



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 JANUARY 2022
DATE: JANUARY 9, 2022
CC: DEPARTMENT HEADS, TOWN COUNCIL

Report from the Library Director: I believe that it is vital to the success of the library to have a team that:

- is **adaptable**, embraces change, and is willing to master new information and technology which contributes to accomplishing the overall mission of the library.
- that recognizes **teamwork** and **collaboration** which goes beyond verbal support to active participation are required to maintain morale, create a positive work environment, and find solutions that contribute to the success of library operations.
- adopts high **work standards** that accomplish assigned tasks independently, and shows increased levels of involvement, innovation, initiative, and technical skill. Meeting the activity levels and high expectations of the organization and the community requires energy, focus, and the ability to prioritize assignments from the start of the day to the end of the day.
- treats customers with equanimity and realizes that honoring patron privacy is as vital to **customer service** at the library as active listening, empathy, problem solving, and communication. Problem solving is demonstrated when team members apply technical knowledge and understanding that anticipates the needs of customers and provides suitable solutions.
- embraces **practical learning** opportunities in 21st Century skills that provide team members the new job-related skills they need to contribute to new library services, programs & resources that meet the needs and expectations of the community.
- supports the library's daily operations accurately through **attention to detail** by following procedures, ensuring high-quality output, and taking appropriate action. Highly valued team members become proficient at self-monitoring for accuracy, planning for contingencies, organizing for efficiency, and communicating appropriately.
- understands that maintaining the right combination of **technical and professional knowledge** is vital for all team members. In the 21st Century, technology does not stand still. Individual team members must demonstrate interest in and aptitude for continual assimilation of new technical information that differs in variety and complexity to perform their job effectively.

Over the past 5 years in our new building, we have worked to build a team that excels in the qualities above and more. Team members enjoy working with each other, support one another's goals, and while they can't entirely do each other's jobs, they can and do fill in for each other in a pinch. In the past year I have come to recognize the success of the library team in that I no longer have to worry about how things are being handled when I am not there. As individuals we are far from perfect, but as a team we are come pretty darn close. KUDOS and THANK YOU to the Library Team for helping set the standard of excellence: Leticia Ancira, Sandy Boaz, Lisa Carnevale, Sharon Freeman, Zack Garcia, Alice Gottschalk, Janell Leland, Nicole Metz-Andrews, Carson Ralston, Wendy Roberts, and Jaye Valles.

Special recognition and congratulations are in order for Leticia Ancira, known as Ms. Letty in library-land. Letty was one of 10 participants selected by the AZ State Library to complete the Certificate in Early Childhood Literacy through Library Juice Academy online. She successfully completed 6 classes over the course of a year to earn her certificate. Congratulations, Ms. Letty!



Report from Volunteer Services: In collaboration with Camp Verde Parks and Recreation, we have begun to implement a software management program that will enable us to organize, recruit and manage our volunteer force. Angi Grubbs and I (Nicole Metz-Andrews) have been working on the program and have been building it into a system that will be most effective for our needs. This project has been outside of both of our comfort realms, but we have been making significant progress. The Friends of the Library have become revitalized and are making plans for projects at the library and throughout town. The Friends, with the permission of Stuart Hayden of Fort Verde Laundromat, are going to establish a children's bookshelf at the laundromat. This "laundromat library" will be filled with book donations made to the library and with items funded by the Friends. We are looking forward to establishing this in the spring. Our Friends Book Nook crew is also setting side books from the monthly donations they receive to donate to the Yavapai County Jail. We were happy to give 427 books in December and 204 in January toward this project.

Report from Tech Services: With Nicole's help, I have begun training library clerks and volunteers to help with some of the physical processing of donated materials. This has allowed me to tackle some of the backlog of donated DVDs on my shelves. In January we added 62 movies to the library collection.

Report from the PC Helpdesk: January was a busy month for the patrons as well as for the library. I cannot begin to name one specific thing this month. With January usually comes a lot of questions dealing with new devices. Either they are Christmas presents or the adult children got their parents something that is new and better for them. I enjoy this part of my job, teaching people how to use the equipment they have in the palm of their hands.

Report from Circulation: - by Volunteer, Valerie Trammell - Something special happened the other day at the front desk. A man came walking up with used books he'd selected from the Book Nook. The look on his face was hard to describe so I asked him if he'd found something good. He opened one of the

books saying, "I can't believe it! This is my book!" I asked him if he'd written it, but that wasn't it. "I wrote the inscription. This is my handwriting," he said. He showed me the book cover, a photograph of a shack surrounded by palm trees and a soldier with a gun. He told me that he was stationed there during the Korean War, a shack in the middle of nowhere. He said he found the book many years ago and had it on his shelf when he met a guy who had also been assigned to the same post at a different time, during a different war. After writing a message inside the book, he gave it to his new friend. They lost touch and his friend died before he could get his book back. Then he found it sitting on a shelf in the library Book Nook with his handwritten note still discernable inside. After hearing that, I couldn't charge him for the book. It belonged to him. He walked out the door a happy man wondering at the odds of such a thing happening.

Report from the Children's Library: January brought the feeling of new beginnings as children decorated the area with coloring sheets that read "Happy New Year." The garden is quiet and dormant as it rests before the busy season that is just around the corner. I want to thank Victor, from CV Town Maintenance for installing a rain gauge to capture rain in the upcoming months so that children can see how much rain Camp Verde is getting and determine if we get a lot or not enough rain. We can use this to help bring awareness about the use of water and to teach them to always treat it as a precious gift and protect it. We believe it is important to our garden and hope to utilize the information when it rains. The Children's area did notice less activity and we also took a step back in number of activities we had available due to the Omicron virus. I visited Hope Women's Center to learn about the services they provide to women in need in the community and to talk about how we can collaborate as we both provide services in our community.

Report from the Teen Library: In January attendance for Game Nite inched closer to pre-2020, which is exciting. More kids are coming in daily, and I expect the numbers will keep growing. Once they begin to stabilize around 15-20, I'll bring pizza back. I am working on a new STEM-focused program for teens. The program will use grant-funded kits that are open-ended and encourage learning through experimentation and innovation. The first kit, Makey-Makey, is a programable USB input device that allows you to turn anything conductive, like fruits, into input keys via alligator clips. This allows you to play a piano using bananas, or navigate a video game with Play Doh, and countless other things. The other kits on the way include Little Bits and Snap Circuits, both of which are modular circuit kits. Additionally, funds were approved to be transferred by Verde Valley Forum for Public Affairs to an account held by the Friends of Camp Verde Library, for the formation of the Verde Valley Youth Civic Engagement Group. The group will exist for the advancement of civic engagement in the youth of the Verde Valley in a meaningful and sustainable fashion.

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>

CAMP VERDE COMMUNITY LIBRARY

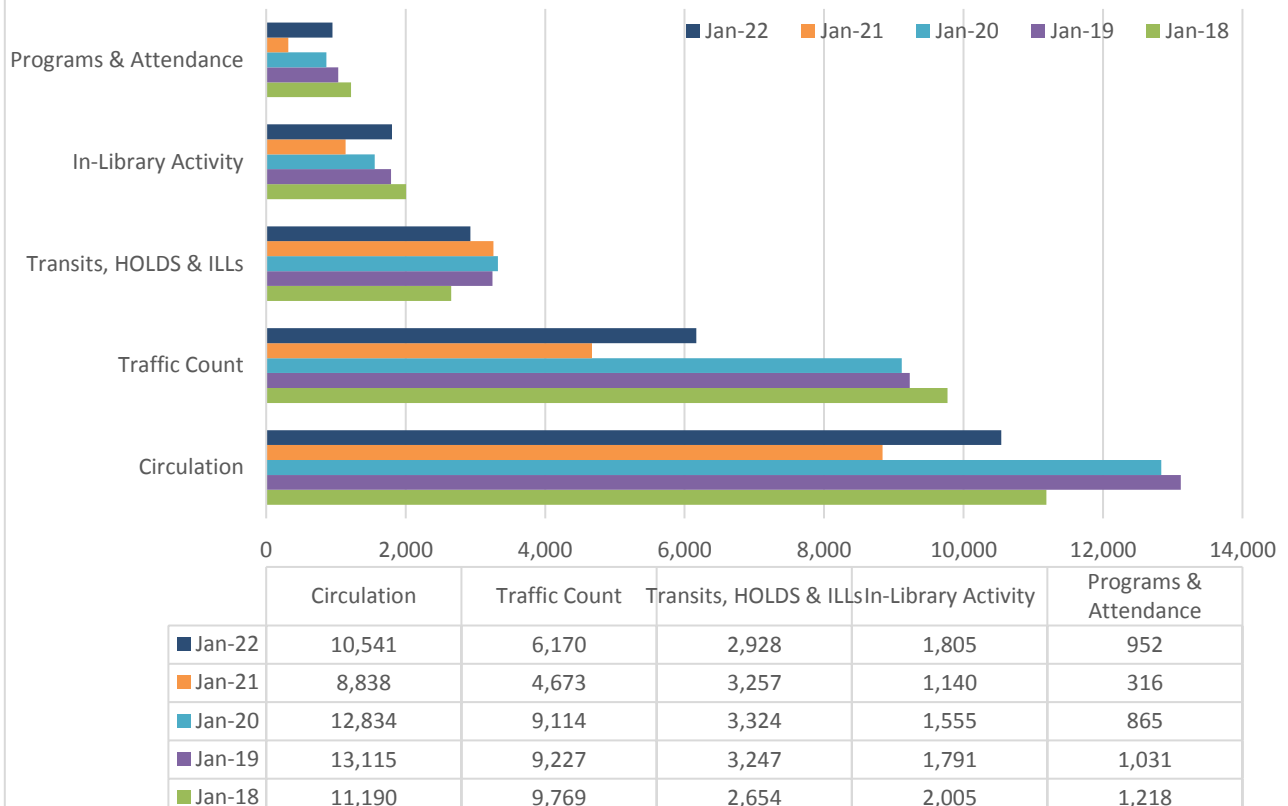
JANUARY 2022

	Jan-22	Jan-21	Jan-20	Jan-19	Jan-18
Traffic Count	6,170	4,673	9,114	9,227	9,769
Circulation					
Self-Checkout Use	2,330	2,966	1,859	1,596	1,211
Items Checked Out	3,985	3,819	5,470	5,310	4,847
Items Checked In	4,789	3,648	6,618	6,820	5,485
Renewed Items	1,767	1,371	746	985	858
Total Circulation	10,541	8,838	12,834	13,115	11,190
In-Library Activity					
New Cards Issued	77	52	73	76	60
Computer Use - All Ages	1,492	728	1,223	1,418	1,661
Laptops & iPads - All Ages	14	3	87	113	43
PC Helpdesk Answered Calls	120	107	n/a	n/a	n/a
Requests for PC/Mobile Device Help	84	127	98	91	85
Reference Questions	18	123	74	93	156
Total in-Library Activity	1,805	1,140	1,555	1,791	2,005
Library & Community Programs					
Community Programs Attendance	20	24	318	270	528
Adult Program Attendance	16	46	142	256	127
Children's Program Attendance	319	147	127	187	161
Teen Program Attendance	38	24	179	152	238
Study Room Use - People Served	89	69	73	82	98
Total Library Program Attendance	393	241	766	865	1,054
Library Room Use					
Study Room Uses	81	62	50	82	65
Room Use by Community Groups	127	6	36	37	59
Room Use by Library - Adults	318	2	18	19	20
Room Use by Library - Children	33	5	25	28	20
Room Use by Library - Teens	5	4	15	18	15
Total Library Room Use	559	75	129	166	164
Circulation Tracking					
DVDs & Movies	1,356	1,511	2,246	2,243	2,066
eBooks	773	878	685	680	484
Children's Material	1,062	955	1,100	1,379	1,005
Teen's Material	301	265	495	446	719
Transits, HOLDS & InterLibrary Loans					
HOLDS Filled	1,163	1,322	1,257	1,170	985
Transit Items Sent & Received	1,740	1,922	2,035	2,044	1,633
CVCL ILL Items Going Out	21	10	28	29	31
ILL Items for CVCL Patrons	4	3	4	4	5
Total Transit, HOLDS & ILL Activity	2,928	3,257	3,324	3,247	2,654
Collection & Development					
New Kids & Teen Material Added	40	70	27	31	53
Books, Magazines, and A/V Items Added	200	178	182	220	231

CAMP VERDE COMMUNITY LIBRARY

Library Volunteers					
Number of Volunteers	27	12	29	25	31
Number of Hours Given	350	138	375	523	629
Average Hours/Volunteer	13.0	11.5		20.9	20.3
Mending & Donations					
Items Mended or Repaired	290	190	38	39	213
Donations Processed	1,250	584	2,634	894	1,083
Donations Cataloged	62	5	33	86	8

CVCL 5-Year Activity Trends January 2022



This month, rather than renew our subscription (at \$600) to Constant Contact as our eNews Letter platform, I learned to configure and use our Town website's email campaign feature.



MONTHLY NEWSLETTER - January 2022

CAMP VERDE COMMUNITY LIBRARY

A Word from the Director

Kanopy is now on OverDrive. Library card holders can now discover Kanopy streaming movies directly from Overdrive's Libby app. Kanopy appears in the Extra section of the Libby app. The Kanopy app and all the ways for users to browse, stream, and enjoy videos from Kanopy remains unchanged.

- Users can stream videos in the Kanopy mobile app, on the web, or via Roku, Apple TV, and other Smart TVs. Access via Libby is simply another way for users to discover the service.
- When a user selects Kanopy in Libby, they'll see a screen with more information and steps to get started. Users who already have the Kanopy app installed on that device will be prompted to open it.
- Existing Kanopy users will sign into Kanopy with the same login credentials they use today. New users who discover Kanopy through Libby will be prompted to create an account with Kanopy.
- Once on the Kanopy platform, the monthly allotment of play credits remains unchanged.

If you have any questions or need assistance accessing Kanopy or Libby, please give the helpful staff and volunteers at the PC Helpdesk a call: 928-554-8380.

eNews Highlights

Joe's Garage to perform at Camp Verde Community Library Thursday, January 20

Join us on Thursday, January 20th from 5:30-7:00p in Camp Verde Community Library's Fireside Room for a special performance by Joe's Garage.

Joe's Garage (Band) is the creation of Joe Newnam. Joe's passion for music led him on a quest to search for musicians with a common interest and good chemistry to play rock, pop, and blues music. Many musicians have passed through Joe's garage over

the years. All have a passion and energy for the music and have shared their knowledge and enthusiasm with those of us who followed after and those who remain.

Joe's Garage consists of *Joe Newnam* - Percussion, acoustic guitar, and lead and harmony vocals, *Alan Williams* - Lead guitar, *Lincoln Thomasson* - Bass, *Ken Simeral* - Electric & acoustic guitars and lead and harmony vocals.

Joe Newnam – Drum, acoustic guitar, and vocals: It was the Beatles in 1964, then Jimi Hendrix, that piqued my interest in music. In the 4th grade, I joined the school orchestra as a drummer and started taking private lessons. After high school, I played on and off with working bands. Things got a bit more serious when I moved to New Mexico (about 12 years ago) and started playing drums with a fine R&B group at the local venues. Upon moving to Prescott, I played gigs with other musicians. After a time, I decided to pick up the guitar. I began reaching out to other local musicians with common interests. My love of rock music kept me in the game and eventually evolved into the present-day Joe's Garage.

Alan Williams - Lead Guitar: I purchased my first guitar at 19. My influences were Chuck Berry, Eric Clapton, SRV, and Mark Knopfler, along with so many of the old blues greats like the three Kings, Muddy Waters, and Robert Johnson to name but a few. In the late 80's I began playing in bands in the Fresno area. I moved to San Louis Obispo in 2000 and played at area blues jams and was a founding member of the Back Pages Band and played lead for The Pickled Beats. I moved to Prescott in 2018 and joined the band in 2019. This band has evolved to play the music I always dreamed of playing. Great guys, great chemistry, great music.

Lincoln Thomasson – Bass: I've been toting a bass for a while. When people ask how long I've been playing, my standard response is "Some nights it feels like 30 years, some nights 30 minutes." That is the nature of playing music live. I have had, throughout the years, the good fortune to surround myself with "A" list players, and have been humbled by them many, many times. I played with a "Margaritaville" group for some time and it really taught me to be "true to the music," and I've never forgotten that mantra. Once again, with Joe's Garage, I've been fortunate to find a group of mates from very different parts of the country with varying degrees of experience, both in life and music. However, when we start to play, it's like we have been doing this together for a very long time. Do what you can, as well as you can and your music will provide all the accolades you will ever need.

Ken Simeral - Rhythm guitar and vocals: I grew up in St. Louis, MO during the 50s and 60s. I "played" in garage bands at 16. My motivation was girls. I wanted to be George. In college, I played for pizza, beer, and women (The order was always changing depending upon my appetite.). From 1987-2015, I focused on my marriage, my 3 sons, and my career, while my guitar 'gently wept', in the closet. I retired [from the US Forest Service] in 2015 and decided to dust off my guitar and wipe off the tears. Playing with Joe, Alan, and Lincoln has been a real learning experience, not to mention, a lot of fun.

It has been very satisfying to arrive at that place, with fellow musicians, where everything gels.

AARP Tax Aide Starts in February

Starting **Tuesday, February 1 and running weekly through Tuesday, April 12** AARP Tax-Aide volunteers will be set up in the library's Founders Room from 3:00p-6:30p. This year, tax assistance is available by appointment only. You must stop by the PC Helpdesk to pick up a packet of forms and sign up to be contacted to schedule an appointment.

AARP Foundation Tax-Aide volunteers provide in-person assistance to anyone, free of charge, with a focus on taxpayers who are over 50 and have low to moderate income. Tax-Aide volunteers are trained and IRS-certified every year to make sure they know about and understand the latest changes and additions to the tax code.

Computer Classes Start Saturday, February 12 at 1:00p

Are you new to computers? Do you get frustrated trying to figure out how to use email, social media, new versions of Microsoft Word, etc.? Do you need to know how to navigate online video services such as Zoom and Google Meet? Are you having trouble understanding your Android device and wondering how to download and use apps? Are you a veteran needing help using My Healthy Vet? Join us on one or all 8 Saturday classes to improve your knowledge and skills.

Classes are scheduled for the 2nd and 4th Saturdays of the month at 1:00p in the Adult Learning Center from February 12 - May 28

- 02/12 Computing 101
- 02/26 Making sense out of email
- 03/12 Using social media
- 03/26 Navigate Zoom, Google Meet, etc.
- 04/09 Using My Healthy Vet
- 04/23 Microsoft Word basics
- 05/14 Write Your Resumé
- 05/28 Apps & Android device

Space is limited. Please call 928-554-8380 to register and reserve a spot. Feel free to bring your own laptop or use one of ours. Questions? Call Nicole at 928-554-8389.

The Popular STEM+A Hour Returns Wednesdays at 4:00p

Do you have kids or grandkids ages 8-12 who like to tinker, explore, discover, or create? Weekly after school at 4:00p on Wednesdays Ms. Letty provides science, technology, engineering, art, and math hands-on activities. Each week features a new hands-on, interactive program designed to engage children in a creative learning environment that stimulates critical thinking and problem-solving skills. For details or questions, call Ms. Letty at 928-554-8397.

The Weekly STEM+A Hour is made possible through a Library Services and Technology Act (LSTA)

STEAM is for Everyone grant awarded to CVCL's Children's library. This project is supported by the

Arizona State Library, Archives & Public Records, a division of the Secretary of State, with federal funds from the Institute of Museum and Library Services.

The Children's Library Adds AWE Learning Platinum Online

We invite the learners and the parents and guardians of Camp Verde to visit Camp Verde Community Library and explore all the interactive games, and adventures that are included on AWE Learning Platinum Online. Platinum Online programs are designed for ages 2-12. The program delivers 175+ award-winning, educational software titles with a single login. All programs have been screened and provide young learners a safe learning environment on a cloud platform. Login on any computer or tablet device in the library or at home. Platinum Online is the perfect addition to any homeschool or micro-school curriculum.

All content is STREAM-aligned (Science, Technology, Reading, Engineering, Art and Music, and Math) making it ideal for enrichment, intervention, homework help, and skill reinforcement. The wide variety of interactive content will keep kids engaged, and most importantly they will be learning. Educational titles include e-books, math, comic books, cyber safety and so much more. The content is closely aligned with school curriculum and features a host of administrative controls, including timed sessions and usage tracking. For additional information, contact Letty Ancira at (928) 554-8397 or Leticia.Ancira@campverde.az.us.

Ongoing @CVCL

- 1st Monday 10:00a-noon Camp Verde Stamp Club

- Mondays 5:00p-7:30p Music in the Stacks - Open Mic Night
- Mondays 5:30p-7:00p Beginning Conversational English
- Tuesdays 10:00a Children's Storytime w/Ms. Letty
- 3rd Tuesday 9:00a-1:00p Medicare Information and Insights
- Tuesdays 5:30p-7:00p Advanced ESL - Reading, Writing, and Conversation
- 2nd Tuesday 10:00a-12:00p Open Book Club - Readers Sharing with Readers
- Wednesdays 9:00a-noon Wednesdays w/Wendy 1-to-1 Tech Assistance
- Wednesdays 9:00a-11:00a Veteran's Advocacy with Lettie J. Irons Connell
- Wednesdays 4:00p-5:00p STEM+A Hour
- Thursdays 5:00p-7:45p Game Night w/Zack
- Thursdays 5:30p-6:30p CVARP Citizenship Class
- 1st Thursday 6:00p Lions Club Meeting
- 2nd Thursday 5:30p Music in the Stacks
- 3rd Thursday 3:00p-5:00p Verde Valley Photographic Society
- 1st and 3rd Fridays 9:00a-10:00a Grief Support Group
- Saturdays 1:00p-4:00p Health Insurance Enrollment Assistance
- 1st and 3rd Saturdays 11:00a Dungeons & Dragons Gameplay
- 1st and 3rd Saturdays 1:00p Family Movie Matinee

For details and updates about library programs see the [Library Events Calendar](#),
checkout our [Facebook Page](#), or call (928) 554-8380

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