



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 December 2020
DATE: 1/12/2021
CC: Department Heads, Town Council



We LOVE the way our TOCV Maintenance staff light up the Library!! THANK YOU. YOU ARE AWESOME!!

Report from the Library Director: This is a shout out to all the staff on the frontlines at the Library: Zack Garcia, Wendy Cook-Roberts, Von Hatch, Letty Ancira, Jaye Valles, Janell Leland, Helen Howard, Gerry Laurito, Carson Ralston, and Alice Gottschalk. Being short-staffed through the holidays plus end-of-year vacations, those who picked up the slack did excellent work! It is hard to put a value on having a dependable team at the Library, one I can count on to carry on and serve the community with skill and heart. When I came up COVID-positive

and missed the last 3 weeks of 2020, I did not have to worry about operations at the Library knowing the caliber of the team that I work with!

Report from the Teen Library: 2020 has come to a close. It was a challenging year for everyone, not least of all our teens. Being a teen is hard enough without a pandemic to disrupt your life. Moving into 2021, my hope and aim is to reintroduce teens to the library, to let them know we are still here for them, and that we miss them. Since in-house programming is not currently an option, and virtual programming does somewhat compete with their virtual learning, we are combining virtual programs with “Take and Make” programs and projects. Teens can pick up a program-themed kit at the library, participate in the virtual program, and make the project at home. Our first one will be January 22, Editorial Cartoons for Teens. This program is in collaboration with Cottonwood Public Library, and is tied to the Smithsonian Voices and Votes exhibit CVCL is hosting. While it will have a virtual component, namely learning how to make editorial cartoons, it will be our first Take and Make project with the goal that teens bring their cartoons back to the library to be displayed.

Report from the Adult Library: With all the craziness of 2020, the generosity of our patrons around the holidays this year was a special thing to see, and a great way to end the year on a positive note! We had a Toys for Tots drop box as well as a Christmas tree filled with gift requests from the Verde Valley Caregivers Coalition for the seniors they serve. Our patrons brought in so many gifts that the boxes were overflowing! The library staff also took part in the “Adopt-A-Family” program again this year, and it was great to see all the gifts brought in for that as well. A big Thank You goes out to all of the hard-working volunteers with Toys for Tots, Verde Valley Caregivers Coalition and the Adopt-A-Family program, you helped put a few more smiles on peoples’ faces during this rough year!

Report from the PC Helpdesk: Offering trained assistors for the Affordable Care Act health insurance program was appreciated by many. Kudos to Wendy Cook-Roberts for writing and administering the grant that allowed us to off the program. Many people who came for healthcare assistance had never been in the library before and really liked what they saw when they were here.

Report from the Children’s Library: In the month of December we tried give the children's area the feeling of Christmas with the decoration of handmade poinsettias. Our bulletin board was also decorated with the poinsettias so families and children could learn the history of the most popular Christmas flower. We also began posting craft videos for children to enjoy at home. Families can come by the library and pick up the materials needed if they do not have them at home. We distributed many crafts and coloring kits to families and hope to grow this program in 2021.

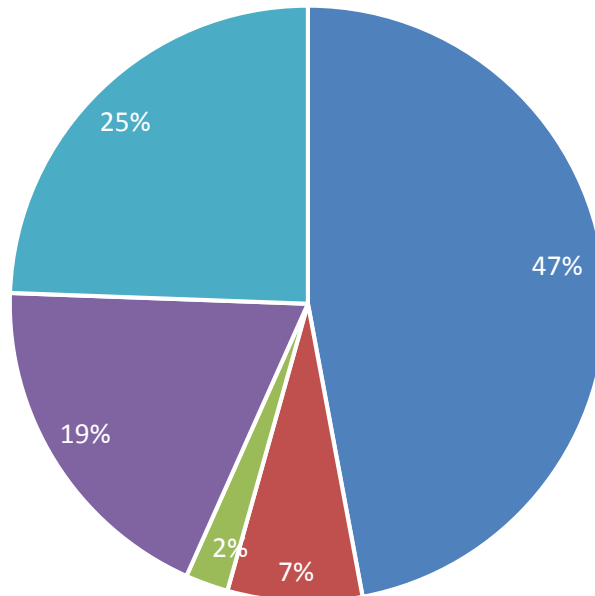
To really keep up with what is going on at the library, don’t forget to follow us on Facebook at:
<https://www.facebook.com/campverdelibrary>

	Dec-21	Dec-21	% change	YTD-FY21	YTD-FY20	% change
In-Library Uses						
Traffic Count	4,414	7,545	-41.5%	26,740	51,526	-48.1%
New Cards Issued	37	45	-17.8%	277	389	-28.8%
Computer Use - All Ages	686	1,103	-37.8%	4,279	7,066	-39.4%
PC Helpdesk Answered Calls	102	n/a		742	n/a	
PC Helpdesk Missed Calls	84	n/a		491	n/a	
Requests for Computer Help	88	75	17.3%	372	622	-40.2%
Reference Questions	71	82	-13.4%	373	542	-31.2%
Study Room Uses	54	42	28.6%	255	460	-44.6%
Study Room Use - Hours	120	81	48.1%	561	625	-10.2%
Study Room Use - People Served	76	61	24.6%	356	434	-18.0%
Total In-Library Use	5,732	9,034	-36.6%	34,446	61,664	-44.1%
Library Programs						
Community Room Uses	5	24	-79.2%	63	178	-64.6%
Community Programs Attendance	25	179	-86.0%	2,150	1,310	64.1%
Adult Programs	0	16	-100.0%	21	99	-78.8%
Adult Program Attendance	0	106	-100.0%	258	1,120	-77.0%
Children's Programs	16	31	-48.4%	122	136	-10.3%
Children's Program Attendance	171	173	-1.2%	1,108	1,011	9.6%
Teen Programs	4	12	-66.7%	47	67	-29.9%
Teen Program Attendance	69	129	-46.5%	271	772	-64.9%
Total Library Program Attendance	265	587	-54.9%	3787	4213	-10.1%
Circulation						
Self-Checkout Use	2,690	1,527	76.2%	16,208	7,483	116.6%
Items Checked Out	3,513	4,969	-29.3%	21,122	25,521	-17.2%
Items Checked In	3,691	5,337	-30.8%	22,011	29,296	-24.9%
Renewed Items	1,302	847	53.7%	9,468	4,708	101.1%
Total Circulation	8,506	11,153	-23.7%	52,601	59,525	-11.6%
Circulation Areas of Interest						
Audio Books	202	199	1.5%	963	1,025	-6.0%
DVDs & Movies	1,698	2,170	-21.8%	9,047	11,134	-18.7%
eBooks	839	616	36.2%	4,844	3,427	41.3%
Laptops & iPads	9	56	-83.9%	80	397	-79.8%
Spanish Material	3	62	-95.2%	45	220	-79.5%
VOX Media Books	35	58	-39.7%	269	217	24.0%
Children's Material	950	980	-3.1%	5,762	5,753	0.2%
Teen's Material	398	467	-14.8%	2,382	2,646	-10.0%
Transits, HOLDS & InterLibrary Loans						
HOLDS Filled	1,374	1,103	24.6%	6,848	5,853	17.0%
Transit Items Sent & Received	2,026	1,734	16.8%	10,844	9,207	17.8%
CVCL ILL Items Going Out	12	33	-63.6%	77	146	-47.3%
ILL Items for CVCL Patrons	4	3	33.3%	19	23	-17.4%
Total Transit, HOLDS & ILL Activity	3,416	2,873	18.9%	17,788	15,229	16.8%
Library Volunteers						
Number of Volunteers	13	26	-50.0%	74	126	-41.3%
Number of Hours Given	134	351	-61.8%	880	2,299	-61.7%
Average Hours/Volunteer	10.3	13.5	-23.6%	11.9	18.2	-34.8%
Collection & Development						
New Kids & Teen Material Added	56	117	-52.1%	333	335	-0.6%
New Books & Magazines Added	195	221	-11.8%	955	1,114	-14.3%
New Audio-Visual Material Added	9	35	-74.3%	338	523	-35.4%
Total Items Added	204	256	-20.3%	1293	1637	-21.0%

Mending & Donations

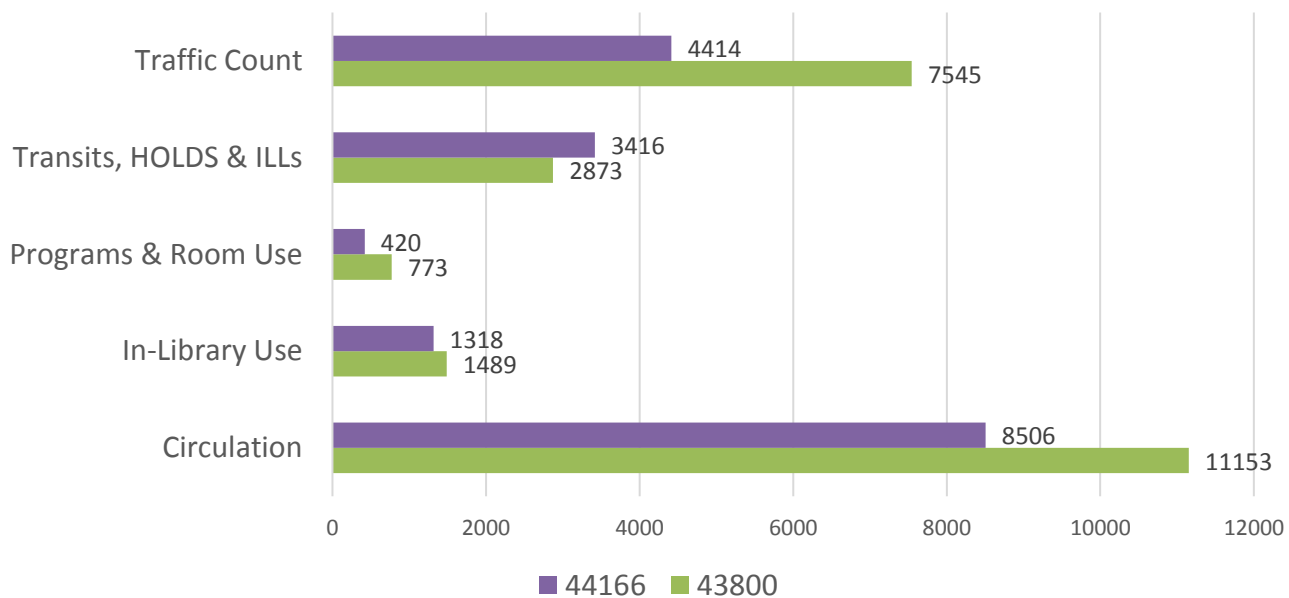
Items Mended or Repaired	91	14	550.0%	257	362	-29.0%
Donations Processed	380	1,434	-73.5%	3,940	8,446	-53.4%
Donations Cataloged	5	35	-85.7%	124	545	-77.2%

Library Use: December 2020



■ Circulation ■ In-Library Use ■ Programs & Room Use ■ Transits, HOLDS & ILLs ■ Traffic Count

Library Use: December 2019 vs. December 2020





This Week @CVCL 11/29/2020

Library Returns to Phase One Operations - Monday 11/30

Starting Monday November 30 the Library is returning to Phase One of the Town of Camp Verde's plan to safely reopen. This plan was intended for just this circumstance, when the local COVID-19 infection rate shows that community spread is significant along with occupancy issues at local hospitals. What that means for the library is this:

- we go back to the 1-hour time limit for public PCs and recommend limiting patrons in-library use to one hour per day
- all public programs and in-person meetings are cancelled
- volunteers will be asked to suspend scheduled shifts until we move out of Phase One
- the meeting rooms (including Quiet/Study Rooms) will not be reserved or used by the public
- masks are required for staff and visitors using the library
- we will continue our open hours Monday-Saturday 9:00a-5:00p

You can review the complete [Phase One plan HERE](#). Expect to remain in Phase One status through the end of the year. Please call, text, or email if you have any questions:

kathy.hellman@campverde.az.gov or 928-713-4764.

Medicare Information

When it comes to Medicare, you have choices. To better understand what those choices are and how they affect you talk to Roberta Trovinger **Tuesday, December 1 from 1:00p-5:00p in the East Study Room**. Are you or a loved one enrolling in Medicare this year? Are you thinking about retiring? No matter your situation, Roberta can help get you answers to your Medicare questions, like:

- What is Original Medicare and are there other health care options?
 - What do Medicare Parts A, B, C and D mean?
 - What are the differences between Medicare and other health coverage?
 - Is Original Medicare enough health coverage for me?
 - Are my prescriptions covered?
 - How much will it cost?
 - Do I have deadlines to enroll?
-

Sew-Along with Allyn - Where Happiness is Homemade

Instructor Allyn Watson has created a series of virtual classes showcasing a variety of sewing and craft projects for beginners. This popular series is posted to the Library's [Events Calendar](#) and [Facebook page](#) on the 3rd Friday of each month at 9:00a. Supplies will be posted to the calendar and the library Facebook page the week prior. The next online session is scheduled for **Friday, December 18 @9:00a**.

Friends of Camp Verde Library Christmas Boutique & Quilt Raffle

It's the annual Christmas Boutique! Find incredible deals and unique gifts for family and friends at our Christmas Boutique on the 2nd floor of the library.

It's the Quilt Raffle! See this beautiful quilt handmade by Liz Stark hanging over the second floor bannister! She calls it "Low Voltage" and has donated it for the raffle. Tickets are on sale at the front desk for \$1 each, 6 for \$5, or 12 for \$10. The drawing will be Tuesday 12/15! Just in time for the Holidays!

Ongoing @CVCL

Storytime with Ms. Letty (and Dewey)

Tuesdays at 10:00a bring the the little ones in your life to storytimewith Ms. Letty in the Children's Library. Meet Dewey, the library's infamous bearded dragon, and help your children or grandchildren fall in love with stories. There will be an active storytime with a craft to follow. Questions? Call Ms. Letty 928-554-8387.

CVCL Helps Health Consumers

Free, local in-person help is available at the library to help you learn about and enroll in health insurance coverage plans. Open enrollment on the Affordable Care Act (ACA) marketplaces started November 1 and ends December 15. This is the time for consumers to examine the deals found on the marketplace, to save money and better meet their health care needs. In fact, consumers who went on HealthCare.gov, compared their plan options, and selected the plan that best fit their health and financial needs ended up paying 38 percent less per month on average in 2019 than the consumers whose plans were automatically renewed. To learn more, visit: [our website](#) or call 928-554-8380.

Coming Next WEEK @CVCL

A Unique Virtual Event to Explore Verde Valley's Night Sky Near the Last New Moon of 2020!

What better way to social distance than stargaze in an International Dark Sky Community? Did you know that Camp Verde, Sedona, the Village of Oak Creek, and Cottonwood are each officially designated as International Dark Sky Communities by the International Dark-Sky Association? Learn more about this special designation and become better acquainted with the wonders of astronomy by attending a FREE Verde Valley Dark Sky Virtual Science Cafe on **Friday, December 11th, 6:30-7:30**. Get ready for the Science Cafe with a Facebook Watch Party at 6:10 PM on the Camp Verde Community Library Facebook page. Then tune in to the Dark-Sky Science Cafe for an informational and interactive presentation facilitated by Zack Garcia. After, get outside, look up at the night sky, and practice what you learned. Stargazers are encouraged to share what they see in the skies from their own backyards at #VVlovesSTEM.

The keynote speaker of this online event will be the renowned director of Lowell Observatory, Dr. Jeffrey Hall. Other presenters include Dave Jones from the Camp Verde Dark Sky Community, Kal Mannis from the Arizona Science Center, Erin Cody from the Verde NRCD Environmental Education Center, and Laurie Altringer from the Science Vortex Children's STEM+Art Center. Participants will learn about the importance of protecting the night sky from light pollution, the effects of gravity in the solar system, and easy-to-use astronomy apps for identifying stellar objects. This science cafe is designed to appeal to all ages, from children to seniors!

The Verde Valley Dark Sky Virtual Science Cafe is a collaborative effort led by the Camp Verde Dark Sky Community, the Camp Verde Community Library, the Science Vortex of the Verde Valley, and the Verde NRCD Environmental Education Center. The Camp Verde Dark Sky Community is a new non-profit dedicated to protecting and preserving Camp Verde's dark night skies through public education and other related events and initiatives. The other three organizations are teaming together to provide a series of #VVlovesSTEM events funded by the Verde Valley STREAM Council/RAIN and the National Science Foundation. This is the first of twelve events designed to expand science, technology, engineering, and math (STEM) learning opportunities for people of all ages throughout the Verde Valley.

Register for the Verde Valley Dark Sky Virtual Science Cafe at vvdarkskysciencecafe.eventbrite.com

Camp Verde Community Library | [Email Address](#) | 928-554-8380 | [Website](#)

See what's happening on our social sites:



This Week @CVCL 12/06/2020

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Ancestry Library Extends Remote Access through March 31, 2021

Access to Ancestry Library Edition has been temporarily expanded to library cardholders working remotely, courtesy of ProQuest and its partner Ancestry. Remote access will be available until March 31, 2021 and will continue to be re-evaluated. [Click on this link](#) to access Ancestry Library.

DID YOU KNOW...?

You can stream Christmas music FREE with your library card? [Click here to access Freegal Music's streaming playlists](#), courtesy Camp Verde Community Library.

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This Week @CVCL 12/13/2020

LIBRARY HOSTS FRANK TALK ON RE-THINKING MASCULINITY

Join us virtually at 3:00 pm on Friday, December 18th for a lively discussion about re-thinking masculinity in today's culture.

Masculinity is generally defined as “the qualities — habits and traits that society considers to be appropriate for a man.” So then what’s the buzz about “toxic” masculinity? Are all parts of masculinity bad? Are there good parts of masculinity? What are some notions of masculinity that have changed in the past — how did they change — why did they change?

- Big boys don’t cry.
- Real men don’t eat quiche.
- Boys will be boys.
- Don’t be a sissy.
- Man-up.

How might we rethink the role of masculinity in a changing world? Participants will explore these questions in a unique, interactive program that will improve their communication skills, facilitate learning, and help them navigate gender differences at work and at home.

Rowdy Duncan from Phoenix College will present the program via an online Zoom meeting co-hosted by Zack Garcia from Camp Verde Community Library. A brief recorded video introduction is followed by a live interactive discussion with Rowdy. “The goal of programs like FRANK Talks is to inspire people to listen respectfully and engage thoughtfully with one another on important issues that affect our communities,” shared Camp Verde Community Librarian, Zack Garcia. “We hope people will learn about other perspectives.”

Interested? You must register to attend the event. There is a limit of 30 participants. [Click here to register.](#)

FRANK Talks is an interactive community conversation program from Arizona Humanities in partnership with the Arizona State Library, Archives, and Public Records. Attendees discuss issues of local and national importance. FRANK Talks encourage participants to weigh facts, provides the opportunity to put them in context, and consider different points of view. Learn more about [FRANK Talks and AZ Humanities.](#)

About Rowdy Duncan:

Rowdy has worked in the field of diversity and inclusion for over a decade. Currently, he is a full-time faculty in the field of Communication with an emphasis on Interpersonal Communication, Public Speaking, and Intercultural Communication. He has lead peer mentoring groups that educate youth about drug prevention, educational success, and college and career readiness. Rowdy completed director training from the Anytown/Ourtown programs and teaches young people and their leaders about power, privilege, equity, and inclusion. He also sits on the curriculum board for Anytown AZ. An engaging and passionate presenter and facilitator, Rowdy is also the director of Phoenix College’s Diversity Incorporated, a program that teaches students how to present the MOSAIC inclusiveness program, and he is an active member of the Healing Racism Public Dialogue Series, winner of the 2008 National League of Cities Promoting Inclusive Award. He also produces and delivers his [Inclusive Activism Podcast](#) bi-weekly to his thousands of listeners about how the intersections of Diversity, Inclusion, and Equity work are a form of Personal Leadership.

For any questions regarding this program, contact Teen Librarian, Zack Garcia at 928-554-8390

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DID YOU KNOW...?

You can search for Christmas movies on [Kanopy](#) or [Kanopy Kids](#)? They are FREE to stream with your library card, courtesy of Friends Camp Verde Library.

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Coming Next WEEK @CVCL

**The Library will be closed on Christmas Eve and Christmas Day,
December 24-25.**

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See what's happening on our social sites:





This Week @CVCL 12/27/2020

The Library is closed on Friday, January 1, 2021

Twenty Twenty-One Here We Come!

As we approach the new year, the predominant emotion filling our hearts is hope. The dictionary defines hope as "a feeling of expectation and desire for a certain thing to happen." We have great expectations for 2021 and look forward to seeing library services and hours return to normal in coming months. 2020 was a challenge but through it all, we appreciate you, our wonderful community of library patrons. You have made everything we have done and do worthwhile. We are grateful we can continue to offer library services when many libraries across the country are still closed. Thank you! See you in 2021!!

HAPPY NEW YEAR!!

DID YOU KNOW...?

... your library card gives you access to more magazines than we could ever fit on our shelves. Plus, you don't have to come into the library to use them, there are no due dates, AND you never have to wait for the latest issue. *One patron writes: "I just went online to check out the magazines available to check out through RBDigital. I am very excited to see all the quilt and craft magazines, I noticed a lot of other new wonderful content too! I will be checking out the new magazines!"* Check out [RBDigital Magazines HERE!](#)

Ongoing @CVCL

Online Storytime with Ms. Letty (and Dewey)

Don't miss online Story Time with Ms. Letty & Dewey, posted to our Facebook Page every Wednesday!

Coming in January @CVCL

The Smithsonian's Museum on Main Street, in cooperation with the Arizona Humanities Council, presents **Voices and Votes: Democracy in American** Saturday, January 16 through Saturday, February 27. Camp Verde Community Library in partnership with League of Women Voters of Greater Verde Valley has been chosen by the AZ Humanities Council to host Voices and Votes: Democracy in America as part of the Museum on Main Street program—a national/state/local partnership to bring exhibitions and programs to rural cultural organizations.



This Week @CVCL 12/20/2020

**The Library is closed on
Christmas Eve and Christmas Day, December 24-25.**

CLOSING THE BOOKS ON 2020

Thank you for sticking with us through 2020! We look forward with hope to 2021!!

Library staff has worked hard to make the library a safe place to visit throughout the highs and lows of the COVID-19 pandemic phases. We continue to look for ways to improve your visit. Starting in January, we will begin using a couple of new fragrance-free or low-fragrance cleaning, disinfecting, and sanitizing products. It is our intention to reduce the chemical odors of bleach, Lysol, Virex, and Pinesol currently infusing the air. So, if you are no longer hit with the smell of cleaning products when you enter the building, it's not because we are slacking off on cleaning protocols. We are moving to new products that are friendlier to those among us who have fragrance and/or chemical sensitivities.

It is our sincerest wish that each one of you experiences happiness, contentment, and love during the holidays and that 2021 brings much good and prosperity to you!

MS LETTY CREATES VIRTUAL ACTIVITIES FOR KIDS

Every Monday at 10:00a Ms. Letty will demonstrate a virtual activity that you can do with your children or grandchildren at home. Supplies for each week's activity are put together in a kit that you can pick up in the Children's Library. [Click here](#) for an example of this week's activity.

DID YOU KNOW...?

The Library has been partnering with the **Consumer Financial Protection Bureau** to bring reliable resources to our community. [Read their latest blog](#) to learn more about online scams and how you can prevent and report them.

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