

Ms. McCloy Transcript

Annie Zhao: I'm Annie Zhao, your main interviewer. It's nice to see you this morning. How are you doing?

Ms. McCloy: Very well, very well.

Annie Zhao: That's good.

Ms. McCloy: Everything is good.

Annie Zhao: These are my teammates for this interview. We have Tejasvi, Gahana, and Emily. We are so grateful for you to be here to accept this interview, especially during this time it can be tough, and everybody is really busy now. So for you to accept us, we're really grateful for that.

Ms. McCloy: Well, I'm thankful that you called, and sorry I was a couple minutes late. The City of Memphis doesn't use zoom because of security concerns, so I realized I had left my devices at my house, not at the office. So I was scrambling. So sorry about that.

Annie Zhao: You're good. Also, I think it's lawn service day of the month, so it's kind of loud outside, so if you can't hear me please tell me and I'll repeat the question.

Ms. McCloy: Sure.

Annie Zhao: Alright, so let's get started. What are some responsibilities that come along with being the director of the Memphis Public Library, the 211 call center, the radio station, and a TV station?

Ms. McCloy: We have more than 300 employees, and we have 18 locations, so every branch, library, is not to say entirely different, but you want to reflect the community that you serve. Just making sure that everyone gets the resources that they need is always a challenge. We have some branches that were built in the fifties and sixties, and we have others that are as recent as 2006. We also have three under construction as we speak, so one of the big parts of our responsibility is to bring the resources that are required. We did go through a budget hearing a couple of days ago. It went well. We got what we requested, so we are really delighted that the City of Memphis, the city council, and the administration, the mayor, showed so much support to libraries because we are an essential service, and we were the first of city divisions to reopen. But we also can't do it with just the city alone. As an example we have the Benjamin Hooks central library, it opened in 2001. It was actually only made possible there was a creation at the Memphis Library Foundation. The Library Foundation raised 21.7 million dollars to participate

because the City of Memphis and Shelby County had 40 million dollars, so it's ultimately almost a 60 million dollar building. There's always a need for more than the City of Memphis or Shelby County can afford, so we do partner with the Memphis Library Foundation and the [REDACTED] library to make sure that we have all the resources we need to be world class as opposed to "good enough." I think it's really important, obviously tax payers have huge burdens on them, but to whatever extent we can supplement that through outside funding, we can remain world class which we are today.

Annie Zhao: That's really good. With those responsibilities there must be a lot of stress. So how do you manage your stress, and how do you manage your time?

Ms. McCloy: Well, it's funny. It's not funny but I have not done the best job managing stress because I just generally keep running until I am in complete exhaustion. I have a 14 year old and a 16 year old, so every day is kind of different. You asked a moment ago about the WYPL, 89.3, and TV-18. Something different is happening every single day, and it's been fun just to sort of witness what our staff is doing. The TV station, every single day they are on with the COVID-19 updates. They're the ones filming the health department director, the health officer, the mayors. They're the ones that are in charge of that. For me that's just impressive and kind of humbling how much is occurring there. But for me, personally, I am just trying to walk and run a little bit, just to get rid of some of the anxiety. Everyone has different needs. All of our staff either children or aging parents or health conditions of their own. We're all balancing a lot of life challenges, so I just want to make sure I'm there for them, or we as the administration is there for them. It's really, really important because our staff is really passionate, really committed, and very mission centric.

Annie Zhao: Good, yeah being there for them is very thoughtful because every family, every person is going through a different thing, and having a support system that they can always go to is just really meaningful. I think it means a lot to them and they really remember it.

Ms. McCloy: I think the library is a unique division of the city government, and it is a family. It is a very close knit group, and whenever anything goes wrong, the family is present. It's pretty amazing how the staff responds. We also have more than 500 volunteers who we consider part of our family. So besides the library foundation, we have the friends, we have the 500 members. We actually have 1,000 members last we looked, but 500 volunteers. Then we have the board of trustees who are volunteers that the mayor appoints and the city council approves. We have a lot of people who work really well together to make sure that no stone is left unturned.

Annie Zhao: Yeah, that's really good. Could you elaborate more on the importance of a library in a city? Especially, what part do they play in Memphis?

Ms. McCoy: One of the most important roles we play, and you alluded to 211 earlier, we are now getting between 200-400 calls a day with people who are really concerned about either food insecurity, they need utility assistance, rent assistance, or are being evicted. They want to file for unemployment. We have unprecedented numbers of people filing for unemployment right now in our community. We have the resources, and we are the most reliable resource in town for it, and we don't even just serve Memphis and Shelby county. We actually serve the entire United Way area, so it's Mississippi, Arkansas, and Tennessee that we're servicing. Our information has to be less than twelve months old, and our staff is constantly following the news, trying to figure out exactly what the most accurate information is so we can provide people a referral, whatever it is they need, right now so they don't have to call organization after organization or agency. We want them to get the right answer the first time, so we're just trying to do that. The other thing you might know is that we eliminated fines recently, so we don't charge people overdue fines. We got some response when that happened and they said "Well people need to be responsible and return the books." The reality is, children cannot return books by themselves. We thought that that was a barrier to access, and our entire point as a library is to increase access to materials and literacy, and also to make sure that we don't create new barriers because of economics. We had researched where the overdue fines were outstanding, and that was in north and south Memphis where the highest levels of poverty are. We thought if we can actually eliminate that barrier to access, Memphis will be better.

Annie Zhao: Yeah, definitely. That's a good thought process. How have Memphis libraries reacted to COVID-19? I know some libraries are open, some are closed. For the open libraries, what are some precautions the public and the staff have to take?

Ms. McCoy: Actually, all of our libraries are open. We were the first city division to do that. So everyone is open, but we're only open from Monday through Friday from 10-6, so it's not seven days a week, which it was previously. We'll get back to that, but our staff are wearing masks at all times. We have plexiglass shields at every service point so that if you approach a staff member, and want to get them to look something up or tell you where something is, there's at least a about 3 wide, 4 feet tall plexiglass barrier so that they're not subjected to whatever, if you have infection, we don't think our staff do and vice versa. It's another level of protection. Our staff are wearing masks. We do have hand sanitizer at all our locations. We have increased access to e-books, electronic resources, e-audiobooks, and downloadable books, and have increased by about 12,000 in the past three months. The number of titles because some people are not quite ready to check out a paper book. We wanted to make sure we just really increased access, so you can just download that from home. You can also get a new library card online, You don't have to come in. You don't have to provide any proof of residency or anything else. Those are good for two years because we just didn't want people to be forced to come in, and then again, we hope you'll come in. Also, we're doing tons of virtual programming. We're doing storytimes now five days a week for children. We have family time on Saturdays at eleven, and we have Friday night

porch series. It's local celebrity musicians who are providing free concerts at 7:30 on Friday nights. We're doing a lot of different things to engage people with the community and also not require that they come in at the same time. We also have tons of families that are checking out tons of books, especially for children, we are quarantining the books for double the amount of time that the virus can possibly continue on or be alive, so that we know that they are not in any harm's way. We're definitely doing everything that we possibly can, and our staff is definitely focused heavily on their safety.

Annie Zhao: That's great to hear. About the students and books, are the educators worried at all about the reading level or literacy level of these children? Especially due to this pandemic, maybe some people don't have resources or don't want to risk going out to the libraries, so they don't get the books. Are you concerned about this in any way?

Tejasvi - 16:03 to 33:57

Ms. McCoy: We are extremely concerned about the literacy rates here in Memphis and Shelby County. Just over 1 out of 3 third graders is at grade level reading, and that was before the pandemic. We are providing additional resources. We have literacy kits for people to check out and take home, and we are partnering with a lot of different organizations. Honestly, if people are not at third grade reading levels that tells you exactly what the future looks like, because you want people to have economic opportunity and educational attainment. It has a multi billion dollar impact annually here in Memphis and Shelby County. We are concerned about that, and that's one of the reasons we are doing virtual programming, and putting out lots of different types of virtual programming. Some of it's music and some of it's STEAM activity. We have a lot of students who come from White Station and East High to focus on Cloud 901. We know that the kids who have been coming out of there, that's serving 13-18 year olds, The teens that have been coming out of there - one example is that there was a national contest with Toyota to have a driver's safety PSA. Two people in Cloud 901 won it and they got 15,000 dollars. Our goal is economic development, while literacy is one aspect, the ability to make at least 20 dollars and hours or more as a 13, 14, 18 year old is important for our community. We definitely are concerned about literacy. It is our top concern. There are a lot of different types of literacy and we want to make sure people have the technical proficiency that they need and also the ability to read at and above grade level.

Annie: It's wonderful that you guys have initiatives to change that in every way possible. Speaking of Cloud 901, it's top of the line technology and training lab for students, so how did you manage to secure such a valuable lab?

Ms. McCoy: We are 13 to 18 year olds. It's funny because I love Cloud 901 so much. When we had this idea in 2015, it wasn't just a novel idea it held some controversy. For me, one of the reasons that we pushed it forward and made the request with the library foundation was that

people kept saying the problem with the libraries are all these teenagers, they are everywhere! I was like what a gift that is! There was no place that spoke to teens, so teens did not want to be in the children's department, they were kind of beyond in many ways there is young adult material, they didn't want to be in the history department They wanted to feel like they belonged, they wanted to know that they were invited, they wanted to know that they were welcome, and they wanted to know that we actually cared enough about them to pull them for what they wanted to see, because we had never done that. Libraries just did not do that. Prior to 2014, no libraries did that. I had been to Chicago and there's a place called New Media, and it was a game changer. The library foundation did commit to raising the money and to privately fund Cloud 901. Cloud 901 came to be because of the library foundation and also the Memphis friends of the library. It ended up raising a total of 2 million dollars. It was really impressive. Now, we have different labs, we have a family lab that's about to open in Rayleigh, and Cosette is going to be incredible! So this has been sort of a prototype, because teens are the greatest place in many ways to learn, or from teens you can learn the most. Teens are not constricted like old people, like I am. You are open to new ideas, and you are also more current with new technology. There was no better population in my mind than teens to really pour into. I was grateful that the foundation said yes. To answer your question about security, it's a relatively self-managed area, but we have a lot of staff members and they are extremely engaged. In certain departments, like in Ralph Cahoon if you have been there you might be familiar, he's an audio engineer. He's phenomenal, and he does all the music stuff. Amanda Willbee is extraordinary, she creates videos and is in charge of the video production lab. Jeremy Mitchell is doing all the robotics, the 3d printing, and the maker's face. Everybody is a mentor. For us, we had to go with people who are not traditional librarians. We wanted to make sure that there were people who had a lot of technical proficiency, were skewed younger, and were in touch with what was more important and could connect. We wanted to this right, so we also had a teen advisory council. We polled a lot of teens about what they wanted to see, because ideas we might have had might not have resonated. So, if it was driven solely by teens, which it was, then we thought it would be more successful than any ideas the rest of us might have had.

Annie: How has your home life and work life differed from before and during this pandemic?

Ms. McCoy: My children are out of school. I have a 14 and 16 year old, two girls. They don't love being at home, and they don't love self isolation, that creates tension. I have to go to the office, so I come and go. I have a mother who is 80. A combination of you trying to juggle a lot of responsibilities. I think our staff has performed so above what I've imagined that I am simply humbled to be a part of this great organization.

Annie: I saw that there's a plan to renovate smaller libraries. Could you tell us more about it? The last article was like in February which was before Corona had such a huge impact?

Ms. McCoy: For a long time, we had these branches that were built in the 50s- 60s, a long time ago. We have incredible staff yet the disinvestment over the many years kind of reflected neglect/indifference on the part of the community. Citizens and residents thought they obviously don't care about us. This is always an issue between parks and libraries. I kept saying that if only people would go inside because the branches look fully neglected, and frankly, they are; there's a lot of deferred maintenance that needs to be done. Yet if people walk in the door they're like, "Oh my god, there's an oasis! I had no idea how incredible your staff were or how vibrant it was inside." We had focused on the service area which was indoors. To answer your question, we reached out to some funders, because we had to raise money privately. We called it the Inside Out program. If the outside looked like the inside, then it would be incredible. Once we did the insides, it was like wow, we need to do the outsides! We started with **Crenshaw** and Randolph. Crenshaw is named after Cornelia Crenshaw, and it was the first branch that allowed African Americans in its doors in Memphis. For us, it's an extremely historically significant branch, and it also looked the worse. We were like this is wrong we need to make right of this. We started by improving the inside by recarpeting and those kinds of things. We also put signage, so people would know what programs were happening, because people don't know what's occurring inside if they aren't invited from the outside. Randolph has the largest Hispanic population, so we thought it was really important to focus on, and it's next to Treadwell Highschool. We thought it was really important to just start with those two as prototypes, and now we are trying to push that throughout the entire system. The entire system is our eighteen libraries, any branch. Once we did the outsides, we realized the insides actually looked horrible. We have been continuing to do this inventory of our infrastructure and just say okay some places look great inside and terrible outside. We are just getting to them, one at a time, raising as much grant money as we possibly can. We just wanted to make sure that the exterior of all of our locations serve as the invitation, it's welcoming, and that it is irrigated so it's not just dirt, and has signage that says welcome, here are our programs for the next week. That's a better way for us to promote awareness about literacy and the different activities that occur on the inside.

Annie: I feel like your answer for that question makes you really admirable, because not only did you talk about the people living there but also the inside and the outside, you called it the Inside Out program. The fact that you're just thinking about everybody and making sure that everybody has the best resources and the best infrastructure and things like that. It may sound like something small when you say it, but it really makes a big impact, because now I can drive past a library and it's all new and renovated and it seems more cozy and welcoming. I really like that!

Ms. McCoy: Yeah we have led lights, and signage. We are sort of just starting, but we also believe this a huge priority for us. We have some LED lights on the outside, because people had no idea nothing was lit up, nobody had any idea. There were people who lived within a block who had no idea that libraries were open. Now, the attendance has increased enormously. COVID has obviously made us close since March, and we only reopened in the past few weeks,



but before that our numbers in terms of program attendance were up about 400% from 4 years ago. Four times more people were coming to programs throughout the library system than attended four years ago. It's pretty powerful just how something that's actually not that expensive, I mean it's expensive, because we're raising private money for it. The impact and the number of people who said I had no idea, and I never would have known if or weren't it not for. You are exactly right.

Annie: I saw that you worked in the sexual assault resource center. How has that changed your perspective of the world and how has that shaped how you direct the libraries now?

Ms. McCoy: The sexual assault resource center was 1996-1997. I was responsible for it for several years after that, I just happened to lead the sexual assault resource center and became the deputy director and then the director of public services. I was still responsible for it for some years after that. I think about the health and human service needs that we have and the people who have the least access to resources or the least ability to move around through public transportation. These are things a lot of people don't think about. Sexual assault here in Memphis and Shelby County is so often transportation and poverty related. That was certainly eye opening, it was also a time when we were starting DNA and we solved so many cases because of DNA. We pulled together with the DA's office, child protective investigative team, and the infant homicide team and we all collaborated together. To think what people do to a two or three month old, it's horrific how some of the things that go on in the world. Not to belabor the sexual assault resource center, but it told me that there are people who have no advocate, no champions, and people who need to be upstanders. A lot of time, due to poverty, there were people who had DNA evidence such as a woman who was being abused by her man, but she couldn't leave him because she didn't have any place to go, any resources, or any family. I realized that we can be that role, we can serve that role, and we can fill that gap. That is the government's responsibility, and it's a passion for library staff. That's what 211 and Link do, they try to make sure that you get the fastest connection, so you don't have to go through additional trauma. We had a child protective investigative team, and one of our goals is for people to have to tell their story once, because it's horrible to share that information once. To whatever extent you can connect a person with the police department, with the DA's office, with the child protective investigative team, with the forensic nurse examiner collecting the DNA every single time, with the person who does prevention, and them only having to experience it once, because they already have to live it. If we could do that, that is what I took to the library. If we could not have a person who's already lost their job, does not have any food, kicked out, and has been evicted; if we could make them not go through that multiple times, and we can be a part of the solution and have one call that's all. Truly, that's a role we can play and ought to play. That's definitely part of our mission.

Annie Zhao: Having many years of experience, what's your greatest accomplishment?

Ms. McCoy: I don't know, I was thinking about Cloud 901 and just how transformative it's been and the redirection of all the activities that have occurred at the library. It's really because of our staff, who are amazing. I am a people person, I love people, but I think we have such an extraordinary staff, we have so many volunteers. We have so much outside support that can help compliment the level of support that the City of Memphis has provided. I don't know if I view these as my accomplishments, Cloud 901 was amazing! I was on an elevator the other day with a teenager, not the other day but a month or two ago, and I said, "Oh, are you going to Cloud 901?" She said no, because I can't go in there because everyone's in there. I was like what do you mean? She said that so many people go, it used to be that no one was there, now everybody is there. I was like, huh! We have recruited staff from Memphis College of Arts and that ended up being a tremendous source because they're artists, creatives, and they really understood things. I think we've recruited people with Phds, people with GEDs, and lots of Masters. It's not a traditional library, it's one that the staff resonates with and everything that they are doing is amazing. I really can't take credit for that. We've assembled an incredible team and everything that we do is team focused. I am not making any decisions, other people aren't making decisions, and we are all collaborating. We have an extremely intensive and robust group of people within either teen services, children services, adult services, leadership, or infrastructure, whatever it might be, we are always trying to improve things. We just happen to be fortunate enough to get what I think are the best in the nation. Our staff is so happy in general. One of things I do every year is go to the Urban Libraries Council meeting and that's all the 180 largest libraries in North America. Every year, I bring another library friend or library director, such as the director of Seattle, LA, San Francisco, Columbia, Cleveland, and all the libraries of the year. They all come to Memphis. I think it's important that we close all the libraries one day a year and have a person whose books, a page, or the person who is an assistant director, the person who transfers books around, person who jackets books, or who selects the content, all the frontline librarians, the people in Cloud 901, wherever it is, it is important to me that we close so every single person understands that they are a part of the family. The person who is shelving the book is equal to the person who is number one or number two at the library. It's imperative that they all know that they're the same. We are all getting the same emmsgae and we are all getting world class information. Just because I get to go to a big conference, a conference with thought leaders, does not mean that every person who is participating in any part of our operation doesn't deserve that exact opportunity. Every library director who has come has taken time with us. The Cleveland director has been back multiple times and in fact he was inspired by the Civil Rights Museum. They're doing a Martin Luther King library. The LA director has been here multiple time so has the Seattle director. We've made an impression, not I but our staff has made an impression. We also have such a strong relationship between the Friends foundation and the trustees. Libraries across the country don't have the situation we do. It's not the same. We have something really special. They always say, "Wow, your staff is the best! Do you understand how lucky you are?" I say, "Yes, I do understand!" Everyday I thank God for that because we have an extraordinary staff and volunteers. They're all appointed so they are at will employees and we want them to



know they are valued. All of them are valued. We generally have a great time. I was talking to a systems director, "Do you think our staff could make masks for every employee?" As we are going through COVID, It's important we all have masks right at the moment. We had some disposable ones, I bought some they were like a dollar or a dollar-fifty. Our staff deserved masks as much as anybody. Not everyone wants to wear a mask, but all of our staff are required to wear masks. We have textile specialists, people who are really into sewing, we are going to be doing a lot of that at the Cossett library. We have tons of people, who are on staff, that are crafty anyways by doing quilting or whatever. We put a call out, and now we have more than enough masks for all of our staff. They can machine wash them and dry them, and they're all custom made by staff members. The first week, one of the staff members said I've never used a sewing machine and I have never sewn anything, but I would love to do that. It's another skill, and It's been a lot of fun. A lot of our staff said I would actually like to try that, I just don't have a machine. Our staff is willing to try anything, it's pretty exciting to witness everybody on a daily basis saying, "Look what I did! Look what I did!" Mine are in the car right now; since I am at home, because I left my device here. I have several of them that were made by my staff members, and I'm always going to have a happy memory. I am always going to see Dona Moore with sea colors and pink ones, so it matches. I am always going to look back fondly on these extremely difficult times of COVID because of the contributions of the staff.

Annie: It's good to see the positive side of any situation. How should students prepare themselves for the professional world?

Ms. McCoy: It's funny, I was talking to my 16 year old about this the other day. She said, "Everybody asks me what I am going to be when I grow up." The only thing I can tell you is that nobody asked me when I was growing up, because I am old. I knew I wanted to be another because I was caring, but I didn't have any ambitions. I Am in my 50s, so it's a little different to today. I have no idea what you are all going to be. What I say is, in my life and the advice I give to my own children who are mid to upper teens, create options for yourself. Test your limits. Do things that you don't necessarily feel comfortable doing. Don't count on one thing, try multiple things. There are a lot of things you think that you can't do, that you find that you're really good at. It might lead you to a different path. Whatever you are going to be, we didn't have 20 years ago. There's so many options tomorrow that weren't available yesterday. There will be so many more options available tomorrow that weren't there yesterday. People my age or older are going to be out of date, so innovate. Push yourself. Come to the library. Ask somebody if you can shadow them, like an executive. A lot of people don't like to do that because they say, "What am I going to ask?" You can learn more from spending a day or two with a person, once a week, or have lunch. Ask these questions, and don't be afraid to do something completely outside of your comfort zone. You have to take a little bit of risk to get some reward. This is my 29th year working for the City of Memphis. I started in 1992 and I did not intend to stay. I intended to stay for a year. I was 23. I had no interest in working for the government, but it was a great moment. I

thought I'll try. Now, I blink my eyes and it's been 29 years! If somebody asks you to try something, try it. Honestly, I wouldn't be where I am today, had that opportunity not presented itself and had somebody not have some faith in me. This didn't happen alone, Mayor Herenton had taken a huge risk with me because I was so young. I'm forever grateful to him for all of this that has occurred. Being willing to get out of our comfort zone, try things like budgeting and finance. You might be a generalist in your knowledge base, but put your toe in some other field. Whatever it is that you're passionate about, **augment** that by looking into something else. You'll be better off for it.

Annie: Thank you for the advice, we will remember it! On a lighter note, what is a book that you recommend for everyone to read? What is your favorite book?

Ms. McCoy: This probably won't resonate with you, but it's a children's book. My favorite book is *The Giving Tree*. I don't know if you know that one, it's by Shel Silverstein. If you read it, we do have it at the library, it's about a boy and his tree. Ultimately, it's about when you grow old, what you value, how you let things go that you thought were the most important, and how you do wrong by them. Just read it. It's a children's book; it's 20 to 30 pages. As a child, he is playful and has a relationship with a tree; he climbs it and loves it. All the phases of life from his girlfriends to his old age, are shown. His priorities change throughout his entire life. For me, it is the most informative book about life and why I feel the way I feel about things. Recently I really enjoyed *Becoming* by Michelle Obama. I think that some of the books that resonate with me the most and the longest are ones that I read when I was a child. Of course I love the *Canterbury Tales* and the other ones I will never forget- I love Shakespeare; my dad was a Shakespearean. I do love a lot of that. I can think of a lot of titles, but *Becoming* is the most recent one I read that gave so much good advice and reflected so much humanity, humility, and dignity. I am always searching for more of that in the world. Life happens so quickly and we are so involved with technology. I'm addicted to my phone. Whatever extent we can connect with humanity that to me is the number one priority. People are where it's at, and so many people feel isolated. That's one of the things about COVID; Depression, opioids, and overdoses are hugely up. The isolation in this time has been hard. I've been depressed. I'm focused on getting back to humanity and people as often as I can. Directing my attention and my passions towards people, there is just so much in the way of human connection these days or distracting us from human connection. I read a book by Malcolm Gladwell recently about the same thing.

Annie: In this isolation, not only is it a physical isolation, but it's also a mental isolation as well. The fact that you can't talk to your friends, except over Zoom or Facetime, there's like this barrier that you might not notice. It creates a negative impact in your brain and it slowly brings you down. It's always good to reach out to people and talk to whoever you can, spend time with your family, and focus on things you like to do.

Ms. McCoy: I see my mom everyday. My sister is back from China, she lives in China. She came for break in January and she's been teaching from here since then. My kids are probably having the most difficult time with it. They can't see their friends, and it's hard. I know you all are experiencing the same thing. You just want to see some friends. It's tough. Depression is real. I've been walking or running everyday pretty much with my mom and sister because I think that's a mood lifter or elevator. During the pandemic, it's been hard. Getting used to looking at you on a screen, I don't know you, but having all of our meetings that way for so long, it's just not the same. You miss a lot of looks. You miss so much of the subtle connectivity that we as humans derive the most joy from. It's hard because you might be looking at two screens. I'll say hopefully that everyone will come back to the library and check out what's going on there, there's a lot of positive things happening. Even though we don't have as much programming occurring in the location, we do have outward facing programming so we hope you will check into that.

Annie: This is the last question, How can we help out? Do you need any volunteers?

Ms. McCoy: I'm so glad you asked! We always need volunteers. Yes, we need volunteers. We would love to have some volunteers from White Station or any teens we would love to have. We have Explore Memphis, our summer reading program/summer program, a lot of that programming is virtual. Generally, all the branches, I know we are in strange times with COVID, we have a really robust number of volunteers who are teens at a number of our locations. They're some of the very best volunteers we could possibly have. You can just call my number, and I would love to connect you!