



CAMP VERDE COMMUNITY LIBRARY

130 Black Bridge Road Camp Verde AZ 86322 | 928-554-8380

MEMORANDUM

TO: Russ Martin, Town Manager
FROM: Kathy Hellman, Library Director
SUBJECT: Monthly Report – May 2020
DATE: 6/5/2020
CC: Department Heads, Town Council

Report from the Library Director: Camp Verde Community Library joined with many other Yavapai Library Network libraries to offer [online registration for library cards](#). The online card gives patrons access to all our [online resources found here](#) and can be turned into a permanent card with access to our physical collection if the patron wishes. This is a great service to the many RV-ers who spend time in our community as well as to our vulnerable population limiting participation in public spaces.

One of the most challenging aspects of opening the Library under the COVID-19 restrictions, is trying to retrain ourselves NOT to step into to help patrons at a shared workstation that someone else has been using. It feels like it goes against the grain of everything I have been emphasizing for the past three years about good customer service and stepping up to help customers wherever and whenever we see them. Fortunately staff at the library are willing to find other ways to do the job. Kudos to Wendy who noticed a line at the front desk and, instead of stepping into another staff person's workstation, took the customers to the PC Helpdesk to checkout.

Last October all library staff participated in training called, *The Librarian's Guide to Homelessness*. Since then, I have been trying to put together information about resources available in our local community. I finally finished and posted the attached information in all the restrooms so people in need who visit the library may be able to find help. Still working on a brochure, but getting closer to bringing this project to life.

Report from the Children's Library: On May 18 the library opened to the public under phase one of COVID-19 guidelines after being closed for 8 weeks. During closure the Children's area was sanitized with the goal of sanitizing every book also accomplished. The time was also used to prepare for the 2020 Summer Reading Program. The first week open, the Children's area was quiet and as the days went by we began to see more activity from families. Towards the end of the month of May we had a visitation in place with DCS-Department of Child Safety and more visitations to come. Mommy and Me and A.M. Story Time w/Dewey continued in digital platform through Facebook a total of eight stories were posted with combined total of 1,169 views and an average of about 209 views per post. On May 19, 2020 Ms. Jenni introduced me (Ms. Letty) to the audience to begin the transition over to the new Children's Librarian.

Report from the Adult Library: Patrons of the public libraries in Yavapai County will now be able to browse and check out 70,000 more eBooks and downloadable audiobooks from libraries throughout the state. This Reciprocal Lending Agreement [RLA] is a new feature from Overdrive and costs the Yavapai Library Network [YLN] member libraries nothing. Participating libraries currently include Tempe Public Library, Yuma County Library District, Little Libraries That Could, Southwest Valley Library Consortium, Cochise County Library District, and the YLN with more members to be added in the future.

YLN patrons will only have to click a button in their Overdrive or Libby app to see titles that are available at participating libraries outside Yavapai County. Patrons can add these partner libraries to their Libby app or select them in the Overdrive app and browse any time for available titles. Unlike in our own library catalog, though, patrons will not be able to place holds on digital materials from outside Yavapai County.

To take advantage, download the Overdrive or Libby app for your phone or tablet. If you need help, contact the library or visit the Overdrive help page <http://portal.yln.info/overdriverla>

Report from the Teen Library: We reopened to the public in mid-May, with rules in place for safety. Teens have returned to the library, along with children and adults, all happy to use the library again. After many long weeks with no one in the building, it is nice to have patrons around again. The Teen Library is continuing with virtual programming: Music Monday, Book Talk Tuesday, Youth Council Meeting, Podcast Interviews, etc.

The Teen Library partnered with YCCHS to distribute Teen Care Packages. The packs are filled with snacks, sunshades, a yoyo donated by the Youth Advisory Council, and other goodies! So far, we have distributed 12 bags and are on our second round.

June 8 starts the Summer Reading Program, and because of the lack of other programming, I am hoping this year's SRP will be more successful. For teens, the events will remain virtual and include Reading Across Middle-earth, Six Word Stories, Map Making, and others, including a cook along.



Report from the PC Helpdesk: The Quiet/Study Rooms are now open on a limited basis: 1 hour per day 1 person per room & no reservations. To maintain physical distancing, we are allowing use of every other public computer and offering 1 hour sessions with no exceptions and extensions. This has been working well.

We have transitioned to a simpler way of collecting for print/copy services. The Library Director removed the coin box (which was a continual frustration to patrons and staff alike) so we are collecting fees by hand, releasing the print jobs from the control center, and processing them through the cash register at the CIRC desk.

To really keep up with what is going on at the library, don't forget to follow us on Facebook at:
<https://www.facebook.com/campverdelibrary>

Just for Fun!



		May-20	May-20	% change	YTD-FY20	YTD-FY19	% change
In-Library Uses							
Traffic Count		1,380	8,451	-83.7%	78,115	93,449	-16.4%
New Cards Issued		27	59	-54.2%	624	773	-19.3%
Public Computer Use		154	1,377	-88.8%	10,544	15,184	-30.6%
Early Literacy Computer Use		33	196	-83.2%	1,483	1,649	-10.1%
Requests for Computer Help		4	145	-97.2%	965	1,232	-21.7%
Reference Questions		25	141	-82.3%	834	1,559	-46.5%
Study Room Uses		10	52	-80.8%	522	617	-15.4%
Study Room Use - Hours		14	104	-86.5%	1,007	1,253	-19.6%
Study Room Use - People Served		8	59	-86.4%	652	821	-20.6%
Total In-Library Use		1,655	10,584	-84.4%	94,746	116,537	-18.7%
Library Programs							
Community Room Uses		1	58	-98.3%	346	534	-35.2%
Community Programs Attendance		60	390	-84.6%	2,769	4,808	-42.4%
Adult Programs		0	13	-100.0%	181	174	4.0%
Adult Program Attendance		0	127	-100.0%	1,990	2,225	-10.6%
Children's Programs		8	18	-55.6%	244	214	14.0%
Children's Program Attendance		0	70	-100.0%	1,546	1,647	-6.1%
Teen Programs		13	9	44.4%	136	155	-12.3%
Teen Program Attendance		55	153	-64.1%	1,540	1,491	3.3%
Total Library Program Attendance		115	740	-84.5%	7845	10171	-22.9%
Circulation							
Self-Checkout Use		544	1211	-55.1%	14,653	9,942	47.4%
Items Checked Out		1,986	5,022	-60.5%	48,873	54,420	-10.2%
Items Checked In		2,130	5,218	-59.2%	55,192	56,806	-2.8%
Renewed Items		82	683	-88.0%	7,567	8,529	-11.3%
Total Circulation		4,198	10,923	-61.6%	111,632	119,755	-6.8%
Circulation Areas of Interest							
Audio Books		105	237	-55.7%	1,835	2,530	-27.5%
DVDs & Movies		688	1,683	-59.1%	20,549	21,189	-3.0%
eBooks		845	568	48.8%	7,844	5,433	44.4%
Laptops & iPads		7	47	-85.1%	637	532	19.7%
Magazines		31	100	-69.0%	661	829	-20.3%
VOX Media Books		6	22	-72.7%	396	262	51.1%
Children's Material		281	928	-69.7%	10,239	10,565	-3.1%
Teen's Material		116	548	-78.8%	4,574	6,932	-34.0%
Transits, HOLDS & InterLibrary Loans							
HOLDS Filled		899	1,090	-17.5%	12,153	11,923	1.9%
Transit Items Sent & Received		1,718	1,721	-0.2%	19,294	18,030	7.0%
CVCL ILL Items Going Out		8	31	-74.2%	248	344	-27.9%
ILL Items for CVCL Patrons		0	9	-100.0%	38	70	-45.7%
Total Transit, HOLDS & ILL Activity		2,625	2,851	-7.9%	31,733	30,367	4.5%
Library Volunteers							
Number of Volunteers		2	33	-93.9%	227	355	-36.1%
Number of Hours Given		65	544	-88.1%	3,819	6,051	-36.9%
Average Hours/Volunteer		32.5	16.5	97.2%	16.8	17.0	-1.3%
Collection & Development							
New Kids & Teen Material Added		16	115	-86.1%	509	610	-16.6%
New Books & Magazines Added		101	260	-61.2%	2,023	2,087	-3.1%
New Audio-Visual Material Added		210	12	1650.0%	1,063	537	98.0%
Total Items Added		311	272	14.3%	3086	2624	17.6%
Mending & Donations							

Items Mended or Repaired	0	73	-100.0%	531	1,831	-71.0%
Donations Processed	65	1,927	-96.6%	14,695	14,865	-1.1%
Donations Cataloged	73	6	1116.7%	936	417	124.5%

Did you know, in Camp Verde...



... food is available at

Bread of Life Mission — (928) 567-6931

Camp Verde Food Bank — (928) 567-4281

Meals on Wheels — (928) 567-6356

St. Vincent de Paul — (928) 567-9471

... help with shelter is found at

Bread of Life Mission — (928) 567-6931

Salvation Army — (928) 300-3165

St. Vincent de Paul — (928) 567-9471



... help with clothes is available at

Abide New Life Thrift Shop — (928) 567-5433

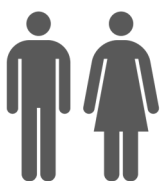
American Red Cross — (928) 567-0265

N. AZ Clothing Closet — (928) 399-9043

... showers can be found at

CV Parks & Recreation — (928) 554-0828

(during open hours)



... fill your water bottle, use the restroom, make a Quick Call at

Camp Verde Community Library — (928) 554-8380

(during open hours ask at the CIRC Desk)

Need Assistance in AZ? Dial 2-1-1

Have an Emergency? Dial 9-1-1

Did you know, in Camp Verde...



**... help is just a
phone call away**

24 Hour Women's Advocacy line: **928-445-4673**

Alcoholics Anonymous: **928-646-9428**

Arizona Coalition Against Domestic Violence: **1-800-782-6400**

AZ Children's Assoc. crisis care & shelter for infants & children up 6 yrs.: **928-772-3435**

AZ Department of Health Services: **602-364-1889** or **928-445-6455**

Boys Town National Hotline: **1-800-448-3000**

Child Abuse Hotline: **1-888-767-2445**

Cocaine Anonymous: **602-279-3838**

National Alliance on Mental Illness: **1-800-950-6264**

National Domestic Violence Hotline: **1-800-799-7233**

National Hope Hotline (Children): **1-888-995-4673**

National Suicide Hotline 24/7: **1-800-273-8255** and Press 1 or **1-800-784-2433**

Poison Control: **1-800-362-0101**

Salvation Army: **928-778-0150**

Sexual Assault Hotline, Arizona: **928-373-0849**

Sexual Assault Hotline, National: **1-877-513-2232**

Spectrum Healthcare: **928-634-2236**

Teen Crisis: **1-800-729-8336**

Verde Valley Sanctuary: **928-634-2511**

Veterans Crisis Line: **1-800-273-8255**

Victim Witness: **771-3485**

West Yavapai Guidance Clinic: **928-445-5211** or **1-800-293-7730**

Yavapai Family Advocacy Center: **928-775-0669**

Don't see what you need? Dial 2-1-1

Have an Emergency? Dial 9-1-1

Did you know, in Camp Verde...



...you can get a library card even if you don't have a local address?

We call it the **CVCL TEMP Card and...**

...it's only good at Camp Verde Community Library. The TEMP Card gives you immediate access to our library resources!

...your TEMP Card expires in 3 months but, we are happy to renew if you stay longer or return for a visit.

Users with temp cards enjoy the following:

- checkout 2 items from this library at one time for 3 weeks at a time
- renew once for an additional 3 weeks, unless they have a HOLD on them
- full access to all our online resources like Overdrive eBooks, Freegal eMusic, RBDigital eMagazines, Kanopy eMovies, etc.
- daily in-library computer use

ASK US ABOUT A CVCL TEMP CARD TODAY!