

**DATE:** September 27, 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 – September 2021**

The Board of Supervisors approved the revision to the Library's Customer Code of Conduct on September 7. This policy (BOS Policy D 32.6) is typically reviewed and revised every three to five years. Since 2015, the Library's philosophy of behavior management as well as the public service environment have changed, requiring an update to reflect current practices. The 2021 revisions reflect a more equitable, restorative approach to managing behavior issues. Some changes are related cultural awareness and a better understanding of the developmental stages of youth. Others reflect the need to manage harassing and bullying behavior from customers. We also used this opportunity to rephrase and reformat some of the numbers.

We are in discussions with the Arizona State Library to host a pilot project related to telemedicine in rural areas, and we are hoping to include our tribal nations if there is a need. Our first step is to determine the areas and communities in most need of telemedicine technology.

The Many Nations team has been meeting with the Education Director and librarians at the Dr. Fernando Escalante Community Library and Resource Center (CLRC) to begin the work to create an official agreement between the Pascua Yaqui Tribe of Arizona's Educational Department and the Pima County Public Library. The outcomes of our current collaboration have benefitted both our organizations and the community greatly, and we want to expand both the Library's and the Education Department's ongoing commitment.

**Latinx Program Manager – Hassael Cazesuz**

I could not be more grateful for the collaboration between the Nuestras Raíces team, Program Collaborators in Residence and University of Arizona Knowledge River Graduate Assistant to help roll out Mes de la Cultura (September 15-October 15). The Global Arts Showcase: Mes de la Cultura will be happening on September 22 at 6:30PM and Jesus (UA Grad Assistant) and I have been working on a PowerPoint presentation to help our community sign up for this virtual event since we were concerned the registration process would be a deterrent for some. Jesus took on this project and even created voiceovers in Spanish and English. This presentation was shared with our staff as well as community partners like Angelica Muñoz who is a TUSD

Mexican American Student Services Community Outreach Program Specialist. In addition, Selina Barajas who is a Program Collaborator in Residence, facilitated having a flyer for the GLAS: Mes de la cultura available for participants of a Sunnyside School District Fundraiser. I worked with the CSO office to make sure the flyer was translated and arranged for 300 copies to be printed to help promote this event with the community collaboration.

### **Library Services Manager - Sharla Ronstadt**

During this period, I managed staffing information spreadsheets, collected managers' updates, and assisted with feedback about branch hours. There was a change in supervision, and I now support the Sahuarita Library and seven other branch libraries. The Sahuarita Library opened with a new manager to the public this month. This month, I made several branch visits and did weekly meetings with the In-charge Team to finalize new employee checklists. I continue to coordinate Substitute Librarian placements based on locations most in need of additional staffing support. I also facilitated manager group meetings and assisted with Public Service Managers meeting facilitation to collaborate and share information about current services.

### **District 1 – Supervisor Rex Scott**

#### **Dewhirst–Catalina Library – Christine Dykgraaf**

Dewhirst-Catalina Library prides itself on high circulation numbers for a small branch, often circulating more items than 10 other similar sized branches. We succeed in this by finding joy in the close relationships that form with patrons in a small town and coming to know what a particular person may enjoy reading. Our staff is excellent in reader's advisory and keeping our avid readers supplied with new or newly discovered read-a-likes.

Dewhirst-Catalina staff are also seeing more and more families and children in the library and discovering they have a penchant for craft kits. We recently handed out all of our mural sheets and instructions for Mes de la Cultura month is just three days!

In September, we have a Mes de la Cultura, banned books, and newest Large Type books displays and all are seeing significant activity.

#### **Dusenberry-River Library – Matías Torres**

Dusenberry-River began September fresh from recording the most patrons that had come into our branch since our reopening. Families continued to be engaged with innovative displays and craft kits culminating this month for *Mes de la cultura* in honor of Hispanic Heritage curated by Spanish Literature scholar. Teenagers from neighboring school ingratiated themselves further by utilizing space for respite, camaraderie and studying as they waited for appreciative parents to pick them up. *Virtual Art in the Afternoon* concludes this month with the expectation that it will resume at a future date owing to support of the community. We are poised for next reasonable steps forward.

#### **Oro Valley Public Library – Kaitlyn Sparks**

This month we welcomed many new-to-the-area library cardholders and children getting their first library card! Oro Valley continues to have the highest circulation in the system with over 4,000 items checked out every week; one week we had over 5,000 checkouts. Our three reopened study rooms were well utilized as more patrons became aware of their availability, and the Friends of the Oro Valley Public Library (FOVPL) Book Shoppe located in the library remains a big draw for customers. Staff lovingly created a Welcoming Week 2021 display complete with free Taste of Belonging cookbooks from Welcoming America. We distributed Pima County Public Library backpacks with a free book, and children happily grabbed them up within a week.

There was a flurry of construction outside this month with the Mini Plaza on the north side of the building nearing completion. Patio furniture and final touches should be in place by mid-October just in time for our lovely fall weather. The FOVPL are generously funding the Mini Plaza, which will be a great area for children's activities and the community to gather outdoors for years to come.

## **District 2 – Supervisor Matt Heinz**

### **Eckstrom-Columbus Library – Kelly Wilson**

We have been busy giving out grab-n-go snacks and Family Food Packs all month. Our wonderful LA Talya created a beautiful display for our Welcome to America Welcoming Week passive program and our Citizenship Corner. We are also celebrating Mes de la Cultura with vibrant displays and grab-n-go activities. We continue distributing our Summer Learning surplus books, and Grab-n-Go Activities benefitting many families that visit our library. We are hosting the League of Women Voters for National Voter Registration Day in support of our community's access to civic engagement.

### **Quincie Douglas Library – Marissa Alcorta**

Staff at Quincie Douglas have been working on planning the upcoming Global Arts Showcase for Mes de la Cultura. The virtual event, which highlights local art, mariachi/folklorico dance, and our Frank De La Cruz book collection will stream on September 22, in conjunction with AZPM, Nuestras Raíces and Welcome to America teams. Staff are looking forward to sharing their work with the community and highlighting the amazing Latinx culture here in Pima County.

In addition to the virtual event, staff also created a beautiful book display for Mes de la Cultura, highlighting Latinx authors, pulling many books from the Frank De La Cruz collection. We've also included the tile art Grab N' Go activities highlighted for this month in the display. We have had wonderful feedback from customers about the display and have had many of our display books check out because of this. It's always rewarding to be able to highlight the cultural richness of our Latinx community and offer representation to the public in our collections.

In celebration of Welcome to America Welcoming Week, Lois, a member of the Welcome to America team, created a great display of books and info on citizenship. It's great to see a vibrant Citizenship Corner for customers to access in our library once again.

### **Sahuarita Library – Betsy Langley**

The new Sahuarita Library had a soft opening on September 7 and we welcomed a group of folks waiting at the door at 10 am! Among them, the town Mayor, Tom Murphy, and Gerry Peterson, the President of the Green Valley/Sahuarita Friends group. We gave away tons of free scholastic books and takeaway activities for kids and registered 163 new library cards during the first week. Customers enjoyed exploring the new space and even started using the study rooms. The Children's area was especially popular and much of our shiny new collection walked out the door with happy readers. It's been fun for staff to engage with youth who have favorite authors and series that they're looking for. Our beautiful *Mes de la Cultura* display is attracting customers as they walk into the building and they're checking out our book recommendations books and grab n' go activities.

### **Sam Lena–South Tucson Library – Lu Guerrero**

Library staff have continued to distribute Seed Library materials to participating branch sites and are preparing for a major outreach event at this year's Tucson Meet Yourself. Sam Lena South Tucson Library has also collaborated with neighboring community groups, such as the Garden Kitchen, to supply them with supplemental seeds. Our branch Book Bike is serving as an indoor book giveaway display and is providing visitors with gifted books and must be replenished a few

times a week.

Our daily snack program, in partnership with the Community Food Bank of Southern Arizona, continue to make a marked positive impact on our immediate community.

### **Santa Rosa Library** – Ivonne Ramirez

Santa Rosa Library is in its second month open to the public following our summer of curbside-only services. Even with 50% of computers out of use to support healthy distancing and continued Covid-mitigation measures, we are seeing an increase in the use of computers in the mornings.

Afternoons are busy as always with the buzz of elementary and middle school students coming by after school. Children and youth use available library spaces to work on independent creative projects, which include coloring and putting together puzzles provided at the activity stations and art station tables in the branch. Youth are able to engage in social development, spatial reasoning, and problem solving with collaborative and individual videogame campaigns using Roblox and Minecraft platforms.

The after-school snack program as well as the community pantry continue to be well-used tools to support alleviating food insecurity for adults and families, and to provide healthy foods for developing youth.

### **District 3 – Supervisor Sharon Bronson, Chair**

#### **Caviglia-Arivaca Library** – Jodi Ohlson

Throughout the month of September The Caviglia Arivaca Library was proud to offer a poster exhibition to honor the twentieth anniversary of the 9/11 attacks on The United States. The 9/11 Memorial and Museum sponsored the program, titled: September 11, 2021: The Day That Changed The World. It has been heartwarming to hear the stories many people shared after going through all fourteen posters. There are several Veterans in Arivaca who joined the armed forces because of 9/11, and they were especially emotional and expressive about how appreciative they were to see this at their library. We have even had a few visitors from Green Valley and Tubac who came down because they heard of the exhibit.

Birders are visiting on a regular basis again, and our patio is perfect for their picnics and some bird watching. We also opened our meeting room this month for limited use. This enabled the Friends of the Caviglia Arivaca Library to get their bookstore up and running, and laptop users are happy to have a room away from the sounds of the library in which to work. We have a community puzzle and a small crafting table set up for stress relief, and they are getting regular use. Our outdoor scavenger hunt has been refreshed for the fall, and children once again are searching for gnomes, fairies, castles, and swinging geckos on the patio and inner courtyard.

#### **Flowing Wells Library** – Ingrid Trebisky

The Seedling Project is ready! Customers, who expressed an interest in receiving a basil seedling, were contacted to pick up their Italian large leaf or lemon basil seedlings. The seedlings germinated from library seeds. The customers picking up their seedling have a smile on their face, and are very pleased.

More youth are coming into the library since school started. Staff have provided table space for children to do their homework, and made origami take away crafts for them to do. A number of children come into the library almost every day to play the library's Minecraft accounts. Flowing Wells has eight accounts available Monday through Friday during open hours for staff to log patrons onto Minecraft.

Grab and Go Super Snacks have been going strong. The branch snack coordinator says, "We're giving out twice as much as we used to".

#### **Salazar-Ajo Library – Daniela Buchberger**

Customers have begun rediscovering the Salazar-Ajo branch's Reference Collection, after it was moved to a bright shelf near the window. Patrons are finding out about Ajo's local history and have shared many of their own memories about the town of Ajo. The Teen Area has gotten a few touch-ups as well and our patrons are enjoying their new space to work on homework, use the free Wi-Fi and decompress after their school days.

The children's area recently got an upgrade and many new books have been added for our youngest patrons to enjoy.

The Library Card Sign up month was very successful as we have met new patrons every day that came in to sign up for library cards after reading about it on Facebook. Our newest patrons were very excited about our extensive DVD collection, Children's book collection and Seed Library.

#### **District 4 – Supervisor Steve Christy**

##### **W. Anne Gibson-Esmond Station – Mary McKinney**

After much anticipation the shiny new pickup lockers went LIVE on September 1, and as of September 7, a total of six libraries are pickup locker locations. Patrons who choose the lockers for their reserves do not need to worry about the library's open hours because they can claim their items whenever it is convenient for them.

A Banned Books Week display was too good to limit to just one week, so Gibson-Esmond Station Library honored the freedom to read with Banned Books Weeks. What a great opportunity to highlight and honor the freedom to read.

##### **Joyner-Green Valley Library – Victoria Salajko**

On September 1, Joyner-Green Valley Library opened our brand new pickup lockers for use. Patrons can now access the books they have handpicked for themselves from the library's collection, 24 hours a day, seven days a week. Patrons who have work schedules that prevent them from visiting during business hours, patrons who like accessing their holds as quickly as possible, and patrons who want contactless self-service during the pandemic, now have greater access to the library. Staff have been sharing the news with curious patrons all month, providing them with tutorials on how the lockers work.

While the pandemic prevents us from connecting with teens in the branch through programming, our librarian in charge of teen services has found creative ways to stay connected. We now have Post-it notes in the space to gather feedback from teens on their favorite books, fictional characters, genres, and areas of interest. Teens can leave notes for the librarian, and when they visit again, see materials they have expressed interest in prominently displayed. Staff have also been using washable window paint to create changing artwork that matches the themes of the displays. It has been gratifying to see so many young patrons come in, and feel welcomed and comfortable sitting in the cozy teen space. While teens make up a small portion of the community we serve, we believe creating a space that helps teens feel seen and appreciated in the library, goes a long way to creating life-long learners.

##### **Kirk-Bear Canyon Library – Linde Furman**

Kirk-Bear Canyon Library staff are excited to begin adding display items within the branch to celebrate Mes de la Cultura from September 15 – October 15. We join all of PCPL in this

celebration and will be adding lots of materials to our displays and giving away some amazing grab and go activities for children over the next month.

We are also pleased to announce that our former branch Children's Librarian, Daniela Buchberger, has been promoted to a Managing Librarian position in Ajo. We are so proud of her. Congratulations, Daniela!

Two of our staff members have also recently written some wonderful blog posts for the website. Young Adult Librarian, Belen Lindsey, wrote a blog post about some of her favorite things about Pima County Public Library. Library Assistant, Megan Hellwig, also contributed a blog post about Chuseok, the Korean Mid-Autumn Festival. Megan also presently serves on the Biblio Lotus team.

#### **Miller-Golf Links Library – Kassy Rodeheaver**

The Miller-Golf Links Library is celebrating Mes de la Cultura this month with a huge book display to highlight the achievements of Hispanic and Latinx writers and illustrators. Many families have received the Grab 'N Go kits with the mural art pieces from this display. Some very excited children have already brought them back all colored in to be a part of the library system's community art project at Quincie Douglas Library.

Our Children's and Young Adult staff have also created a display to highlight Banned Books Week at the end of this month. One parent viewing the display with his child was surprised when he learned that books are challenged in libraries throughout the United States and engaged in a conversation with library staff and his son about why that was happening.

The Miller-Golf Links Library also continues to offer youth workforce development activities by training three new library page interns through a partnership with Arizona@Work's Pima County One Stop. They are quickly learning how the library operates.

#### **Murphy-Wilmot Library – Kathy Konecny**

Murphy-Wilmot is happy to report that we have four new Young Adult Volunteers (YAV) in our 2021 cohort! Our young adults come to us from three different high schools and have super powers in everything from science to sports. Their community help interests include environmental activism and making a change for the better for Tucson. Our new cohort has been a valuable source of information for what young adults are seeking in library programming for 2021-2022. We are looking forward to this mutually beneficial relationship with our Young Adult Volunteers, giving them experience in a work environment and social responsibility skills.

Murphy-Wilmot staff routinely assists customers in crisis. In these situations, the Community Crisis Line has repeatedly proved to be an invaluable resource. Whether a distressed customer is living out of their car in the parking lot, an elderly man experiencing homelessness is having a mental health crisis, or a man needs assistance being admitted into rehab facility for his opioid addiction, the Community Crisis Line responds. We are grateful for their professional and compassionate handling of our many calls for assistance.

### **District 5 – Supervisor Adelita Grijalva**

#### **Frank De La Cruz-El Pueblo Library – Irina Delone**

El Pueblo Library is proud to open a permanent Immigration Citizenship corner with brochures and flyers to help immigrants, refugees and asylum seekers with the process to legal permanent residency and naturalization. We also participated in the 2021 Welcoming Week supported by the Welcome to America team under the slogan, *Belonging Begins With Us*. It consisted of a

display of books and materials on the immigrants and their stories and offered a free Taste of Belonging Cook book featuring recipes of popular dishes from different countries of the world.

To celebrate La Mes de la Cultura, we created a nice bulletin display as well as two book and materials displays, and a reading List for Teens and Adults to highlight the achievements of Latinx authors. It is supplemented by the Grab 'N Go kits with the mural art pieces which are very popular among families with kids. We continue collaboration with Mulcahy YMCA with 65 books and Grab-n-Go activities delivered this month. Saint Kateri Tekakwitha Parish which serves the Yaqui community in Pima County received 49 books from us while the Pascua Yaqui Housing department 192 books, and 193 children's fiction books were delivered to the Tohono O'Odham reservation library and Indian Oasis elementary school. A staff member representing Many Nations attended the Tucson Indian Center's Annual Pow Pow. It was open to the public and we gave away approximately 160 books at this event.

### **El Río Library – Tenecia Phillips**

The El Río Library reopened to the community at the end July with limited hours and the community is thrilled to be able to visit the Library again. While 50% of computers out of use to support social distancing, there has been a steady increase in the use of computers each day the branch is open. Many of the gardeners visiting the branch expressed their joy and gratitude that the Seed Library drawers are stocked with seasonal seeds that can be checked out.

### **Himmel Park Library – Heather Ross**

At Himmel Park Library, we made three displays and passive programs to celebrate and host Welcoming Week for the month of September. The theme is *Belonging Begins with Us*. Our displays held an array of items from our collection that spanned from children's to adult materials. We also posted photos of our display on Facebook, and gave away postcards and copies of the [Taste of Belonging Cookbook](#). Our patrons have checked out the items on display and taken postcards and cookbooks, and have commented about how beautiful they are.

September has also brought back the return of our Books on Wheels program. This program restart has already been making a positive impact on the community. One of our new-to-the-program customers told us how grateful she is for this service. She said, "Without Books on Wheels, I wouldn't have books! The program brings me such joy."

### **Joel D. Valdez Main Library – Tenecia Phillips**

Books on Wheels restarted at Main, Himmel and Wilmot in July. There was a successful virtual volunteer recruitment and we currently have 12 volunteers (one new volunteer is a former PCPL Librarian) selecting for 14 customers. We have partnered with the Power of the Pedal and have five bike ambassadors making these deliveries. One of our new BOW customers from Himmel gave this feedback to Kayleigh:

*She let me know that she is enjoying her books and so grateful to all of us at the library for the Books on Wheels program. She told me that she's on a fixed income, saying, "without Books on Wheels I wouldn't have books! The program brings me such joy!"*

This is exactly why this program is so important and we are so grateful we are able to provide it to the community again.

### **Martha Cooper Library – Tara Foxx-Lupo**

The month of September marks the beginning of Mes de la Cultura, a month long celebration honoring Latinx and Spanish speaking communities in America. As part of this celebration, the branch will be promoting the newest installment in our partner program with Arizona Public Media, Global Arts Showcase. Flyers for the program were packaged with the materials for a coinciding mural craft, which consists of paper tiles meant for a larger mural. We hope the community will complete a tile and give it to staff, who will send them to be added to a larger mural at the Quincie Douglas location.

September also includes Welcoming Week, an initiative led by the national organization Welcoming America. As part of Pima County Public Library's membership to this national network, multiple locations will be featuring a Welcoming Week display. This year's theme is *Belonging Begins with Us* and the Martha Cooper library will be one of seven locations asking our customers to share what makes Pima County and Tucson Arizona a welcoming community. Those who participate can see their contributions featured on library bulletin boards at participating locations. Free copies of the Taste of Belonging Cookbook are available at all participating locations.

#### **Richard Elías-Mission Library – Alina Rowe**

Mes de la Cultura is in full effect at the Richard Elías-Mission Library! We have a full display of Latinx authors, biographies, cookbooks, and much more. Staff distribute the take away mural pieces and encouraged patrons to return them so they are included in the large community mural that will be displayed at the Quincie Douglas Library. Staff also distributed rose coloring pages for the Como La Flor display at our branch in honor of Selena, the famous Tejano singer.

Staff have also been busy sharing their recommendations; our staff picks display has been very successful! Two patrons wrote staff notes thanking them for their recommendations because they would never have picked those books on the shelves. One patron was super excited when the staff member mentioned there was a sequel to the book they liked; they immediately placed the second book on hold. Staff have been diligent in adding materials that are including multicultural experiences, authors of color, and diverse voices.

We had an excited, super happy Spanish speaking library patron who expressed that they had finished reading their first book ever as an adult and wanted help in ordering more items that they wanted to read. Staff helped order in items and congratulated the patron on her accomplishment.

A small group of Spanish speaking mothers from the Liberty Head Start came into the branch as part of a fieldtrip to check out the library. They picked up grab and go activities for Mes de la Cultura, snacks, and information about how to get a library card. They left happy and said they would be back to create cards in the future.

Snacks continue to be distributed everyday thanks to our partnership with Community Food Bank of Southern Arizona.

#### **Southwest Library – Angie Grischkowsky**

This month we've seen more kids in to get Snack and using the library after-school. The kids are lively and bring some excitement into the building! Our Mes De La Cultura display has also been popular. We currently have a Star Wars-themed scavenger hunt in our children's area (created by one of our Library Associates), that has been a fun way for our younger patrons to pass the time. This month we also gave out the rest of our PCPL-logo backpacks to kids and families. We look forward to being busier with patrons as the school year goes on!

#### **Valencia Library – Paulina Aguirre-Clinch**

In honor of Library Card Sign-up Month, Valencia Library provided a grab-n-go activity kit that included step-by-step instructions on creating an origami book corner (i.e., bookmark) and a library card book pocket as well as a fun scavenger hunt encouraging kids to explore the library. Other fun giveaways in the kit were a PCPL notebook and eraser. These have been very popular with families. A post made about the kit on Valencia Library's Facebook received a very positive comment from what appears to be a teacher. She says, "This is perfect as 3<sup>rd</sup> graders are learning about libraries around the world!"