

DATE: March 7, 2024

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

SUBJECT: Support Services – February 2024

Library Service Manager Reports

Administration – Beth Matthias-Loghry, Library Services Manager
Announcement: Planned Library Services and Technology Act Grant Projects for the 24-25 grant cycle.

This month I shared with Pima County Grants Management and Innovation our intentions to apply for two Library Services and Technology Act (LSTA) grant projects that aim to enhance the services we offer to the Pima County community.

1. Express Grant - Writers in Residence at Libraries
This project seeks to establish three Residencies and engage three Writers, each serving for a three-month period from Fall 2024 to July 2025. The Writer in Residence (WIR) program will provide a monthly stipend to writers who will dedicate set hours at the library for individual writing consultations. Additionally, writers will utilize their time to develop workshops and other public programs aimed at fostering hands-on writing opportunities, peer support, and writing production for Pima County residents. These programs will cater to individuals from various cultures, backgrounds, demographics, and age groups, ranging from school-age children to senior citizens. Through this initiative, we aim to cultivate a vibrant literary community and empower individuals to express themselves through the written word.
2. Social Services-Focused Program Development in Pima County Public Library
In collaboration with a consultant, this project will conduct a needs analysis to inform the development and implementation of a social services-focused program in specific libraries. The program's objectives include addressing patron needs related to mental health, substance use, and poverty while providing support to library staff in assisting high-needs patrons. Funding will support activities such as surveys, interviews with staff, patrons, and community partners, data analysis, and program planning. The project will be executed in two phases: Phase One will focus on needs analysis, while Phase Two will involve program implementation, including staff training and ongoing support.

Support Services – Kate DeMeester-Lane, Library Services Manager
Our Library Technology team is working in conjunction with County IT to convert our Point of Sale system (POS) to a new vendor. This is a large undertaking that is well underway. We may have short periods of time at each branch where the cash system is unavailable as the change out is happening, but otherwise, our customers will not experience any disruption in services.

Any disruptions will be advertised to staff and the public. Online payments by credit card should be unaffected by the branch-by-branch changeover.

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

The Collection Development Office (CDO), and the Technical Services Team (TSV), met with sales representatives in person from several of our vendors this month. A notable meeting, was the meeting with Ingram. The representative walked staff through some tips for ordering, and setting up our account permissions for each staff person who will be ordering and processing on the Ingram user portal. Ingram is now on contract with the library again, after a pause of a few years. Our CDO team is excited to have Ingram as a book purchasing option, as this will allow them to fill more of the lesser-known suggestions we receive from customers. There is a growing interest in small and independently published books in our community and across the country. Ingram carries a higher percentage of these types of books than our other vendors, so we are pleased to have them as an option available when we are purchasing.

Our TSV team is also pleased to have Ingram back on contract, because it means that we will be purchasing fewer books from Amazon, overall. Unlike Amazon, Ingram specializes in selling to libraries, and will make the tasks associated with prepping a book to add to our collection much more streamlined. They support our cataloging and processing needs in a way Amazon does not. Plus, we also won't be paying additional sales tax on items like we would with Amazon. We likely will still need to purchase from Amazon to satisfy some of the interest in smaller scale publishing in our community, but with Ingram, our staff are expecting to feel some relief on the pressure and backlog Amazon purchases cause to our workflow.

Finance and Facilities – Sharla Ronstadt, Library Services Manager

In Finance, the accounting staff has completed site visits to all the library locations as of last month. These site visits were an excellent opportunity for branch libraries and accounting staff to get to know each other and learn about the various accounting processes that impact public services. Our focus for this next year is to develop virtual training videos for our staff Intranet space and participate in the Staff Development training called Service U. We continued to complete cash-handling audits this month and will continue throughout the year. The new purchase request tracker and form presented to the Public Service Manager Meeting last month is on hold as we complete testing and develop staff training. I continued to take on additional responsibilities and tasks with the transition of the Deputy Director Position and look forward to working with the new Deputy Director. I assisted other staff in the transition of taking on some tasks associated with our accounting processes, providing guidance and coordinating training. I continue to review and approve financial documents and purchase requests.

Regarding facilities, we are reviewing our in-house Key inventory and preparing for our annual Furniture and Facilities Request process to start. We continue to attend planning meetings regarding Martha Cooper Library re-opening and Mission Library closing for renovations. I am also working with vendors associated with equipment upgrade projects and following up on contract-related questions. I attend monthly meetings with the Renovation and Interiors Department staff and assist with processing quotes, following up, and approving Maximo facilities' requests.

Facilities Projects - Ken McDonald, Facilities Administrative Specialist

Martha Cooper Library – Still on schedule. Approaching period of substantial completion.

Expansion construction date timeline for reopening:

Expansion completed 3/25/2024.

Furniture an equipment installation 4/15/2024 – May

Staff will be moving back between 6/17/2020 – 6/28/2024.

Staff will be working with Facilities to re-establish contracts for custodial, trash, recycling, pest control, landscaping, alarm systems, etc.

Richard Elías-Mission Library – The architects have completed the construction documents and the request for bids will be posted shortly. We anticipate closing this location toward the end of February 2024. The library will be closed for approximately 16 months. Service will be provided by locations around the area – Valencia Library, Southwest Library, El Rio Library – and supplemented with community outreach and Bookmobile visits.

Himmel Park Library – The contract for [Poster Mirto McDonald](#) (PMM) was approved at the November 21st Board of Supervisors Meeting. The library will be renovated to include space for staff activities, a more pronounced front entrance, additional infrastructure, and a pollinator garden. Community meetings will be held at the beginning of 2024. The proposed construction will result in the transfer of building ownership from the City of Tucson to Pima County and will add approximately 3,500-5,000 square feet to the current footprint.