
DATE: December 2, 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 – November 2021

Thirteen libraries participated in the Casa Alitas Donation Drive coordinated by Pima County District 5 Supervisor Adelita Grijalva's office. Employees and the community brought in socks and underwear to support Casa Alitas, which provides aid to families leaving their home Country to escape violence and poverty.

Library employees are also helping the Pima County Health Department distribute the BinaxNow Antigen Self-Tests. While testing does not replace vaccinations, it can help curb the spread when people have a known exposure to someone with Covid-19. Our first shipment of 10,000 kits have been flying out the doors the first week.

Latinx Program Manager – Hassael Cazesuz

This month has been a busy time in facilitating *Spot-Checking* translated text into Spanish. I have been working closely with the CSO department on marketing/promotional material to be soon distributed to our communities. I also had the privilege to virtually attend the REFORMA conference that promotes Library and Information services for Spanish-Speaking and Latinx communities. Being my first time attending this amazing conference, it truly was inspiring to see fellow library staff nationwide doing amazing work with the targeted audience and this has generated great discussions and creative ideas amongst PCPL staff on what concepts can be applied to better serve our Mexican-American, Latinx, Chicanx and Spanish-Speaking communities in Pima County.

Program Manager for Literacy and Connected Learning – Kendra Davey

This month, our Student Support Librarian Leila Duncan provided two virtual outreach sessions to the staff and teachers of TUSD's Native American Student Services program. Leila shared information about how students can apply for library cards online in order to access online homework help through Brainfuse. She also provided information about the various online databases and other e-resources of interest to high school and middle school students.

Library Services Manager - Sharla Ronstadt

During this period, I managed staffing information spreadsheets and coordinated Substitute Librarian placements and direct supervision tasks. This month I started having individual meetings with all the Intermittent Substitute Librarians to check-in and provide them with an opportunity to ask questions and give feedback. The In-charge Team started evaluating the In-charge Resources online for staff and actively working on training modules and quizzes. I also assisted with transfer/status change requests and detailed assignment selections.

Library Services Manager - Amy Rusk

This has been a busy month of meetings with our cultural affinity teams, the Program Collaborators in Residence, Knowledge River students, committees associated with the Tucson Festival of Books, and each of the managers I supervise. All of these interactions and associations make my job very enjoyable.

Reforma, The National Association to Promote Library and Information Services for Spanish Speaking and Latinx communities, held its national conference this month. It was inspiring to learn about what other library systems around the country are doing and to attend sessions in Spanish. I also learned from sitting on various internal interview panels this month.

Program Manager for Workforce and Economic Development – Ken Zambos

This month, Pima County Public Library partnered with the United Way to support the annual VITA tax assistance program in preparation of the coming tax season. As part of this collaboration, the Library acquired and loaned (6) hotspots to the United Way, in order to facilitate mobile tax assistance locations throughout the County. These sites will serve community members that may not otherwise have access to free tax assistance.

District 1 – Supervisor Rex Scott

Dewhirst–Catalina Library – Christine Dykgraaf

Continuing with *National Month* of themed displays, we have in November at Dewhirst-Catalina highlighted Native American Heritage Month and NaNoWriMo (write a novel in a month challenge) as well as Dia De Muertos displays for both adults and children. We have experienced an uptick in interest in our many Lucky Day books and with newer large type titles, which are also on display near the service desk.

For children this month we have handed out 15 weave your own placemat kits and eight make paper helicopter kits. Thirty-five helicopter kits were also delivered to our local partner Catalina Community Food Bank for placement in their family food boxes.

Dusenberry-River Library – Matías Torres

Dusenberry-River Library is finishing November in transition. Our *Virtual Art in the Afternoon* program concludes for the year and will resume in January. A member of our *Teen Advisory Board* is now a Library Page-Intern. In addition to scheduling in-person *Storytime* and *Homework Help*, our Children's Librarian and Teen Librarian are preparing themselves via trainings and meetings for new Tween Service level in the coming year. Staff is adapting to upcoming Saturday hours with acknowledgement of the additional benefit that will provide to the community.

Oro Valley Public Library – Kaitlyn Sparks

In November, the Oro Valley Public Library was one of the locations advertised as providing COVID-19 self-tests to the community. We had many calls and several people come in the first days of this service; we ended up handing out over 200 tests in the first three days! Test kit pickups continue at a steady pace and required our location to place an additional staff member

on desk for the first half of the day to only hand out kits. We also participated in Pima County Supervisor, Adelita Grijalva's Casa Alitas donation drive for migrant families. Staff and the community brought in socks and underwear to support Casa Alitas in providing aid to families leaving their home county to escape violence and poverty.

Our children's and tween librarians have been hard at work making room for display spaces, creating a welcoming environment within and outside of the children's room. Their first display was a celebration of Native American authors for Native American Heritage Month, and they have added more front faced picture books at child-friendly heights.

On November 18, the Friends of the Oro Valley Public Library (FOVPL) held a dedication event for the Hughes/Friends Plaza on the north side of the building near the children's area. The Town of Oro Valley, Hughes Credit Union, Pima County Public Library, and FOVPL attended to celebrate the completion of the project. The plaza is a great space for community members to enjoy at any time and for children's library projects and programs.

District 2 – Supervisor Matt Heinz

Eckstrom-Columbus Library – Kelly Wilson

Eckstrom Columbus Library has been bustling this month. We have seen an increase in computer use throughout the day and more families coming in to pick up reading materials. Our new Bikekeep bike docks are open and ready to provide a free and secure place for our neighbors to park their bikes when visiting the library.

This month we expanded our grab-n-go snack days from once to twice a week, and gave out over 200 snacks along with our grab-n-go enrichment activities. We also provided 150 of the much needed Emergency Food Assistance Program (TEFAP) food bags for families in our area.

We have been getting a lot of engagement with our gratitude pumpkin display where children and parents share what they are grateful for and post them on our wall. We also continue our *Columbus Library Featured Story* for children to enjoy as they follow a different picture book path every two weeks, printed out and displayed along the wall in our children's area.

Quincie Douglas Library – Marissa Alcorta

So far during the month of November, we have given out 111 snacks from the Community Food Bank to children and families. We've given out 66 BINAXNOW COVID-19 antigen tests so far. The public has been very grateful to receive the tests.

Joseph and Connie are on the YA LEAD team and have been working with around 20 teen volunteers in a virtual format. At their last meeting, they spoke with teens about contributing to the PCPL website. They showed the teen volunteers how to make lists of recommended books, write book reviews, and make ratings and comments on books for the website. The next meeting will focus on teaching teens how to prepare for college.

Sahuarita Library – Betsy Langley

This month we have been working on beautifying our branch by adding colorful signage and displays. We have a large Native American Heritage display directly across from the information desk that all pass by as they enter the library. The display includes books, coloring sheet/activity sheets and even a recipe for fry bread. We also have displays highlighting cozy mysteries, food and drink as well as a gratitude display in the children's area. We have put out coloring sheets for all ages and activity sheets for children. The seed library is gaining momentum and is becoming quite popular. People are discovering the study rooms and they are often full.

Sam Lena–South Tucson Library – Lu Guerrero

This month, Sam Lena-South Tucson Library partnered with South Tucson Operation Prevention Intervention and Treatment to host National Take Back Day. Through this event, community members were provided a safe way to dispose of unused prescription medications. The branch will also begin distributing antigen self-test kits, provided by Pima County Health Department.

The library's Book Bike, stationed on site, continues to provide book giveaways to visitors of all ages.

Santa Rosa Library – Ivonne Ramirez

Santa Rosa Library began the month of November with a Dia de Muertos theme week, which included passive activities, book and movie displays and cultural information as well as take-home activities and a math estimation contest. The week's activities received satisfying and agreeable responses by both adults and children in the community. Additional features and activities during the month included the ongoing paleontology and geology book display, a fall gratitude display, and ongoing passive activities for children with a new math contest, various crafts, coloring club, and independent gaming options for indoor and outdoor games.

The library continues regular collaboration with the Community Food Bank of Tucson and Southern Arizona for the community pantry and after school snack program. This month, in addition to non-perishable food items, the library received a donation of toothpaste boxes from the Community Food Bank. Elma Shaffer coordinated with a Pima Community College (PCC) Dental Hygiene Education and with the PCC dental hygiene class of 2022 to obtain a donation of toothbrushes and additional materials this month to put together dental hygiene health information and give-away kits for children, families, and adults.

The Pima County Health Department selected Santa Rosa Library as a distribution site for Covid rapid-tests starting in the middle of November. Distribution has been successful at reaching members of hard-to-reach populations in the area, and we anticipate the collaboration to continue over the next several months.

District 3 – Supervisor Sharon Bronson, Chair

Caviglia-Arivaca Library – Jodi Ohlson

Caviglia Arivaca Library started November honoring our memories of loved ones who have passed with our *Dia de Muertos shrine*. We had a Grab and Go kit for making *Nichos* for the shrine, and related puzzles and word games that differentiated Dia from Halloween. We also created guided writing activities that helped writers young and old share their favorite stories from the shrine. The new fall version of our ongoing self-guided scavenger hunt is up and running, and a child was busily searching for all the characters when grandparent mentioned how much she enjoyed bringing her grandchildren to the library, "It is the first place they want to visit, and they ask about the library every time we talk!" Our November book/DVD/audio displays focused on the themes of Family and Fall Colors, and we have a new 1000 piece puzzle started in the meeting room for patrons to work on collectively. The *Arivaca Reads* title, *Small Great Things* by Jodi Picoult was so well received that every book in our Book Club Kit was read by at least two people, several by three people! The snowbirds have returned in force, and appreciate having access to our computers, Wi-Fi, and Arivaca Reads.

Flowing Wells Library – Ingrid Trebisky

This month Flowing Wells Library, along with a number of other branches, is collaborating with the Pima County Health Department to provide BinaxNow Covid-19 antigen self-test kits to community members. They have been very popular with 84 kits given out the first two days.

Another collaboration is with Supervisor Adelita Grijalva's Office to help the Casa Alitas socks and undies donation drive for migrant families. Flowing Wells Library hosted the first in-person AntiRacsim Team meeting (a library staff team). This was a wonderful opportunity for members to meet and discuss issues in a safe environment.

Customers enjoy an average of 50 Community Food Bank snacks a day. Catholic Services is continuing to give meal packs to seniors every Monday and Wednesday morning. Families and children in the library enjoyed making Dia de Muertos pasta skeletons and coloring skeleton skulls this month. Children have done a scavenger hunt in the pumpkin window display, and checked out books from the children's detective book display. The children's librarian was inspired to display new mystery readers recently received. The exposure has caused a number of them to be checked out. Flowing Wells Library staff numbers are increasing! A new Tween/YA services Librarian was hired, and several staff from Woods Memorial Library will be located here until the remodel is completed.

Salazar-Ajo Library – Daniela Buchberger

We saw great success with our baking books display this month, with books about cookie baking catching the most eyes. Patrons have commented how great it is that our Spanish DVDs are now in their own section and that customers can find what they are looking for right away. We have been getting fresh coats of paint on our front and back walls, our doors and doorframes. Patrons and visitors have been commenting on what a "cute little" library the Salazar-Ajo library is.

Many patrons are returning winter visitors, but there are also new residents that have already discovered our space and spend most of their days here with us, commenting on how pleasant the library is. Several of our returning customers have said that they made a point to let us know that the library was their first stop after returning to Ajo.

Our library card signups continue and we are able to highlight both our physical and our electronic collection. Patrons are especially excited about being able to borrow and download movies with Hoopla and then watch them in the comfort of their own home. Many Ajo patrons do not have internet access at home and are relying on our free Wi-Fi. We have even been able to accommodate one patron, who needed a quiet space to interview for a job.

Salazar-Ajo library started helping the Pima County Health Department distribute the BinaxNow Antigen Self-Test to customers. Customers are grateful it is so easy to pick them up from their local library.

District 4 – Supervisor Steve Christy

W. Anne Gibson-Esmond Station – Mary McKinney

Staff was delighted when witnessing a family that included the cutest and most excited library patron ever. He was sending his returns through the book chute while saying, "Bye books! Go back to the book fairy!" His mom had explained to him that the book fairies put all the returned books back on the shelves. Later, when he was excitedly heading to check out his own books, he told staff, "I found really cool books, 100 cool books!"

COVID-19 test kits to-go created quite the stir beginning November 15. The telephone rang off the hook with patrons asking if the kits were on site. After just two days, over 30% of the original supply was depleted.

Joyner-Green Valley Library – Victoria Salajko

The Joyner-Green Valley Library saw more than just books, magazines, DVDs, and Audiobooks going in and out of our doors. Our branch was one of the libraries advertised as a pick-up location for BinaxNOW at-home COVID-19 test kits, provided by the Pima County Health Department. In the first two days of distribution, we distributed 120 kits.

We also continue to serve as a drop-off location for items donated to the Community Food Bank Green Valley. We have seen the number of donations placed in the drop-off box increase, as the holiday season approaches.

Additionally, we participated as a drop off site for items donated to Casa Alitas Welcome Center- Aid for Migrant Families, through the office of Adelita Grijalva.

The staff at the Joyner-Green Valley Library have done an excellent job keeping the library functioning as more than just a center for circulating materials, but as a hub, that supports the work of community organizations, multiplying the good we can do for our community.

Kirk-Bear Canyon Library – Linde Furman

Like all the branches, Bear Canyon has been pleased to offer BinaxNow COVID-19 test kits to our community to help stop the spread of COVID and provide people with ways to stay knowledgeable about their health. Staff have also been continuing their creation of beautiful and diverse displays throughout the library, including themes such as Native American Heritage month, cooking, and the fall season.

One of our happiest recent moments was when our youth intern from San Miguel High School received the prestigious Shining Star award a couple weeks ago from her school for all the great work she has accomplished while working with us. One of her accomplishments was the creation of a beautiful display for Breast Cancer Awareness Month. We are so proud of our youth interns!

Miller-Golf Links Library – Kassy Rodeheaver

In honor of Native American Heritage Month, Miller-Golf Links staff have created a huge display featuring a wide array of books, movies, and music materials for our customers to check out that highlights many different peoples living in Arizona and other places in the United States. We are constantly putting out new items on this display to meet customer interest. One customer even asked if they could get a copy of the poster we put out for this display!

Staff are also helping the Pima County Health Department distribute the BinaxNow Antigen Self-Test to customers to help curb the spread of COVID-19 as we approach the winter months. Customers are grateful it is so easy to pick them up from their local library.

One great exchange focused on career exploration happened when we helped a 12 year old and his family track down books and other resources about how to become a defense attorney (because that is what his dad does!) They were very excited to get help reserving some career books and to check out the materials we found on the shelves.

Murphy-Wilmot Library – Kathy Konecny

Murphy-Wilmot created a Native American Heritage Display for our November Diversity Display. It features multi-age level materials and authors of Native American Heritage. It also includes some information about our Many Nations Team and the amazing work they are doing for the community. Materials are already flying off the display, which speaks to the immense interest and need for diverse displays such as this being prominently displayed in our libraries.

Customers are spending more time enjoying the Murphy-Wilmot Library. On November 6, the branch ran out of tables for customers to use. Throughout the week, computers are increasingly all in use with lines of customers waiting. Staff is excited to see even more of our regular customers returning and to serve our many new customers.

District 5 – Supervisor Adelita Grijalva

Himmel Park Library – Heather Ross

Himmel Park Library is becoming very busy, with customers who normally visit other libraries finding us during closures for remodels or on Mondays, when their *home* libraries are closed. Customers continue to express gratitude for the library, saying things like, “Thank you for your service!” and “I couldn’t live without my library!” as they head out the door.

This month, staff put together displays for Native America Heritage Month, and these materials have generated a lot of interest and checkouts.

Joel D. Valdez Main Library – Tenecia Phillips

Reference Services continues to be a service that is highly valued and needed by the community. During the last month, Reference staff answered 471 Ask a Librarian emails. These emails included requests for new library cards, obituaries, assistance with electronic resources, and biographical information about a past Arizona senator. Reference staff also answered 216 letters from individuals who are incarcerated in facilities across the state. This is a critical service as many of these individuals do not have access to computers or library services.

Martha Cooper Library – Tara Foxx-Lupo

As the Martha Cooper library gets closer to our expansion and renovation project, staff were excited to host architecture firm Line and Space for an outdoor demonstration. The Garden District Neighborhood association helped to promote the event, inviting the neighborhood to view the plans and ask questions. The demonstration included 3D models and visual renderings for all to view. The event was a success, with many neighborhood residents in attendance. Staff and the neighborhood residents feel the new design is responsive to the community needs and are very excited to see the process move into construction and completion.

Here at Martha Cooper, we have seen more families browsing our Skill Sheet binders and taking home our free, helpful materials on topics in math, writing, and reading. We are also informally supporting learners with homework on a drop-in, as-needed basis. One of our resident Library Program Instructors has recently helped several elementary and middle school students with math--using pencil and paper but also math manipulatives such as cubes.

Our Library Program Instructors have also been collaborating with other PCPL staff to develop training modules for both the Homework Help and Reading Help programs. The Homework Help training launched just before the school year started, and the Reading Help training is currently under development. These training modules will help prepare other staff members to assist patrons with popular core services.

Richard Elías-Mission Library – Alina Rowe

This month at the Richard Elías-Mission Library, staff created a display in honor of Native American Heritage month that included materials for all ages.

The branch also received 300 kits of the BinaxNow Antigen Self-Test to distribute to patrons needing these important resources. The first day of having these tests available, staff distributed 39 kits. Patrons coming in to get these self-tests were very appreciative.

The Richard Elías-Mission library collaborated with the office of Supervisor Adelita Grijalva to collect underwear and socks for migrant families, all items went to Casa Alitas.

Southwest Library – Ray Baca

This month, the Southwest Library helped a patron with a job interview. The patron had no computer or Wi-Fi at home so they called their local public library for help. We set up a laptop, downloaded Skype, and placed them in a private area of the library to do the interview. The patron was so grateful for our help and felt really confident in securing the job! After the interview she and her daughter even signed up for library cards.

The Southwest Library has also given out nearly 50 snacks to children thanks to our partnership with the Community Food Bank. We hope to reach even more children by the end of the month.

Valencia Library – Paulina Aguirre-Clinch

After observing a tension-filled interaction that Valencia Library staff handled compassionately, where one patron was apologizing to staff for the manner in which his mother had treated them, a nine-year-old patron asked staff, “You are both so kind. Why are you so kind?” Our awesome library associate Thania told her, “I love working in libraries because I get to help people and help spread kindness in the world.” To which the little girl said, “I want to be a librarian when I grow up.” ♡

Valencia Library happily hosted a donation box provided by the office of Pima County Supervisor Adelita Grijalva to collect socks and undies for women, children, and men at Casa Alitas Welcome Center – Aid for Migrant Families.

BinaxNOW test kits are going like hot cakes at Valencia Library. During its first day, it gave out approximately 90 kits.