
DATE: March 2, 2023

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– February 2023

Library Service Manager Reports

Administration – Beth Matthias-Loghry, Library Services Manager

The Community Engagement team joined me in a staff invitation to a **Talk it Over Session about Library Services and Technology Act (LSTA) funding**. We hoped to explore what interesting ideas staff might need funded for branches or teamwork. The session was a time to join over project ideas or draft plans, to discuss projects and learn a little bit more about Pima County grants coordination support and procedures.

New Library Services and Technology Guidelines

[LSTA Grant Guidelines are available on the web.](#)

Highlights

General LSTA sub-grants have flexible values as awards; allow libraries to explore new and continuing services within the parameters of the LSTA purposes and priorities.

Express grants have pre-set funding limits, activities and outcomes. Express grants focus, design and intention(s) are explicitly stated.

All grants in the **Institutional Improvements** category are express grants. These opportunities are the same as previous, and focus on Hotspot Lending and quality presenters for staff training.

And voila! Here are the Proposals we will submit.

Category: **Access to information and resources. Project Manager(s) Michelle Simon and Kate DeMeester**

Pima County Public Library (PCPL) wants to purchase express Library. PCPL can deliver books and materials to patrons, 24/7, while providing wireless access. The 24-Hour Library™ can enable patrons to check out and return materials, place and pick up holds, download audio and e-books, browse the catalog, and more. A key benefit for accessibility and long term planning is

the ability to provide full access service in a location that is distant from a full service Library, and in regions that are unserved or under served to the Internet backbone -- specifically, Pima County's middle mile areas.

Express: **Writers in Residence in Libraries – Project Manager Beth Matthias-Loghry**

The Writers in Residence in Libraries Mini-Grant provides funding for three (e) Writer's residencies. Each Residency spans a three-month period, one to begin in August of 2023, one in February 2024 and the other in May. Writers are asked to spend four hours a week working for PCPL with assigned time with customers through consultations and workshops. Hours are flexible, for each WIRL is asked to offer 4 hours of consultation time each week of the residency, and 3-4 public programs or workshops during the residency.

Express: **XR in AZ Libraries – Project Manager Kendra Davey**

Virtual Reality puts users in a computer-generated environment with scenes and objects that appear real, making them feel immersed in their surroundings. To increase opportunities for libraries to offer this fascinating technology, the Arizona State Library is launching the XR in AZ Libraries Express Grant, which awards \$4,000 for the purpose of purchasing or leasing VR headsets and peripherals for inclusion in a STEM-based learning program.

Support Services – Kate DeMeester-Lane, Library Services Manager

Collection Development/Technical Services/Delivery – Victoria Salajko, Librarian III

The big news in Collection Development and Technical Services is that our primary vendor, Brodart, has completed all the necessary work for us to begin ordering fully processed materials from them. This month, we had all of our test books delivered for review and all systems are go for future orders. The best part of this change is that Brodart gives us access to more diverse materials than our other large vendor, Baker and Taylor.

Selected library branches have begun receiving charging stations via delivery. These stations will allow customers to securely charge their devices in the libraries. This is a common ask from our customers, and our older buildings typically do not have enough well-placed outlets to facilitate easy charging. This will be a big win for anyone who has ever needed to charge a device and had trouble finding an outlet.

Communications and Systems Office Web Team – Jen Maney, Program Manager

Locations page on website is getting an update

The locations page is getting a much-needed update in early March. [Get a sneak peek here.](#) When you go to it, if you are not logged in, libraries will be listed A to Z. If you are logged in, and you have set preferred locations, your preferred locations will show up at the top. The map view is also still available.

The screenshot displays the Pima County Public Library website's 'Locations' page. At the top, there is a navigation bar with 'English', 'Hours & Locations', 'Help', 'Admin', and 'PimaLib.jenM'. Below this is a search bar with 'Search the Catalog by Keyword' and a search icon. A secondary navigation bar includes 'Browse', 'E-Library', 'Download & Stream', 'Homework', 'En español', 'Events', and 'Catalog'. The main heading is 'Locations', followed by a search prompt: 'Search by library name, address, or ZIP code'. There are input fields for search, a 'Search' button, and options for 'Use my location', 'Filter', and 'Open now'. Below the search area, there are 'Grid view' and 'Map view' tabs. The page shows 27 locations in a grid format. Each location card includes a photo, the library name, opening hours, address, phone number, and a 'Get directions' link.

Library Name	Address	Phone	Hours
Joel D Valdez Main Library	101 N. Stone Ave. Tucson AZ 85701	(520) 594-5500	Open today until 6:00 pm
Caviglia-Arivaca Library	17050 W. Arivaca Rd. Arivaca AZ 85601	(520) 594-5235	Open today until 5:00 pm
Dewhirst-Catalina Library	15631 N. Oracle Rd., #199 Catalina AZ 85739	(520) 594-5240	Open today until 5:00 pm
Dusenberry-River Library	5605 E. River Rd., Ste. 105 Tucson AZ 85750	(520) 594-5345	Open today until 6:00 pm
Eckstrom-Columbus Library	4350 E. 22nd St. Tucson AZ 85711	(520) 594-5285	Open today until 6:00 pm
El Rio Library	1390 W. Speedway Blvd. Tucson AZ 85745	(520) 594-5245	Closed until 10:00 am Thursday

Branch eNewsletters going strong

We began sending branch eNewsletters in October 2022, and we continue to add more branches each quarter. The messages are very popular! In general, the eNewsletter industry says that an open rate of 15-25% is good. Our customers are very invested and interested in the library. Our open rates are **anywhere from 48% to 78%**!

We encourage people to sign up even if their branch's eNewsletter hasn't started yet, so they'll get the first one when it's ready. People can sign up on the website and set their preferences as they sign up. [Sign up here!](#)

Finance and Facilities – Sharla Ronstadt, Library Services Manager

I have been in my new position as Library Services Manager of Finance and Facilities for almost a month. My current focus is on attending meetings and training to learn various aspects of my new responsibilities. Part of my job will be to support staff, facilitate communication, provide quality control support and workflow and process analysis for improvement. I am very excited to be in this new position and to have the opportunity to work with staff across our library system.

In the area of Finance, the Accounting staff is scheduling visits to branch libraries to attend staff meetings. It is an excellent opportunity for the branch library and Accounting staff to get to know each other and learn about the various processes affecting public services. We are reviewing the process for ordering supplies and the form utilized by staff. Our goal is to create a form that will be user-friendly and will help streamline the workflow of all the people involved with fulfilling their requests and ensuring we complete the request promptly. Cash handling audits and facility site visits are being scheduled over the next month and will continue throughout the year.

Regarding facilities, we are cleaning up our Facilities Service Request Tracker and following up with branch libraries on their existing requests in addition to starting the 2023-2024 Branch Furniture and Facilities Request process with Public Service Managers.

Facilities Projects - Ken McDonald, Facilities Administrative Specialist

Martha Cooper Library – Expansion construction to last approximately 18 months. Progress reports in the future. When we reopen, the library will be nearly double size. The 13,554 square foot building will give us more room to offer services to the community. We are expanding the children's space, teen's area, programming rooms, and adding study rooms. We will also have a much larger space for books! You will enjoy our expanded collection and comfortable places to read. The large meeting room will connect to an outdoor, shaded meeting area with a sliding glass wall, allowing for large-scale indoor and outdoor events. Solar panels will provide a shade structure with benches to use Wi-Fi in a shady spot. The grass area out front will be enlarged as well.

Esmond Station – Parking lot expansion is proceeding with berms one & two and basins completed. Most curb work is completed. Project is on schedule despite rains previously. The monument sign will be replaced with one that sits higher off the ground and creates better visibility from the road. The sign should be completed in the next few months.

Salazar-Ajo Library – Carpet replacement project waiting for proposed schedule. March or April tentative start time.

FY 2023/2024 Furniture and Facilities Branch Requests – Request forms were open for input by branch managers on February 1, 2023, they have until March 31 to submit their requests. After March 31 the Library Service Managers will review and comment on their respective branches, they have until May 31 to complete their review process.