

# Improved Interface & Alignment between the Pima County Public Library & Friends of the Library

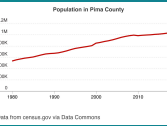
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Skyhouse



Tucson, Arivaca, Ajo, Catalina, Green Valley, Marana, Oro Valley, Sahuarita, South Tucson, Vail



**PCPL Service Area**  
PCPL serves Pima County, Arizona with a main library, 26 branch libraries, and bookmobile.

**Community Impact Plan 2020-2022 Priorities**  
-We are customer focused. We constantly strive to do our best.  
-We honor diversity. We reflect, support, and serve our unique community.  
-We are a resource for you. We provide the collections, programming, space, and technology you need.  
-We will amaze you with all that we offer. We have something for everyone.

**Mission:** We transform lives by educating, inspiring, and connecting people.  
**Our Vision** is an educated, connected community of readers, learners, doers, and dreamers.

**Values**  
**Education Excellence** We learn and teach every day. We exceed expectations.  
**Freedom** We defend the right to read and to know. We are free and open to all.  
**Diversity Innovation** We serve everyone. We find strength in celebrating our differences.  
**Community Passion** We dream big. Anything is possible. We work with our community to improve lives. We love what we do.



What should be done when incidents occur that erode trust, hurt feelings, and cause the question, "Why do we have a Friends group?"  
In turn, the Friends group says, "They don't like us. Let's give our money to someone else."  
—Interface with Friends Survey Response

<\$300,000  
annual Friends contributions  
(pre-pandemic)

**Troublesome Perceptions**

- Librarians are "happy to have... no further involvement with the Friends."
- Librarians do not want to invest in Friends, or feel they are "more trouble than they are worth."
- Friends want to have control over library programs, particularly if their group connects to a specific library.
- Friends are unaware of their role.

**Realities**

- Librarians have some responsibility to the Friends.
- The Library should invest in Friends.
- Friends have no control over library programming.
- Clear, firm boundaries and defined contact methods show where Friends role stops, where Library role begins.

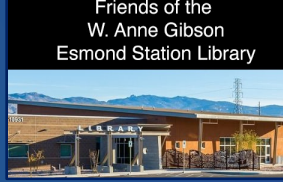
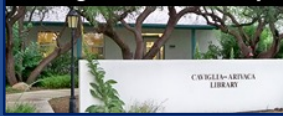
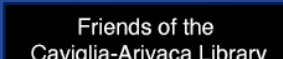
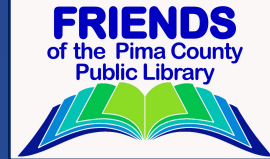
## Processes, Products & Prototypes: An Iterative Approach to Living, Serving Documents

BackForward \_Text Products

Name
[-] Audience All Stakeholders
[-] Friends Focus Group Results Final 04292021.docx
[-] Friends Focus Group Results FINAL.pdf
[-] Friends Survey Results Summary FINAL.pdf
[-] Friends Toolkit Table of Contents Draft 4.docx
[-] Audience Friends
[-] Friends Advocacy Opportunities to Support Libraries.docx
[-] Friends Newsletter Blurb v2.docx
[-] Marketing Toolkit for Friends v9MS.docx
[-] Audience Leadership
[-] Director Designee Role and Responsibilities.docx
[-] Friends Program Planner Prototype Draft 3.docx
[-] Friends Where We Stand FINAL.pdf
[-] Program Planner Prototype Biz Nonprofit sans Friends Focus DRAFT.docx
[-] Virtual Program Planner for signatures v2.docx
[-] Audience Managers
[-] Agenda Legend Meeting.pptx
[-] Friends and Managers Coaching Handout DRAFT.docx
[-] Friends Library Building Rules.docx
[-] Interface with Friends Recommendations for Manager Connections for Friends 06082021.docx
[-] Manager Connections for Friends 05072021 AGENDA.docx
[-] Manager Connections for Friends 05072021 FACILITATOR NOTES.docx
[-] Manager Connections for Friends 05072021 NOTES.docx
[-] Manager Connections for Friends Agenda TEMPLATE.docx
[-] Manager Connections for Friends Facilitator Notes 05212021.docx
[-] Managers with Friends Team Considerations 05042021.docx

Process informed by collaborative learning alongside project team and stakeholders

- Insights, skills, processes, resources from Library and Information Science courses**
- Design Methods for Librarianship
  - Community Engagement Strategies
  - Cross-Cultural Approaches to Leadership
  - Management of Information Organizations
  - Knowledge Management
  - Critical & Existential Perspectives on Info Society
  - Information & Contemplation
  - Indigenous Systems of Knowledge



# Special Thanks



## Co-conspirators:

Beth Matthias-Loghry and Janice Waukon

## PCPL Leaders, Mentors & Colleagues:

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And especially **the Friends**, whose generous contributions support the library mission, vision and values:

- Friends of the Oro Valley Public Library (Thank you for *AzLA Library Support Staff Scholarship Award*)
- Friends of the Pima County Public Library
- Friends of the Arivaca Public Library
- Friends of the Bear Canyon Public Library
- Friends of the Green Valley and Sahuarita Public Libraries
- Friends of the W. Anne Gibson-Esmond Station Public Library