

DATE: March 3, 2022

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 – February 2022

At the January 3 Library Board meeting, Board Chair Halliday mentioned the Library's Hoopla streaming service, its use and limitations that led to a question about the pricing model. In January 2022 alone, 1,863 patrons signed up for a Hoopla account, leading to a total of 6,927 new Hoopla patrons since November 2021. 9,831 items were borrowed in January alone, with top titles including *The Girls in the Stilt House*, Hoopla's book club title for January, the television show *Hot In Cleveland*, and the magazine *Binge Pass*.

All items have a cost per circulation, with items ranging from 93 cents to \$2.99 and we elected to pay \$2.99, the max cost for circulation. Every cardholder in Pima County can check out up to five items per month, and checkout time ranges from 7-21 days depending on the item type. On February 22, we hit a milestone - our first "collective daily limit" for all Pima County Public Library users. Fortunately, the limit resets the following day.

Library Services Manager - Kate DeMeester-Lane

The LGBTQ+ Services Committee kicked off our 25th Anniversary year with an author talk on February 12. PCPL's own Jessica Pryde spoke about her new book *Black Love Matters*. We hope to present our second author talk in our anniversary series in April, with Carlos Valenzuela, author of *Letters to Young Carlos*.

Library Services Manager - Sharla Ronstadt

During this period, I managed staffing information spreadsheets and coordinated Substitute Librarian placements. In addition, I coordinated and facilitated regional meetings with branch managers and Library Service Managers to have more in-depth conversations and gather feedback and held meetings with new direct reports recently assigned to me. The In-charge Team reviewed training materials for the intranet and updated additional resources used by the managers.

Library Services Manager - Amy Rusk

Things are heating up with the Festival of Books! The Program Collaborators in Residence - Syrena Arevalo, Selina Barajas, and Jessica Redhouse - have been doing everything they can

to promote the Festival, as have our Knowledge River graduate assistants, Jesus Castañeda and Lindsey Curley.

Vicki Lázaro started at the Mission Library as the detail manager, and it is always energizing to work with someone new and focus on what is important in our work: the people! I'm also really enjoying working with Paulina Aguirre-Clinch as a Library Service Manager after being her supervisor the last several years; she adds so much to our administrative team.

Program Manager for Literacy and Connected Learning – Kendra Davey

Kendra Davey attended the 1st family outreach event in two years on Saturday, February 22. The event was hosted by the Tucson Children's Museum. Kendra shared a fun all ages engineering activity as part of the Family Sci-Fest event and shared information about homework help at the library in-person and online. It was a successful event with about 300 families participating.

Program Manager for Workforce and Economic Development – Ken Zambos

Career Online High School is thrilled to welcome 10 new students to the online program! Career Online High School staff continue to hold weekly virtual interviews to offer scholarships to selected applicants who are a good fit for the program. The next virtual new student orientation is scheduled for March 3, 2022, where staff will greet the 10 new students in high spirits and set them up to begin the online program shortly thereafter. Students are excited to begin this journey and have expressed gratitude for the impact this opportunity will make in their lives and those of their loved ones.

District 1 – Supervisor Rex Scott

Dewhirst–Catalina Library – Christine Dykgraaf

Dewhirst-Catalina Library enjoyed a short but busy month of February developing craft kits for the branch as well as the Catalina Community Food Bank. Every year our Valentine Card making kits are a hit, so this year we handed them out in January and February to over 30 happy kids and a few adults. For Black History Month we made a kit that celebrated the art of Ms. Alma Thomas and encouraged kids to make colorful circles and spirals like those that she did. Dewhirst-Catalina Library has welcomed new staff these past two months who are well on their way to being enthusiastic CATs!

Dusenberry-River Library – Matías Torres

February will conclude with notable developments at Dusenberry-River Library. Our Children's Area will work hand and hand with our *Seed Library* to promote our newly redesigned Seed Library repository through tailored grab and go activities. Reading help at the library will be amplified by input from our *Teenage Advisory Board* with respect to training, volunteer support and branch adaptability. A virtual *Code Club* series led by teenage volunteer is being finalized for March. *Art in the Afternoon* discussions continue virtually while a local writing group has taken advantage of limited soft reopening of meeting room to meet in person at our branch. The expectation for a talk from one of their published authors is expected in a forthcoming virtual program. On account of the substantial generosity of staff and patrons, we concluded an additional Afghan Refugee Donation Drive with the need for multiple carloads on a quite a few occasions. We are moving forward while maintaining focus on sustainable progress.

Nanini Library – Caitlin Burns

Nanini's Teen Services Librarian is working with a group of young adult volunteers virtually to prepare for their in-person conversation with author V.E. Schwab at the Tucson Festival of Books. Our librarian was thrilled to receive advanced reader copies of her upcoming book,

Gallant, for each member of the group to read before its release next month. V.E. Schwab is a #1 New York Times Bestselling Author and the interview will be recorded.

The display for Black History Month has been especially popular among children and families who are busy checking out both fiction and nonfiction stories written for young readers. Along with all other topics, Nanini's Children's Librarian has been highlighting Black healthcare workers and scientists to align with the 2022 BHM Health and Wellness theme. Children's literature has slowly been increasing BIPOC character representation over the past decade but a recent study found that the percentage of Black characters in children's best sellers decreased by 23% from 2020 to 2021.

Oro Valley Public Library – Kaitlyn Sparks

Oro Valley Public Library remains one of the highest circulating locations in the Pima County Public Library system. Last month our patrons checked out over 18,000 physical items from our collection. Our hold shelves continually overflow with items for our patrons to pick up. We moved our adult graphic novels to a taller shelving unit more conducive to browsing, which also provided a more permanent solution for our surplus of patron reserves.

Our children's displays for *Black History Month*, *Encanto* and *Many Ways to Love* felt the February love by our patrons as there were noticeably many books checked out. Children were left staring in awe at all the *Encanto* characters matched with books to represent them, complete with a host of paper butterflies fluttering throughout the display. Bulletin boards in the children's area had pictures of staff members' favorite children's books with their names. We received some wonderful comments from patrons and staff; people enjoyed seeing all the books that have connected staff to their childhoods and the books that we loved sharing with our parents, children, and grandkids.

Wheeler Taft Abbett, Sr. Library – Meggin Kitterman

In celebration of Love of Reading month, 40 kids participated in a reader's advisory activity and helped decorate this month's bulletin board in the Kids Area. They each wrote the title and author of one of their favorite books on a heart-shaped die cut. Staff printed off a picture of the cover of the book and posted it along with the heart on the bulletin board to share their love of reading. At the end of the month, a list of the titles will be posted on the library's website and Facebook page, so kids can see what books their peers love and recommend for them to read.

Staff made a beautiful display for Black History Month near the library entrance. Rodeo, Valentine's Day and Seed Library materials made interesting displays in the children's and adult nonfiction area. Books and the craft activities incorporated into the displays were popular with customers.

District 2 – Supervisor Matt Heinz

Eckstrom-Columbus Library – Kelly Wilson

This February we highlight beautiful displays in honor of the Lunar New Year, Black History Month and Valentine's Day. We are centering current black authors as well as important historical and public figures for our patrons to consider. Over 275 Chinese New Year and Valentine Grab-n-Go activities flew off the shelf and into the hands of our young patrons this month along with 235 afterschool snacks. We continue to provide family food assistance, and have contributed to feeding 140 families.

Quincie Douglas Library – Marissa Alcorta

Staff at Quincie Douglas go to the Food Bank twice a week to grab snacks and other food pantry items for customers. It continues to be popular and the cart we hold items on at the door needs to be replenished at least once or twice daily.

The first two (virtual) teen volunteer programs focused on career and academic development, which was voted the #1 interest from the last poll taken of teens who attended previous volunteer programs. The participating teens learned of different career and academic paths (trade school admissions process, for example). It was interactive with speaker from PCC's Student Engagement and Enrollment. The volunteer element came from teens who helped their peers/siblings/friends use the resources they learned about. This presentation focused on engagement with the teens to have the presentation continue forward. Teens helped direct the program to things that interested them the most on the topic. Also, this was our first collaboration of the year and we hope to continue to involve teens in our ongoing programming.

Staff provided coloring sheets and coloring books for Black History Month for the families and children to color, in addition to several book and info displays throughout the branch in celebration of Black History Month. Staff also created a one-day event around World Read Aloud Day, with materials and additional resources and activities provided by litworld.org; the activities comprised of a reading crown activity with brown craft paper bags, along with some bookmarks and a big interactive book for the children to read and of course, interact with! It was quite a hit with the kids just for that one day and onward.

Our children's staff provided three grab n' go activity kits for customers, two for Valentine's day and the other for celebration of Rodeo Week. They were each 30 kits and were scooped up quickly by the community.

Our children's librarian was invited by teachers at C.E. Rose to participate in Love of Reading week on Friday, February 18. The event was virtual and she read to over 50 students. It was great to promote literacy and continue to strengthen those community connections.

Sahuarita Library – Betsy Langley

Customers of all ages have been participating in a passive program creating newspaper pots, filling them with soil, and planting Seed Library sunflower seeds to take home. We are also celebrating Black History Month with two displays highlighting historical figures as well as contemporary authors writing in a range of genres. Books are flying off the shelf of our Children's Valentines and Rodeo Days displays and the Adult area is seeing some love for our Blind Date with a Book display (featuring diverse storylines) as well as supernatural romance. Children's staff participated at a Maker Fair at Sahuarita High School, offering STEM activities and sharing info about the Library. We also received a wonderful invitation to read to youth at the Anza Trail Elementary school for Love of Reading Week and staff are excited to get back out into the community!

Sam Lena-South Tucson Library – Lu Guerrero

Sam Lena-South Tucson Library saw a marked increase in grab-n-go snack packs provided to customers, through the Community Food Bank of Southern Arizona. Library staff curated a book display to highlight and celebrate Black authors, across literary genres. Branch staff processed over two dozen seed varieties to replenish and enhance PCPL's Seed Library collection during the month of February.

Sam Lena-South Tucson Library collaborated with Pima County Health Department to hold an outdoor COVID-19 testing site at the end of the month.

District 3 – Supervisor Sharon Bronson, Chair

Caviglia-Arivaca Library – Jodi Ohlson

Birders have descended upon the Caviglia Arivaca Library, and we have served as guides for Southern Pima County Bird Watchers. We were prepared with bird maps, and maps for Buenos Aires National Wildlife Center. Our Children's Table celebrated the Chinese New Year with coloring pages, and we had *Grab and Go Kits* for Valentine's Day, making a Chinese New Year Dragon, and learning how to draw. For older kids and adults, we offered a *Grab and Go kit* for making a folded book birdhouse, which we created using old encyclopedias. Our *Arivaca Reads* book was *I Thought You Said This Would Work* by Ann Garvin. It was a light and fun read for the most part, and there were conversations about road tripping and animal rescues. Our new *Scavenger Hunt* on the front patio has been a real joy since the weather is warming up during the daytime. This month's book displays honored *Black History Month* and the too cold nights- '*Baby It's Cold Outside*' featured baking and soups, crochet and knitting, and a few spicy titles to help people stay warm.

Salazar-Ajo Library – Daniela Buchberger

During the month of February the Salazar-Ajo library has seen many new faces that have signed up for library cards and has welcomed more staff to the team.

Our adult directed grab and go activities have shown very successful and people are especially interested in the local history word search and crossword puzzles that our staff have been creating.

Additionally we were able to provide our customers with self-watering containers and seed packets that were provided by the Community Foodbank of Southern Arizona. Library staff has been working tirelessly assembling the seed packets for distribution.

Woods Memorial Library – Victoria Salajko

The Woods Memorial Library has been enjoying a steady increase in foot traffic since reopening to the public after our recent remodel. Patrons have been admiring our renovated restrooms, reconfigured service desk and holds pick up area. Our librarians created several displays this month, to highlight our collection in our fresh space. Displays include a selection of children's materials for Chinese New Year, a Black History Month display, and a Trending on #BookTok display for our teens and tweens. Our Adult Services librarian also used paper flowers and papel picado to highlight and enhance our Spanish language section.

District 4 – Supervisor Steve Christy

W. Anne Gibson-Esmond Station – Mary McKinney

The weekly Virtual Code Club for tweens got off to a great start on February 4. The librarian for tween services hosted a dozen coders each week who reported that "really enjoyed it, participation was great, and they helped each other out when they got stuck." One of the coders said, "I'm so glad to be part of Code Club because I've been coding at home but it's so much better to be part of a group."

Library displays in February also included African American History Month and Blind Date With a Book. In addition, the Future City projects from Esmond Station K-8 School were on display during the week of February 14. The students' projects were included in the statewide competition consisting of 60 teams. Their well-planned designs took into account infrastructure, civic design, transportation systems, and land surveying practices. A patron admiring the display commented, "What a really super job they did. I want to go to that city!"

Joyner-Green Valley Library – Sam Hennig

The Joyner-Green Valley Library staff have been busy throughout the month of February. Children's staff have created multiple diverse grab 'n go kits for families, including activities related to the Lunar New Year. Children's and Teen services staff also created Lunar New Year and Celebrating Black History month displays. The Black History month display has books ranging from famous sports figures, to well-known black authors, and even has books about black men and women who fought for social justice and impacted history and society through their activism. The Tween services staff created a Banned Book display, including some of the most current and popular books on Anti-Racism. The display seems to be a huge hit and one patron even complimented staff on their choice for a display and said she was "so glad that the library continues to provide access to all of these great books."

The Green Valley community was especially generous with their donations to the Tucson Afghan Refugee Community project. PCPL staff had to make numerous trips to pick up all of the donations, and patrons were still bringing in donations up to the last minute of the final day of the donation drive.

It is very encouraging for staff to hear and experience that even without programming we are still making a positive meaningful impact in our community.

Kirk-Bear Canyon Library – Linde Furman

Kirk-Bear Canyon Library staff have been busy with the continuation of their display project. Librarians have created a long-term plan for monthly display rotations themed to celebrate Tucson culture and events. Present displays celebrate Black History Month, the Tucson Gem Show, the Rodeo, and more! We also now feature a permanent display to highlight the Spanish language collection housed at our location. Customers regularly comment on how much they enjoy the displays and tell us that they look for the newly featured materials each time they visit.

Staff are also preparing to celebrate the upcoming one-year anniversary of the incredible mural on the building's exterior that was created by local muralist, Joe Pagac. The mural was funded by the Friends of the Kirk-Bear Canyon Library through a donation from Hughes Federal Credit Union. Bear Canyon's Children's Librarian, Megan Hellwig, has created special coloring sheets featuring artwork from the mural that will be available in April. A commemorative plaque for the mural is also currently in production. We welcome everyone to stop by to visit us and see this beautiful artwork in-person.

Miller-Golf Links Library – Kassy Rodeheaver

The Miller-Golf Links Library is hosting a high school senior volunteer as part of our workforce development efforts. She has been learning the ins and outs of library service to the public as a potential career path and when asked what she has learned about libraries from her time here, she quickly responded, "Libraries are really customer focused to help individuals with their unique needs."

Our Black History Month display has been exceedingly popular. We had to get more books for the display since more than half of the items were checked out by our customers only 10 days into the month. Customers are also happy that our Friends of the Pima County Public Library book sale is back in our branch and many items have been sold to raise programming support funds for our library system.

Murphy-Wilmot Library – Kathy Konecny

Murphy-Wilmot's February diversity display honored Black History Month. The display featured Black stories, history, biographies, food, art and authors. Many staff at the Murphy-Wilmot Library provided input on which titles to feature. Materials were also chosen from lists created by the Kindred team. The display was a hit with customers and needed to be replenished often.

District 5 – Supervisor Adelita Grijalva

Frank De La Cruz-El Pueblo Library – Ivonne Ramirez

This month, Frank De La Cruz-El Pueblo Library has been working with community partners and agency neighbors to organize the renaming ceremony, which will take place on March 4. This small celebration to be held in front of the library will be an opportunity to recognize the history of the library location, Frank's legacy, and the organizations in the El Pueblo Neighborhood Center community.

Frank De La Cruz-El Pueblo Library staff continue to be a key resource for library users needing support with job applications, state benefits applications, and other technology projects. We have also seen an increase in the number of families with young children that come to use the children's room and stay for leisure family time. We are looking forward to expanding programs for summer and spring, as the COVID health restrictions are lifted following the evolving recommendations of the Health Department and improved community health data.

El Río Library – Jeff McWhorter

El Río Library continues to be open abbreviated hours on Monday, Tuesday, and Thursday from 10am to 1pm. The three days that the library is open for these hours still see brisk patronage. The computer lab is generally full, patrons are picking up their reserves, and staff is diligently curating the collection. Patrons still ask daily about the possible expansion of hours and programming.

Himmel Park Library – Heather Ross

One of our Library Associates made a beautiful new bulletin board in our children's section in honor of Love of Reading Month. She provided cutout hearts on which children write the titles of their favorite books, which we then add to the display. A few of these picks include *Frozen*, *Shine Like a Unicorn*, *Harry Potter*, and *Owl Diaries*. In response to the heart's prompt, "My favorite book is..." one young reader wrote: "Every book! I love books!" We are so happy to share his sentiments, and to give all our participants a chance to share their recommendations.

Martha Cooper Library – Tara Foxx-Lupo

Martha Cooper Library is once again a host site for the Writer in Residence program. After the pandemic ended our first hosting opportunity prematurely, staff are excited to have the program back. Author Wynne Brown is using our library as her home base for offering virtual writing consultation appointments for community writers. Participants appreciate the opportunity to connect with a published author who is also a community member. Wynne has enjoyed the appointments she has facilitated so far and looks forward offering the program for the next couple of months.

As planning for our upcoming expansion is gaining momentum, staff are working diligently to prepare for all that comes along with a closure, including evaluating materials and winnowing down our shelves. The process will be ongoing in the coming months as we draw closer to this exciting and important large-scale project.

Richard Elías-Mission Library – Vicki Lázaro

The Black History Month displays for adults and children have been a popular feature at the Richard Elías-Mission Library. Our Adult and Children's Services Librarians have been busy keeping both displays full with the new books that we have received with this month from Baker & Taylor along with older favorites from our library collection. The popularity of the display has demonstrated our patrons' appreciation for highlighting materials that connect directly with our community.

Tax season is in full swing. Richard Elías-Mission Library staff have been actively distributing AARP tax packets and assisting patrons with printing out tax forms and documents. We have also been connecting our patrons with tax preparation resources such as the Volunteer Income Tax Assistance through United Way and AARP Foundation Tax-Aide. Our staff have helped patrons with scheduling appointments online for both of these services.

The snack program and distributions from the Southern Arizona Community Food Bank continue to be popular among individuals and families in need. Additionally, as colder winter weather sets in, the Richard Elías-Mission Library has served as a place of safety and respite for patrons experiencing homelessness.

Southwest Library – Ray Baca

Grab and go snacks are always a big hit at Southwest. Many kids are finding out that the library is a safe space for gaming and hanging out.