



MEMORANDUM

Date: January 11, 2022

To: The Honorable Chair and Members
Pima County Board of Supervisors

From: Jan Leshner *Jan Leshner*
Acting County Administrator

Re: **Accommodations for patrons seeking services at Pima County Libraries and unable to wear a mask, from the January 4, 2022 Board of Supervisors Meeting**

Supervisor Christy requested a clarification of the accommodations provided to individuals unable to comply with the Board of Supervisors Resolution 2021-87 requiring mask use.

Library staff have safely and efficiently served patrons throughout the duration of the pandemic. This has included developing protocols to accommodate those individuals unwilling or unable to wear a mask. This has included the provision of free face shields, valet print services, WiFi internet access and printing, curbside pickup of materials and/or the use of secure outdoor pickup lockers. Our staff endeavors to meet the varied needs of our diverse patrons and make these types of services broadly available.

Attached please find a memorandum from Amber Mathewson, Library Director, who provides greater detail and insight into the operations of our facilities during the pandemic.

JL/dym

Attachment

- c: Francisco García, MD, MPH, Deputy County Administrator & Chief Medical Officer, Health and Community Services
- Carmine DeBonis, Jr., Deputy County Administrator for Public Works
- Amber D. Mathewson, Library Director, Pima County Public Library

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MEMORANDUM

DATE: January 7, 2022

TO: Dr. Francisco García, Deputy County Administrator

FROM: Amber D. Mathewson
Library Director



RE: Library District Update

A recent customer concern was brought before the Board of Supervisors regarding accommodations at Pima County Public Library for individuals who are medically unable to wear a mask. Library staff at all 27 library locations have throughout the pandemic been on the forefront of accommodating customer needs. Reasonable accommodations for customers who are unable to comply with current safety measures include free face shields, valet print services, Wi-Fi internet access and printing, curbside pickup of materials or use of a pickup locker. **Customers have utilized these services on average 3-5 times a week per location for the past two years.** The nature of front line customer interactions and the fraught climate surrounding Covid-19 information sometimes lead to difficult customer interactions, similar to those of other frontline service workers; however, the dedication to service among library staff is undeniable.

Since March 18, 2020 the Pima County Public Library has continually pivoted to provide access to physical materials and information, electronic resources, food for vulnerable populations, and learning activities for youth. Library staff navigated through a two-month closure period between March and May of 2020, when more than 200 library staff experienced furlough. At the same time, library staff helped to provide essential services in other County Departments including the Emergency Operations Center.

While library buildings were closed to the public, library staff provided Askalibrarian service, website and electronic resources, food and snacks, online library programs including Ready, Set, School and Job Help, Hotspot distribution to outlying school districts, and helped to standup the Covid-19 Vaccination Help Line. After a time, library staff provided curbside service which included not only the delivery of physical materials to patrons outside library buildings, but valet fax and copy services. Libraries were included in the three week County-wide closure from mid-December 2020 to mid-January 2021.

When customers were once again allowed inside county facilities, frontline library staff navigated the details and enforcement of temperature taking, social distancing, time and occupancy limits, and mask wearing; always keeping in mind the safety of library customers and library staff. Providing excellent customer service in this ever changing environment has continued to be the goal of all library customer interactions.

In calendar year 2021 even with reduced hours and staffing, Pima County Public Library:

Welcomed	1,195,264	visitors
Circulated	1,867,017	physical items
	2,156,300	digital items
Distributed	21,241	learning kits for children and youth
	89,276	snacks/meals to individuals in our community
Answered	6,532	email questions
	34,433	Infoline calls
Provided	153,477	computer sessions
	196,293	WIFI sessions
Processed	25,212	new library cards

Most recently staff were instrumental in distributing 70,000 COVID-19 test kits in conjunction with the Pima County Health Department.