
DATE: October 6, 2022

TO: Library Board, Pima County Public Library
Board of Directors, Friends of the Pima County Public Library
Board of Directors, Friends of the Pima-Green Valley Library
Board of Directors, Friends of the Kirk-Bear Canyon Library
Board of Directors, Friends of the Arivaca Library
Board of Directors, Friends of the Oro Valley Public Library
Pima County Public Library Foundation Board

FROM: Michelle Simon
Deputy Director, Support Services

SUBJECT: Support Services Report – September and October 2022

Facilities Projects - Ken McDonald, Facilities Administrative Specialist

Martha Cooper Library – 100% Construction Documents have been submitted for review by Pima County. The bids received in May were not acceptable and the project will be re-bid. The current plan is to reevaluate the bid documents and construction estimates, reissue the call for solicitations, and receive bids in August 2022. If an acceptable bid received, the project will begin in late 2022 or early 2023. The building will be closing to the public in mid to late November.

Richard Elías-Mission Library – The design phase is underway for this expansion/renovation project. A celebration for the naming of the library and unveiling of the concept design will happen in mid-December. More information coming soon.

Valencia Library – Perimeter fencing & parking lot improvements are substantially complete just waiting on gate padlocks from City of Tucson lock shop. An exterior book return box has been scheduled for installation for customer convenience.

FY 2022/2023 Furniture and Facilities Branch Requests – Service requests submitted to Pima County Facilities for processing. Facilities is now evaluating each service request and assigning to proper designer. More details will be available in future reports as projects begin.

Interior Door Security Devices: Received devices to secure interior doors in the event of an emergency such as active shooter. Devices attach to door closers and go under doorknobs, allowing for greater security on doors without electronic badge readers. This effort is part of our ongoing security upgrades. Facilities is currently installing the wall brackets for device storage close to doors.

Library Services Manager Reports

Administration – Beth Matthias-Loghry, Library Services Manager

Grants Coordination: This time of year is final report time for grants. The achievements of our project teams amaze me. I am grateful for the State Library, the Institute of Museum and Library Services, the Urban Libraries Council, and the American Library Association and the Public Library Association for offering opportunities that help PCPL to both innovate and focus on our mission. Because of these opportunities –

PCPL currently checks out hotspots (400 total) to students and families for use with education and work activities. Students and families continue to check out the hotspots, even with the return to in-person classes. PCPL will has invested in major community collaborations and partnerships to explore new ways to meet the needs of their patrons with regard to connectivity and technology. PCPL will continue to partnership and other resources to further Pima’s efforts for digital access, inclusion, and adoption. **ARPA Allotment – Project Manager, Michelle Simon**

Families enjoyed working on community based science kits together and definitely told others about the kits. In addition, after checking out the night sky kit, one family noted on their survey that they then checked out an eBook about the night sky to follow up with more information. The website PCPL created for the science kits has been helpful for other libraries looking to create something similar - it was mentioned in one of the Sci-Starter newsletters that is shared with folks around the country working on community science projects. Here is a link to the PCPL landing page:

<https://www.library.pima.gov/sciencekits/> **Community-Based Science Projects – Project Manager Karen Greene**

92 % of those who participated with our Writers in Residence strongly agreed that they: learned something new that is helpful, felt more confident about what they just learned and intended to apply what you just learned, and they are very likely to participate in a similar library activity. As Wynne Browns notes there is "No question that universally everyone loves this program!" Of the eighty slots, Wynne only had one no-show. "Every single person thanked me effusively for my time ... I think many thought I was a volunteer and don't realize that WIRs actually get paid." A couple writers who participated in the consultations took the time to mailed thank you notes: "Thank you for sharing your time, encouragement, honesty and interest in writing. Preparing for our Zoom meetings and listening to your suggestions and questions helped me refocus my writing efforts." **Writers in Residence at Libraries – Project Manager Beth Matthias-Loghry**

The Kindred team has joined the Dunbar Pavilion and the University of Arizona’s School of Information in an effort to use Family History kits to preserve and digitize many of the various community donations the Dunbar Archives & Collections Committee has received. The team will move ahead with its goal to continue to provide programming related to preservation, digitization, and storytelling to encourage use of the kits and the library. **Our Story – A Communities of Color Curation Project – Project Manager Kindred Group**

Conversations with Friends project: I am on the verge of completing a working agenda and an online learning course for and about Friends and PCPL. The learning course comes as all part of the effort that began early in 2021 with a review of the Friends partnership. Some of our Friends may remember participating at the focus groups that started it all.

Part of the course is a Q & A. I have been compiling the questions and answers for quite some time ... Ever since I accepted the assignment as the Directors Designee to Friends and PCPL Administrative Offices. The Q&A offers common and consistent answers, 24 questions and answers all told. I offer general answers and, where needed, clarify the policy that grounds them. Answers are consistent for similar questions and circumstances. As much as it can be, the Q&A is applicable to each of our unique Friends groups no matter what community they are in or the library or libraries with which they are situated.

Supporting material, the more complete and thorough compilation of the policies, guidelines and procedures that serve PCPL in its relationship to Friends will be available in the new ***Pima County Public Library Friends Handbook***.

In addition to referencing procedures and policy base, specific sections in the Q&A relate to the PCPL Friends relationship, Friends as independent not-for-profit corporations, facilities usage, distribution of funds and attribution, the Community Impact Plan as PCPL's guide for programs and services, and communications avenues in general.

The plan is to continue to research and adding talking points as things surface to maintain the Q&A and the Handbook too. Jan Waukon, principal of SkyHouse Consulting and I will offer orientations to the Handbook for each Friends Group serving PCPL in the upcoming months.

I am looking forward to rolling out the Handbook and the Friends learning course for PCPL staff and Friends alike.

Support Services (CDO/TSV/Delivery/Library Technology) – Kate DeMeester-Lane, Library Services Manager

We continue to make good progress in updating our Collection Development policy. This work is undertaken by a group of staff from the Collection Development Office and the library branches. Additionally, our Diversity, Equity and Inclusion (DEI) Collection Audit Team will be expanding to include experts from the branches. Our hope is that we will be able to increase the diversity of life experiences represented in our collections, as well as increase the accessibility of these items by including DEI subject heading entries.

One ongoing project is the purchase of High Interest/ Low Difficulty reading materials, commonly referred to as High/Low materials. These materials provide an essential opportunity for adult learners to practice their reading skills with materials that are appropriate for them. We know that materials that are interesting to the reader and at a feasible level of difficulty are critical in helping adults achieve their learning goals. Without materials such as these, adult learners have to use children's materials to practice which in turn reduces their success rates. This work is being done in partnership with a subcommittee of our Adult Services Team.

This month I have been able to complete Library Journal's Equity-Centered Library Leadership Course. I have also taught several classes for staff on Intellectual Freedom, and its central importance to the work of public libraries.

Communications and Systems Office – Jen Maney and Reneé Bibby, Program Managers

Current projects

We're working on the following projects.

- Annual Report
- Southwest Books of the Year
- Digital Learn Project
- Health Connect
- Día de Muertos
- Our Story – A Communities of Color Curation Project
- Branch eNewsletters

Big Design Projects

This past fall has seen two big design projects by our designer Carolina Caples. The first was a hand-drawn coloring book celebrating the [10 year anniversary of the Seed Library and BookBike](#). The coloring book features 16 pieces of art inspired by photos from the history of the two programs. The coloring book is available at branches throughout the system but if you would like a copy mailed to you, please contact pimacountylibrary@pima.gov with your request.

The other big design project is a 72-page journal for the youth at the Juvenile Detention Center. Written by [Marge Pelligrino](#) under the guidance of Stephanie Mitchell, JDC Librarian-in-Residence, and Beth Matthias-Loghry, the journal features writing prompts for young people to reflect on their life and experiences. The journal took approximately 100+ hours of design time. The project is in the proofing stage and will be printed in a limited run at the end of 2022.

Branch eNewsletters are a success!

The Oro Valley Library, Valencia Library, and Woods Memorial Library newsletters kicked off in October! They have been amazingly well received. Oro Valley has 555 subscribers with a 74.59% open rate; Valencia has 54 subscribers with an open rate of 61.11%; Woods, with 171 subscribers, had an open rate of 76.61%. The industry standard open rate is 17.79%. If you are interested in reading more about the branch newsletters, read more about it in [this article](#).

TikTok Hit 1 Million Views

Our new Social Media Librarian, Ray Bacca, launched our library TikTok account in late August. One early TikTok gained traction, growing steadily in views, which translated to followers. In October, that viral TikTok hit 1 million views! We now have 11,600 followers and 193,700 likes. Read more about it [here](#), with links on how to subscribe.