursing intervention, and disease management nursing care models.—Library Nurse Program Mission<sup>1</sup>

As one of twenty-seven libraries in the Pima County (Ariz.) Public Library (PCPL) system, the Joel D. Valdez Main Library serves a wide array of patrons who represent every sector in this community of nearly 980,000 people. Located in the heart of downtown Tucson in the 85701 zip code, the 96,000-square-foot library opens its doors to government employees, tourists, students, families, business owners, retirees, and residents who live or work nearby. In 2012, there were more than 648,000 visitors at the Main Library alone.<sup>2</sup>

### About the Authors

**KENYA JOHNSON** is Community Relations Manager, **AMBER MATHEWSON** is Deputy Director—Strategic Initiatives, and **KARYN PRECHTEL** is Deputy Director—Public Services at Pima County (Ariz.) Public Library.



Contact Kenya at kenya.johnson@pima.gov.  
Contact Amber at amber.mathewson@pima.gov.  
Contact Karyn at karyn.prechtel@pima.gov.



Kenya is currently reading *Hope: A Tragedy* by Shalom Auslander. Amber is currently reading *The Miracle Life of Edgar Mint* by Brady Udall. Karyn is currently reading *The Goldfinch* by Donna Tartt.

Like many urban and rural libraries, Joel D. Valdez Main Library also serves many patrons with significant social service needs. The staff here is accustomed to referring patrons to outside community agencies regarding housing, medical care, food resources, and other basic needs. However, they also handle incidents involving behavioral health issues, traumatic crisis episodes, medical emergencies, loitering, substance abuse, and volatile physical or verbal confrontations that occur inside and outside the facility. When necessary, staff will call 911 for assistance with these incidents.

While traditional library service provides for information and referral to people in crisis, librarians and library associates do not receive special training in making referrals to social service agencies and seeing someone in need through that process. When situations escalate, the protocol involves onsite security guards or calling law enforcement or emergency medical services to the scene. PCPL's systemwide procedure also requires staff to document serious incidents—especially those involving 911 calls—in the library's online incident report tracker.

What can a public library system do when faced with the challenge of having an unsafe and unwelcoming environment for the community and staff, and at the same time, helping patrons get connected to the critical services that they need? How could we minimize the number of calls to 911 for non-medical emergencies and free up law enforcement resources?

### An Idea Sparks

For most people in this community, the library is the place to go for books, programs, events, information, and learning. For others, the library means refuge, free public computers, and help.

Various government and community organizations in Pima County identify the 85701 zip code as being plagued by homelessness, poverty, and mental illness. With an increase of incidents that coincided with the economic downturn, PCPL staff was concerned for the welfare of the individuals with behavioral health issues and the well-being of the general public that visited any of our libraries.

We were looking for ways to better serve our patrons with exceptional social service and mental health needs when staff

learned at a workshop in 2010 that San Francisco Public Library (SFPL) had partnered with the San Francisco Department of Public Health to hire a social worker. SFPL inspired us to “think outside the library.” Our goals to mitigate the situations at Main Library were straightforward:

- offer more options to help the public;
- reduce calls to 911 for behavioral health related issues;
- improve the community health overall; and
- create an environment that was more comfortable for all patrons and staff.

In 2011, PCPL Library Associate Nicole Huggett (also a graduate student in social work at the time) completed an in-depth white paper that included an analysis of the incident reports at Main Library, a literature review about homelessness in public libraries, and an interview with SFPL's Leah Esguerra, the nation's first full-time social worker employed in a public library.<sup>3</sup> Huggett's research also involved data from a voluntary survey completed by Main Library staff to identify gaps and barriers in library services and community needs.

Lastly, the white paper proposed a program plan to hire a full-time social worker at the Joel D. Valdez Main Library. The components of this position initially included one-on-one consultation with patrons, staff training, workshops and programs, outreach to community members, and outreach to community agencies.<sup>4</sup>

With an opportunity to make a significant change in how libraries addressed patrons with critical needs, we needed a solution that was more than just doable; we wanted a program that would be effective and sustainable.

### Making It Work

*“Pima County Public Library is addressing conditions that have long existed in nearly every urban and rural library in the country.”—Maureen Sullivan, 2012-13 American Library Association president<sup>5</sup>*

After getting the approval from PCPL's Executive Team to move forward with the proposal, we approached the Pima County



Library nurse Martha Cooper at Pima County (Ariz.) Public Library.

(Photo courtesy of PCPL)

Health Department. They were a natural partner to help determine how we could create a social worker position similar to the one that SFPL had implemented.

In talking with the Health Department, library staff learned that a public health nurse (PHN) would be a better fit for the library's needs. PHNs are population-focused, and their work in the community highlights health promotion and disease prevention. Moreover, PHNs provide nursing assessment, education, and case management to patrons of all ages.<sup>6</sup>

Together, PCPL and the Pima County Health Department (PCHD) outlined the scope of what would become the Library Nurse Program. The PHN position was located within the library department, PCPL funded the full-time position, and the PHN would be stationed at the Joel D. Valdez Main Library. PCPL and PCHD would co-supervise the position, with PCHD providing clinical oversight of the program. Both departments would be involved in the hiring process.

In January 2012, PCPL hired the first PHN to work in a public library. The forty hours would be divided among six library locations (Joel D. Valdez Main Library, Eckstrom-Columbus Library, Martha Cooper Library, Sam Lena-South Tucson Library, Santa Rosa Library, and Woods Memorial Library). These were the libraries that staff identified as not being safe and welcoming for patrons and staff. It was

clear that the difficulties were primarily due to other patrons with traumatic crisis episodes and behavior issues.

The PHN works closely with library staff and security staff to intervene during traumatic episodes and provide crisis intervention to patrons with social, behavioral, health, and emotional problems. The PHN also conducts assessments for social, medical, and related services; helps individuals access services and information provided by community agencies; and make referrals.<sup>7</sup>

Although the responsibilities for this newly created library position were expansive, they directly addressed what our libraries needed.

### Helping the Human Condition

*“Suspending judgment goes a long way.”<sup>8</sup>*

Homelessness, personal hygiene, domestic violence, unemployment, detoxification, psychiatric crisis, arguments, substance abuse, nutrition, injury, medication education, and acute or chronic illness were just some of the many issues that patrons in our libraries faced in 2012.

Initially, the Library Nurse Program concept involved hiring one full-time PHN. Six months after the Library Nurse Program began, however, we determined that the work load was too much for one nurse to



Library nurse Daniel Lopez shaking hands at Pima County (Ariz.) Public Library. (Photo courtesy of PCPL)

handle. Instead of sharing one PHN among six libraries, PCPL and PCHD developed a different staffing model that was more sustainable. We were able to come up with a work plan that would distribute the forty-hour position among five PHNs. Members of the team were assigned to work at the six libraries. One nurse, the team lead, worked twenty-four hours between the Main Library and a second library (Woods Memorial Branch Library).

The day-to-day experience for a PHN can vary, but there is a routine that the program has developed. As part of their work, PHNs chart their interactions and communications with patrons, library staff, and security personnel. They walk through the library wearing a stethoscope around their neck to let people know that they are there, and offer blood pressure checks as a comfortable way to engage patrons in conversation. A regular workday also includes checking on the status of established patients and educating library patrons about the PHN's role, schedule, and contact information.<sup>9</sup> Daniel Lopez, the PHN assigned to Joel D. Valdez Main Library and the Woods Memorial Library (and the program's team lead), makes a point to ask patrons to come back to tell him how things worked out. He believes that having good relationships with agencies is the key to his ability to help people who need it the most.

For Lopez, the feedback from patrons is an important part of the evaluation pro-

cess. "I want to know who in the community is taking care of people," he said.<sup>10</sup>

### Successes

*@pimalibrary Congratulations on this story and the entire program! Working toward a similar program here—you inspired us!*<sup>11</sup>

In 2012, the PHNs had a total of 2,181 encounters with patrons over 180 visits at the six libraries. The impact of the Library Nurse Program at the Joel D. Valdez Main Library is especially palpable among the library staff. Overall, 911 police calls were reduced by six percent in 2012, and 911 medical calls decreased by 20 percent.<sup>12</sup> Today, we have a team of PHNs that have regular visit hours scheduled at seventeen of PCPL's libraries and on our bookmobile as well.

The PHNs are coordinating trainings for library staff on relevant topics, mentoring interns and nursing students, and attending meetings with library staff. The University of Arizona, for example, has become a part of the program by sending nursing students to the library for their community health rotation. The students work with the PHNs to conduct community assessments, health education classes, and targeted community interventions, such as an awareness program that was aimed to prevent people from falling. Another group of nursing students developed a project to address hunger.

PCPL workers, on the other hand, are

the eyes and ears for the PHNs and now feel supported to have onsite professionals to handle patron issues that may have resulted in 911 calls in the past.

PCPL, however, is not the only one excited about the program's success. We receive positive feedback from patrons, the community, and other public libraries in the United States, Canada, and overseas. PCHD staff is also presenting the program at national conferences, and stories have been published in professional library and nursing publications as well as on library, nursing, and health-related websites and blogs. Local and national media have brought attention to PCPL by highlighting our unique program and collaboration as the first of its kind.

But when we hear from the people who are being directly helped because of the Library Nurse Program, we know that what we are doing is making a difference. In 2012, we received a letter from one such patron who took the time to let us know the impact the library and the PHN has had on his life:

I would like to especially thank the Library Nurse Emily. As she provided me with shaving razors to have a clean shave on the date of my interview. In addition she provided me with deodorant and lip balm so that I'd feel good/confident going to my interview. These things may sound simple, however without the self confidence that they brought me, I wouldn't have gotten the position.<sup>13</sup>

PCPL was recognized by the Urban Libraries Council (ULC) as one of its ten 2013 Top Innovators at the ULC Annual Forum in Chicago. The Library Nurse Program was selected by a panel of expert judges from more than 140 applications for the fourth annual ULC Innovations Initiative and was recognized in the category of health, wellness, and safety.

### Looking Forward

In late 2012, PCPL was invited to be a part of the Community Health Assessment Taskforce in Pima County and was given the lead to help address the need for health education and literacy in our community.

The taskforce identified five priorities that would make a significant positive impact on the health status of Pima County residents. These priorities include (1) obesity, (2) access to healthcare, (3) economy, (4) quality of care, and (5) health education and literacy.<sup>14</sup> PCPL has created a Health Information Literacy Team of library staff members to take on this project, which will improve the lives of even more people. The success of the Library Nurse Program is evidence that a public library can and does play an important role in building the overall well-being of a community with a population as diverse as ours. The Pima County Board of Supervisors and county administration are both strong supporters of the library's programs and services and have included PCPL in several literacy outreach efforts, as well as the county's economic development plan.

When we first initiated the program, our main goal was to increase the safety and welcoming environment of the library for our patrons and our staff. As we were able to find out more information about the people the PHNs were working with at our libraries, we added some additional goals. Childhood hunger, for example, was identified by the PHNs as a key issue at the Santa Rosa and the Eckstrom-Columbus Libraries.<sup>15</sup> As a result, PCPL staff worked with the PHN at the Santa Rosa Library and a University of Arizona nursing student to create an after-school healthy snack program in the fall of 2013. Twenty-two children participated on the first day of the new program.

The people we are helping through the Library Nurse Program represent every sector of our community in Pima County. They range from the young pregnant woman who is homeless, to the recently laid-off university employee without health insurance, to the underemployed senior citizen facing age discrimination, to the mentally ill veteran who sleeps on the streets. In some

cases, they are gainfully employed, yet facing some challenges that, unbeknownst to them, are compromising their health.

The commonality is that all of these people are experiencing some sort of individual hardship. Many of them come to the library because it is a safe place, and a place where they know they can get good information. By having a PHN in our libraries, PCPL is providing both a compassionate presence and a path toward wellness through education, connecting people to community resources, and direct intervention.

Three years ago when we first learned about the social worker at SFPL, we did not have a clear vision of what we needed at our own library. We did know, however, that we had to do something. Because of the Library Nurse Program, PCHD staff is forging good relationships with community and government agencies that can provide the support and services to library patrons in need. Our collaboration with PCHD has increased our resources and our ability to help more people in our community. Yes, we are a public library; but we are—in many ways because of this program—so much more.

*As a librarian for over thirty years, I have come to cherish the social role of libraries. We spend a lot of time protecting and building collections of books and other resources, and I hope that will always be the case. But today you and your colleagues in the Pima County Library System have built on the concept of library as a social crossroads, and you have stepped forward to serve the community in an innovative and daring manner.*<sup>16</sup>

### References and Notes

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15. Pima County Health Department, Library Nurse Project 2012 Annual Report.
16. Amy Rule, personal letter to the authors, Oct. 22, 2012.