

PIMA COUNTY PUBLIC LIBRARY ADVISORY BOARD MEETING MINUTES

September 2, 2021 4:00 p.m.

Meeting was conducted virtually via Microsoft Teams

- Present: John Halliday, Chair; Elizabeth Soltero, Vice-Chair; Edward Buster; Barbara A. Escobar; Maria Iannone; Craig Kleine, Mary Ann O’Neil; and Betsy Shepard
- Absent: Lorraine Marquez Eiler
- Also Present: Amber Mathewson, Library Director; Karyn Prechtel-Altman, Deputy Director; Michelle Simon, Deputy Director; Sharla Ronstadt, Library Services Manager; Kate DeMeester, Library Services Manager; Beth Matthias-Loghry, Library Services Manager; Amy Rusk, Library Services Manager; Holly Schaffer, Community Relations Manager; Kendra Davey, Literacy Initiatives Program Manager; Ken Zambos, Workforce and Economic Development Program Manager; and Alina Rowe, Richard Elías-Mission Library Manager
- Guests: Adelita Grijalva, Pima County Board of Supervisors—District 5; Kate Hiller, Executive Assistant, Board of Supervisors-District 1; Kylie Walzak, Senior Special Staff Assistant, Board of Supervisors-District 2; and Tom Cashman, Pima Library Foundation

1. CALL TO ORDER AND PLEDGE OF ALLEGIANCE

Meeting was called to order at 4:00 p.m. by John Halliday and the Pledge of Allegiance was recited.

2. CALL TO THE PUBLIC

No members of the public were in attendance.

3. APPROVAL OF PREVIOUS MEETING’S MINUTES

Craig Kleine moved and Barbara Escobar seconded approval of the August 5, 2021 minutes. Motion carried.

4. INTRODUCTIONS

Mary Ann O’Neil, new Library Board member representing District 2, was introduced. She is happy to be on the Board and hopes to contribute.

Director Mathewson also welcomed Supervisor Grijalva, District 5 to the meeting.

5. SUMMARY OF CURRENT EVENTS BY LIBRARY BOARD MEMBERS

Board members updated on Library related activities they have been doing since the last meeting. Some of the responses included:

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- Barbara Escobar commented that she enjoys working downtown and can see the Joel D. Valdez Main Library from her window.
- John Halliday tried out Storyline (recorded stories that are read via telephone) after reading about it in Deputy Director Prechtel-Altman's report. He thought it was fun and educational for kids.
- Maria Iannone forwarded the Storyline information to her clients who have kids.

6. FRIENDS GROUPS AND LIBRARY FOUNDATION REPORTS ON EVENTS AND FUNDRAISING ACTIVITIES ON BEHALF OF THE PIMA COUNTY PUBLIC LIBRARY

Tom Cashman, Director of the Pima Library Foundation, made a correction on what he reported at the last meeting. The Foundation actually added a trust disbursement of \$385,000 to the endowment. He also informed that they had applied for a \$20,000 grant for the outdoor space at the Sahuarita Library, which they received. This will complete their campaign for this project.

7. NEW BUSINESS

A. CONTINUUM OF SERVICE FOR PIMA COUNTY YOUTH

Presentation by Kendra Davey; Literacy Initiatives Program Manager

Historically, services for youth have been divided into two teams—children's services for ages 0-12, and teen services for ages 13-18. However, this didn't align with developmental changes that happen in young people's lives and has also led to some gaps in service.

Most of children's services have been focused on early education in the 0-8 aged group and Young Adult Librarians focus on older teens, so the middle group of tweens was left out. Although this is for a short amount of time, it is during a developmentally intense time. There was also a gap of services for ages 19-22. In order to address all gaps in service and to ensure that PCPL programs support brain development that is happening, the need for realigning services resulted.

The proposed realignment of services will create three service teams based on the developmental stages of young people from birth to age 22. Staff will be able to focus on the developmental needs of the group they are serving, and more intentional focus will be placed on caregiver engagement. This new team structure will increase information sharing between the three teams and will more effectively serve youth as they transition from one developmental stage to the next.

Staff will also go through a training plan (fundamental trainings to understand brain development and philosophies that programs are based on) and programmatic trainings (how to implement specific programs).

Craig Kleine asked what restorative practices and restorative circles are. Kendra Davey responded that restorative practices are the way we want to support young people in learning skills and being able to engage positively in a civil society. If behavior goes against the code of conduct, instead of kicking them out, we try to make sure that we are identifying what the issue is by using active listening techniques, helping them to see the harm that was caused between them and the Library or another individual, and helping them to see ways in which they can choose a different behavior next time.

Elizabeth Soltero asked if all staff were getting training, and Kendra Davey responded affirmatively that all staff will receive brain development training as well as restorative practices training. Other training will be for those who are providing programs.

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Elizabeth Soltero asked what services were available around Homework Help. Kendra Davey responded that there are no in-person programs going on currently, so Homework Help is online, using Brainfuse. Skill sheets are also provided for families without internet access. The Homework Help program has been redeveloped for when in-person programs resume. The Read Strong program is in the process of being redesigned and will be called Reading Help.

John Halliday asked if larger libraries will have staff assigned specifically to those groups, and with different job titles. Kendra Davey responded that it will be similar to the way it is right now, and without a change in job titles. Currently, Library Associates and Librarians are assigned to a service area in adult services or children's services depending on the community's needs.

B. DISCUSSION AND POSSIBLE VOTE ON FUTURE MEETING LOCATIONS

John Halliday commented that meeting at a different location was discussed at the last meeting, although the pandemic is currently preventing that from happening. He proposed that when it is allowed, an upcoming meeting will be held at the new Sahuarita Library.

Edward Buster moved and Maria Iannone seconded approval to meet at the Sahuarita Library when libraries are open for public meetings. Motion carried.

C. REVIEW LIBRARY ADVISORY BOARD'S MISSION, GOALS & OBJECTIVES

Elizabeth Soltero had noticed that the Library Board's Mission, Goals and Objectives written in 2018 needed updating, so the Library Board was asked if they recommended any other revisions.

John Halliday asked if anyone saw anything in the Mission statement that needed to be revised, and no one had any recommendations at this time. He then reviewed the Goals (Educate and Advocate) and their objectives. Some of the objectives were outdated and could be phrased better. He asked Board members to bring any suggestions for the next meeting.

8. LIBRARY REPORTS

A. COMMUNITY RELATIONS REPORT

Holly Schaffer, Community Relations Manager, highlighted and/or added to her written report:

- A new blogpost on helping people who are evacuating Afghanistan has been posted: [Helping people from Afghanistan](#)
- Another blogpost went out about the Library serving as media mentors and helping families learn to guide media use for their children: [Do you need a media mentor?](#)
- The Library now offers hundreds of free courses through Universal Class, all free with a library card: [Universal class in the E-Library](#)

B. LIBRARY DIRECTOR'S REPORT

Amber Mathewson, Library Director, highlighted and/or added to her written report:

Director Mathewson welcomed Supervisor Grijalva and new Board member Mary Ann O'Neil. Mary Ann O'Neil, a former Pima County Public Library employee, added that she currently works for the Ninth Circuit in the Federal Courthouse in the DeConcini building.

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After leaving PCPL, she was the Librarian at the Superior Court, and came over to the Federal Court about eight years ago.

Director Mathewson also congratulated Barbara Escobar on her recent promotion to Deputy Director in the Pima County Department of Environmental Quality. She'd previously worked in the Regional Wastewater Reclamation Department for 16 years.

Director Mathewson reported on plans for expanded services at the Library. Hours were expanded to 6:00 pm Monday-Thursday. Plans had been to stay open until 7:00 pm, but that will be delayed for now, as well as opening more libraries on Saturdays, and in-person programming. When cooler, some outdoor programming may happen. The delays are both because of Covid-19, and because of staff capacity at this time.

The Sahuarita Library is opening on September 7th. It is a beautiful facility and the community is excited.

PCPL continues with hiring, and Librarian I offers will be going out soon to fill 31 positions. Elizabeth Soltero asked if hiring was happening only internally, or if it was also external? Director Mathewson responded that it is done case-by-case. Previous Librarian III positions were opened up and resulted in a few outside hires, but the most recent Librarian III hiring was done within the County. The Librarian I positions were opened up nationwide and more than half were external hires, resulting in promotions. The recent LTA hiring was opened up, but the next one may be internal. A Librarian was placed for Salazar-Ajo Library.

C. PUBLIC SERVICES REPORT

Karyn Prechtel-Altman, Deputy Director of Public Services & Community Engagement, highlighted and/or added to her written report:

Barbara Escobar mentioned seeing the project happening on Jácome Plaza outside of the Joel D. Valdez Main Library and Deputy Director Prechtel-Altman informed that it was the "Inside Out, the People's Art Project", which PCPL also posted about on social media. <https://photobooth.insideoutproject.net/project/28-Inside-Out-11M>

Deputy Director Prechtel-Altman informed that PCPL's meeting rooms will remain closed to the public probably until at least January. If the Covid-19 numbers decline, usage will be reconsidered. One upcoming exception will be when rooms are used for Covid-19 testing and vaccines at different locations. Study rooms are mostly open, but are limited to two people at a time, for up to two hours, and are walk-in only. Face Masks are required in all study rooms, even with the doors closed.

The Library's Welcome to America Team, in partnership with Arizona Public Media, will be celebrating Mes de la Cultura with a virtual Global Arts Showcase on September 22nd. Mariachis, folklorico, local artists and the Frank De La Cruz Collection will be highlighted. The Library's interim Latinx Program Manager Hassael Cazesuz has been doing a fantastic job rolling it out. [Global Arts Showcase: Mes de la Cultura](#)

In the statistics report, there were over 1,000 hours of teens, volunteers, and interns in July. Other statistics show increases in circulation, computer use, etc. However library cardholder numbers are dropping, but primarily because duplicate accounts are being merged, and when collection accounts were cleared, many unused cards were purged as well. Numbers on cardholders are now more accurate and are slowly increasing.

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John Halliday thanked Deputy Director Prechtel-Altman for the monthly reports from all the branches, and finds all the information useful and informative.

D. SUPPORT SERVICES REPORT

Michelle Simon, Deputy Director of Support Services, highlighted and/or added to her written report:

Deputy Director Simon reported that PCPL is now a co-lead on a County-wide taskforce to create a strategic plan for digital access for the entirety of Pima County. Covid-19 has made it clear how much access is an issue, and how much Pima County needs to do. County Administration and the Board of Supervisors have been supportive of this work. Libraries and schools currently have access to Emergency Connectivity Funding, which is part of the E-rate process, but is extra funding the FCC manages. The first round closed in August, and PCPL applied for more than \$200,000 worth of hotspots through Hotspots Around Town program. The Emergency Connectivity Funding received can be used within the community, not just at libraries. County IT and Cox Communications are working together to put 150 hotspots throughout the community not tied to a library for free wireless access. They will also be placed in areas boys and girls clubs, parks, and in rural areas in all five Districts. This has been a County-wide effort with many County Departments that have come together to provide access in the community.

Maria Iannone asked how big a hotspot was, how many people could be on one at the same time, and if they would get a message if the system was overloaded. Deputy Director Simon responded that how far-reaching they would be depends on the infrastructure and where they are placed. Usage will also be affected by how much bandwidth is being used. When logging in, users will be sent to an interstitial page that they have to accept. If they aren't able to connect, they will know.

Mary Ann O'Neil said the Mayor of Tucson recently announced a similar plan and asked if the City of Tucson and the County were coordinating, and if Comcast was involved for the remote areas. Deputy Director Simon responded that the City of Tucson has its own program but they are working on a strategic plan together. She added that this particular project was with Cox, but that all service providers were in the discussion. Director Mathewson added that the committee is cognizant of the fact that there are three major areas: access needs to be in the area, people need to have a device, and they have to understand how to use everything.

John Halliday asked about the status of the 4th floor renovation. Deputy Director Simon responded that it was almost done but that the project was experiencing construction delays due to supply chain and logistics issues. It was originally scheduled to be done by the end of July, but is now expected to be completed by the end of September.

9. ADJOURNMENT

Edward Buster moved and Maria Iannone seconded adjournment of the meeting. Motion carried and meeting adjourned at 5:02 p.m.

Next Meeting: October 7, 2021, at 4:00 p.m.

Submitted by:
Judy Moses
Senior Special Staff Assistant