

# LIBRARY SERVICES

Park and Pick-Up Service and Mesa CARES  
Community Call Center Update

May 14, 2020

Heather Wolf, Director



# AVAILABLE SERVICES

[www.mesalibrary.org](http://www.mesalibrary.org)

- databases
- virtual programs
- mini lessons
- digital collection





# PARK & PICK-UP SERVICE

- Start Tuesday , May 19<sup>th</sup>
- Every Tuesday, Thursday, and Saturday
- 8 am – 11 am
- All 3 locations

# USING PARK & PICK-UP SERVICE

- Follow the posted signs to find the designated parking area.
- Call the number posted for detailed PARK & PICK UP instructions.
- Library Staff will confirm your library account information, collect and check out your items.
- Please open the trunk or back door of your vehicle so the staff member may safely place your items inside.
- Once staff member had stepped away, you may close your trunk/door. You're ready to go with new reading material. Enjoy!



# Mesa CARES

## MISSION

Assist Mesa residents, businesses, and non-profits who have been impacted by COVID-19 by guiding them to information, resources, and services available from both the City of Mesa and external agencies.

## DESIRED OUTCOME

Mesa residents, businesses, and non-profits have a central and reliable source to learn about available resources related to Mesa CARES.



# Mesa CARES

## Community Resource Center (April 6 – ongoing)

- Guide callers to assistance for a variety of needs

## Small Business Reemergence Program (May 11-24)

- Answer questions related to program and application form
- Prepare applications for business owners as needed
- Review applications for completeness and legibility



# Mesa CARES

Call Date	Sum of Total Calls	Avg Call Time (Minutes)	Max Wait Time
5/11/2020	104	00:06:04	01:19
5/12/2020	71	00:07:02	10:07
5/13/2020	57	00:04:44	01:51



# Mesa CARES

Thank YOU!

- Community Services
- Development Services
- Downtown Transformation
- DoIT
- Economic Development





*Mesa CARES*

Questions?