With a global pandemic, this past year presented many challenges for everyone around the world, but it also created many opportunities – opportunities for our organization to learn new things, opportunities for us to expand our services in imaginative new ways.

During these unprecedented times, I have remained optimistic – inspired by the talents within our organization and encouraged by the innovation we possess as a team. We have risen to the challenges brought forth by 2020 and have grown stronger.

I am so proud of our staff as they came together brilliantly over the past year to provide the best service for our customers who depend on us for their informational, educational and recreational needs. We have received numerous feedback from our customers stating how the library has been a lifeline, such as 85-year-old Sherrod Braxton, who has lived in self-isolation since the pandemic first hit, leaving his house only to go to the library and grocery store where he utilizes contact-free curbside service at both.

When I look across the landscape and see the growing need of our fellow citizens without internet connectivity, especially during these times of distance learning, I am mindful of the critical role public libraries play in closing the digital divide. Providing free internet hotspots for students in kindergarten through college and expanding our public Wi-Fi to our parking lots with 24/7 access were among our many achievements this past year that helped keep our customers connected to vital resources.

As I reflect on 2020, I would like to personally thank our customers and staff for sticking with us through everything – being flexible and adaptive, while we focused on expanding our services to adapt to our community’s needs. It warms my heart to know we have helped the community throughout this pandemic and in turn the community has helped keep the library going too.

I invite you to open the pages of this annual report and take a look back at our many accomplishments and a look forward to the endless opportunities in the new year. Better times are ahead!

- Kimberly Johnson, CEO
BEHIND THE SCENES

TULSA CITY-COUNTY LIBRARY COMMISSION

Richard D. White Jr., chair
G.T. Bynum, mayor of Tulsa
Ellen Duecker
Moises Echeverria
Leanne Helmerich, secretary
Rik Helmerich
Cynthia McGhee
Ron Peters, county commissioner
Danielle Widell
Danny Williams
La Verne Ford Wimberly, Ed.D., vice chair
Peggy V. Helmerich, emeritus

TULSA LIBRARY TRUST BOARD

Susan Savage, president
Isaac Ellis
Brianna Ghosn
Jordan Helmerich
Paul Johnson
Annette LaFortune Murray
Martin L.J. Newman
Clifton Taulbert
Julie Watson

FRIENDS OF THE TULSA CITY-COUNTY LIBRARIES

Officers
Dorothy Minor, president
Norman Bryant
Kathleen Kastelic
Sherry Leslie
Michael Nesser
Rachel Organist
Cecilia Whitehurst
Peggy Wolfe

Founded in 1957 and incorporated in 1968 as a nonprofit organization, the Friends of the Tulsa City-County Libraries group sponsors an annual Adult Creative Writing Contest, fall and spring Books Sandwiched In series, First Book program that provides books to pre-K students in schools in low-income communities, Great Decisions foreign-policy discussion series, Travels With Tulsans, TCCL staff scholarships, and other programs and events to aid and promote Tulsa City-County Library’s activities and goals.

OTHER ACTIVE FRIENDS OF THE LIBRARY GROUPS

Friends of the Collinsville Library
This group supports the Collinsville Library by offering an ongoing book sale located in the library’s lobby and through generous donations.

Friends of Genealogy Inc.
Founded in 1998, this group supports the Genealogy Resource Center, located at Hardesty Regional Library, through memberships and donations.

Friends of the Helmerich Library
The purpose of this organization is to aid and promote the activities and goals of the Helmerich Library. Every year, this dedicated group hosts a very successful book sale and uses the proceeds to fund programming across the TCCL system. Since its inception in 2004, the Friends of the Helmerich Library group has given more than $108,000 to benefit TCCL locations.

Friends of the Judy Z. Kishner Library
This group supports the Judy Z. Kishner Library with donations of time and money, and by sponsoring an annual book sale. Thanks to this group, the Sperry community enjoys enhanced library services.

Friends of the Rudisill Regional Library
This group supports the Rudisill Regional Library and the African-American Resource Center by raising funds, volunteering at library programs, encouraging new customers to use the library and supporting TCCL staff in continuing education with the Freddie Martin Rudisill Scholarship Award.

QUICK STATS

POPULATION SERVED 651,552
LIBRARY CARDHOLDERS 381,742
LIBRARY SITES 26 (24 PUBLIC; 2 NONPUBLIC)
OUTREACH VEHICLES 3

PERSONNEL

Full-time Equivalents 293

OWNED MATERIALS

Physical 940,668
Digital (eBooks/eAudio) 101,854
Total Owned Materials 1,042,522

PHYSICAL MATERIALS BREAKDOWN

Children’s Items 393,834
Adult Items 546,834

SUBSCRIPTION eMATERIALS

eBooks/eAudio 670,445
eMagazines and eNewspapers 6,614
Access to Streaming or Downloadable Music 12.6 million
Streaming Movies & TV 15,883

FINANCIAL SUMMARY

JUNE 30, 2020

REVENUE

Ad Valorem Taxes $33,032,200
Services and Fees $1,320,489
Interest Earned $237,725
Grants $9,000
State Aid $175,566
Library Trust $660,380
Miscellaneous $18,564
Total Revenues $35,449,124

EXPENSE

Personnel Services $22,056,386
Maintenance and Operations $3,635,726
Materials $4,000,240
Miscellaneous $114,712
Capital Outlay $3,074,151
Total Expenses $32,879,215

NET CHANGE IN FUND BALANCES $2,569,909

NOTE: TOTALS REFLECTED ARE FROM UNAUDITED FINANCIAL STATEMENTS. NUMBERS REFLECT A REDUCTION IN FOURTH-QUARTER OPERATING COSTS DUE TO BRANCH CLOSURES ASSOCIATED WITH CORONAVIRUS MODIFICATIONS.
Hundreds of children and their families enjoyed the Third Annual Harry Potter New Year’s Bash at Central Library.

JANUARY 2021

27 28 29 30 31

MON TUE WED THU FRI SAT

New Year’s Day libraries closed

30/31

HIGHLIGHTS FROM 2020

Magical world of J.K. Rowling comes alive!

Hagrid … Harry … Hermione. It was a star-studded night as Central Library’s Pocahontas Greadington Learning and Creativity Center was transformed into Hogwarts School of Witchcraft and Wizardry for the Third Annual Harry Potter New Year’s Bash on Jan. 4. The evening of enchantment and merrymaking kicked off with a Care of Magical Creatures preshow featuring live owl demonstrations presented by the Tulsa Zoo.

TCCL commemorates Martin Luther King Jr.

Numerous TCCL staffers and their families braved the bitter cold to march alongside the library’s Bookmobile in the 41st Annual Martin Luther King Jr. Day Parade on Jan. 20 in downtown Tulsa. This was the 22nd year for the library to participate in the parade honoring the civil rights leader.

Hundreds of children and their families enjoyed the Third Annual Harry Potter New Year’s Bash at Central Library.
Pictured, left to right, at the Sankofa Freedom Award presentation are: Keith Jemison, Rudisill Regional Library manager; Anita Hill, Kimberly Johnson, Tulsa City-County Library CEO; and Alicia Latimer, African-American Resource Center coordinator.

FEBRUARY 2021

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HIGHLIGHTS FROM 2020

Anita Hill receives 2020 Sankofa Award
TCCL's African-American Resource Center and the Tulsa Library Trust presented the 2020 Sankofa Freedom Award to Anita Hill, advocate for civil and women's rights, on Feb. 15 at the Rudisill Regional Library. The award, which consists of a $10,000 cash prize and an engraved plaque, is given biennially to a nationally acclaimed individual who has dedicated his or her life to educating and improving the greater African-American community. Visit www.tulsalibrary.org/aarc for more details about the Sankofa Award.

Fire forces Central to close for part of February
Central Library closed for more than a week last February due to smoke and water damage from a small fire intentionally set in a second-floor restroom. The fire activated the alarm and sprinkler systems, and officials promptly evacuated the building. The sprinkler system suppressed the fire before firefighters arrived, but water seeped through the floor and smoke impacted some of the surrounding area. Restoration crews were able to fully restore the building to its original condition. The alarm and sprinkler systems were among the many improvements made to Central Library during a three-year $55 million renovation completed in 2016.
### HIGHLIGHTS FROM 2020

**Walter Echo-Hawk inducted into Circle of Honor**

Author, attorney and legal scholar Walter Echo-Hawk, an enrolled member of the Pawnee Nation, was inducted into the American Indian Circle of Honor on March 7 as part of TCCL’s American Indian Festival of Words. The ceremony took place at Zarrow Regional Library, home of TCCL’s American Indian Resource Center. The 2020 Circle of Honor ceremony was sponsored by the American Indian Resource Center, Tulsa Library Trust, The Maxine and Jack Zarrow Family Foundation, Dr. Frank and Mary Shaw, Greater Tulsa Area Indian Affairs Commission, El Chico, and Visions and Voices. Visit [www.tulsalibrary.org/airc](http://www.tulsalibrary.org/airc) for more details.

**COVID impacts library services**

When COVID-19 first struck Oklahoma in mid-March, TCCL leadership temporarily suspended all in-person library usage to limit the spread of the disease, and TCCL staff worked remotely augmenting the library’s services to provide a lifeline to the community and help meet our customers’ diverse informational, educational and recreational needs. Initially, staff created three informational webpages. One focused on where to find credible information about COVID-19 and outlined TCCL’s response to the pandemic, including closures and service changes. Another concentrated on remote resources such as databases temporarily accessible from home plus educational and mental health resources. The third webpage was dedicated to ways in which the community could assist their neighbors: food pantries to donate to, shelters in need of supplies, places to donate hand-sewn masks and other mutual aid opportunities.

### MARCH 2021

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- **Daylight Saving Time begins**
  - set clock ahead one hour

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- **Women's History Month March 1-31**
- **Read Across America Day**
- **St. Patrick’s Day**
- **Spring begins**
- **Passover begins at sundown**

**Palm Sunday**

![Pawnee youth perform a traditional Pawnee War Dance at the Circle of Honor ceremony honoring Walter Echo-Hawk.](image-url)
When in-person library usage was temporarily suspended due to the pandemic, Tori Hamilton, children’s library associate, Glenpool Library, and other TCCL staff worked remotely creating fun storytimes and other virtual programming experiences to connect with our customers.

HIGHLIGHTS FROM 2020

Pandemic spurs creativity and innovation
As the pandemic spread, creativity and innovation were spurred. Working remotely, staff responded to thousands of customer queries, via chat, text, email and phone, during the initial weeks. They also planned and created virtual storytimes, remote readers advisory, and other innovative virtual programming experiences for children, teens and adults. Initially, 44 virtual events were offered with 8,367 participants via Facebook, YouTube, Zoom and other social media platforms. When there was a shortage of masks and sanitizer in the community, library staff stepped up, utilizing Central Library’s Maker Space to 3D print and sew face masks to donate to area hospitals, while TCCL’s Research Wizard team researched and compiled information on how to make your own hand sanitizer. Central Library’s Starbucks team also pitched in by donating much-appreciated coffee to medical staff on the frontlines. In April, TCCL continued to assess library services to reach at-home users. Library staff purchased additional eMaterials for children and added two new resources – Tumble Books and Abdo – to the online collection to help young customers with their educational and entertainment needs. Also, the databases Ancestry for genealogy research and Value Line for investment and financial information allowed temporary at-home access to resources previously accessible only in the library.
HIGHLIGHTS FROM 2020

Curbside service begins
To protect the safety and health of customers and staff during the pandemic, TCCL leadership created an incremental three-phase reopening plan. During the first phase, staff were welcomed back to their locations in early May and trained on COVID-19 safety precautions and strict cleaning requirements. Book drops reopened May 11 to allow for 200,000-plus materials to be returned and then quarantined for 72 hours as recommended by the American Library Association. And on May 18, customers were welcomed back to the library for curbside pickup.

Author Katherine Applegate visits Tulsa virtually
Although the pandemic grounded airlines and put the brakes on public events and gatherings, it did not stop New York Times bestselling author Katherine Applegate from receiving the Tulsa Library Trust’s 2020 Anne V. Zarrow Award for Young Readers’ Literature. The Newbery Medal–winning author of The One and Only Ivan accepted the award during a virtual presentation streamed on TCCL’s YouTube channel on May 1. More than 400 people viewed the ceremony. Visit www.tulsalibrary.org/zarrowaward for more details.
## JUNE 2021

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**SUN**

**Mon**

Flag Day

Gay Pride Month

June 1-30

**Tue**

Father's Day

Summer begins

**Wed**

**Thu**

**Fri**

**Sat**

### HIGHLIGHTS FROM 2020

#### Celebrating the colorful cultures of Asia

Traditionally held on a Saturday in June at the Martin Regional Library, TCCL’s 18th Annual Asian-American Festival went completely digital with a wide variety of events and programs offered via social media throughout the month of June. Programs included cooking and martial arts demonstrations, community spotlights, arts and crafts projects, panel discussions, a film series and book discussions. The festivities also featured a traditional Japanese tea ceremony and Senbazuru: The 1,000 Cranes Project, in which the community worked together to create 1,000 paper cranes.

#### AARC commemorates Juneteenth virtually

With social distancing and gathering restrictions in place, the African-American Resource Center (AARC) presented a Historic All-Black Town Commemoration virtually on TCCL’s YouTube channel on June 11, instead of offering its annual All-Black Town Bus Tour. Historians Jimmie White, Shirley Ann Nero and Karla Slocum shared and discussed Oklahoma’s many historic all-black towns to commemorate Juneteenth. AARC coordinator Alicia Latimer moderated the discussion. More than 500 viewers enjoyed the presentation.

#### Freedom, equality and justice for all!

Last June, TCCL created an in-depth Let’s Talk About Diversity webpage, highlighting all the wonderful materials and resources available at the library, as well as links to other community organizations and websites to point others looking to learn.
Fine Free initiative reduces barriers to service
TCCL joined more than 100 major public library systems across the country in the continued effort to end barriers to access by going fine free. The library moved to a Fine Free model beginning July 1, to help Tulsa County residents during this challenging time and to permanently reduce barriers to service.

The SRP must go on!
As gathering restrictions were in place, the 2020 Summer Reading Program looked a little different than previous years as it was simplified to a hybrid program so that it was easy for customers to participate in a manner that helped maintain the safety and health of the community. The six-week program was offered primarily online and featured incentive prizes and drawings for all four age groups, special virtual events and fun learning activities to try at home.

Awards reflect amazing work completed by TCCL staff
In summer 2020, TCCL received Bronze Quill awards from the International Association of Business Communicators for the Fast Facts booklet, the Build A Reader FUN Booklet and the 2019 Annual Report. TCCL also received the Oklahoma Library Association’s Library Excellence Award, which is given to a library or libraries for providing an outstanding level of service to its users over a sustained period of time.
Highlight from 2020

Providing nutritious lunches for kids

For the sixth consecutive year, TCCL partnered with the Community Food Bank of Eastern Oklahoma to provide free nutritious lunches to children age 18 and younger at four library locations. Meals were provided by the food bank and a total of 554 lunches were handed out at curbside at Zarrow Regional, Kendall-Whittier, Maxwell Park and Martin Regional libraries over the summer.

Library boosts readers advisory

While library buildings remained closed for in-branch services, TCCL staff shifted their focus from physical resources to promoting items from the digital collection. Staff developed book lists highlighting eBooks and eAudiobooks to inform customers about current events, provide reading suggestions for different genres and to encourage customers to read outside their normal wheelhouses. They also created What to Read Next, an hour-long interactive readers advisory service featured weekly on TCCL’s Facebook page. Each week a different staff member monitors requests from customers via post comments and makes personalized reading suggestions.

To introduce our youngest readers to new books, many library branches also began offering mystery book bundles. Each mystery bag contains a mixture of books appropriate for elementary-aged children.
Jacqueline Woodson discussed her novel *Red at the Bone* during One Book, One Tulsa.

### SEPTEMBER 2021

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### HIGHLIGHTS FROM 2020

**One Book, One Tulsa features Jacqueline Woodson’s *Red at the Bone***

On Sept. 4, author Jacqueline Woodson discussed her acclaimed novel *Red at the Bone* during TCCL’s 2020 One Book. One Tulsa presentation held virtually via Zoom. Woodson’s new novel for adults is a multigenerational tale of two black families that takes readers from the Tulsa Race Massacre to present-day Brooklyn. Following her talk, Woodson answered questions from the audience. The program was co-sponsored by Fulton Street Books.

**TCCL helps close digital divide**

As an extension of the library’s work to close the digital divide, TCCL extended our services beyond our buildings by offering internet hotspots available for checkout for students in kindergarten through college. Plus, we increased our Wi-Fi coverage to library parking lots so our customers can access free Wi-Fi 24/7. There were over 7,000 public Wi-Fi sessions in the first two weeks since expanding the coverage.

**In-branch express services begin at Central and regionals**

After being closed for six months for in-branch service due to the pandemic, Central, Hardesty Regional, Martin Regional, Rudisill Regional and Zarrow Regional libraries reopened to the public beginning Sept. 8 for limited in-building express services, including browsing, printing, faxing, copying and one-hour computer usage.
Keeping kids busy with Kids Read

With so many school-aged kids at home distance learning, many parents have found it difficult to find constructive activities to keep their kids busy. That’s why TCCL librarians developed Kids Read Curious World. Since the virtual program first launched last fall, school-aged children have enjoyed a variety of creative, fun and educational activities, videos, games, reading lists and other lessons centered on a different topic each month. Archaeology, maps and continents, knights and castles, and wolves are among past topics archived on the webpage and accessible for kids and educators to use.

Hispanic culture celebrated

TCCL’s Hispanic Resource Center celebrated Hispanic Heritage Month, Sept. 15-Oct. 15, with a variety of virtual events honoring the colorful traditions of Hispanic culture, including a Latinx craft series with guided tutorials on how to make masks, sugar skulls and an altar; bilingual storytimes, artistic performances and demonstrations; “Stories of the Unknown” podcast series featuring paranormal myths and the occult; a live reading and discussion with award-winning Mexican author Valeria Luiselli, author of Lost Children Archive; and a livestreamed guided meditation and tea workshop with multidisciplinary artist Edgar Fabián Frias. The annual celebration is sponsored by the Tulsa Library Trust and Hispanic Resource Center.
Let your voice be heard!

To help Tulsa County voters navigate the voting process, TCCL created a comprehensive Voting Information webpage highlighting resources on local, state and federal elections. Nine libraries also served as polling sites for the November election and saw a combined total of 6,985 voters.

TCCL formalizes dedication to equity, diversity and inclusion

In November the library commission approved TCCL’s new Equity, Diversity and Inclusion policy for staff, formalizing our commitment to foster, cultivate and preserve a culture of equity, diversity and inclusion. The library is dedicated to ensuring a positive environment in which all people are treated with dignity no matter their race, ethnicity, national origin, religion, age, gender identity or expression, sexual orientation, mental or physical ability, veteran status, and all other characteristics that make employees unique.

Books to Treasure features Zachariah OHora

Books to Treasure celebrated its 18th anniversary in 2020 with featured illustrator Zachariah OHora. Books to Treasure has grown into a Tulsa tradition for all second-grade students in Tulsa County. These youngsters receive a free copy of the treasured illustrator’s book, the chance to get their very own library card featuring art from the book, and an opportunity to see the illustrator in person, or this year online. Visit www.tulsalibrary.org/bookstotreasure for more details.
DECEMBER 2021

2020 Helmerich award bookmarked to 2021

For the first time in the award’s 36-year history, the annual Peggy V. Helmerich Distinguished Author Award has been postponed. The 2020 recipient, Marilynne Robinson, will be celebrated at Central Library on Dec. 3 and 4, 2021. In the meantime, Peggy V. Helmerich gifted Robinson’s latest book, Jack, to those who attended the 2019 gala. The Helmerich Award Committee hosted a Curbside Gala Event at Central Library on Oct. 14 to hand out copies of the book to gala attendees. The Helmerich award is given annually by the Tulsa Library Trust and Tulsa City-County Library. Its purpose is to give formal recognition, on behalf of the Tulsa County community, to internationally acclaimed authors who have written a distinguished body of work and made a major contribution to the field of literature and letters. The award consists of a $40,000 cash prize and an engraved crystal book.

Kwanzaa celebration commits to honoring 1921 in 2021

The community was invited to join the African-American Resource Center as it celebrated Kwanzaa virtually on TCCL’s YouTube channel on Dec. 28. Members of the Greater Tulsa African American Affairs Commission, Highbridge Voices of the Bronx, New York’s After School Program, Theatre North, World Stage Theater Company and a host of others presented the ceremony and committed to honor African American culture and heritage in the coming year.

HIGHLIGHTS FROM 2020

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---

Members of the Peggy V. Helmerich Distinguished Author Award Committee joined Peggy at the Curbside Gala Event at Central Library.
Library is lifeline for lifelong learner

Since the pandemic first hit last spring, 85-year-old Sherrod Braxton has lived in self-isolation, leaving his house only to go to the library and grocery store where he utilizes contact-free curbside service at both.

“The library has been a lifeline for me,” said Braxton, who regularly checks out The Great Courses DVDs, which feature lectures presented by renowned professors from all over the U.S. and Canada. “I am extremely impressed by the library’s curbside service and the availability of all the wonderful media.”

“When you are an undergraduate, you don’t have the time to learn everything you would like to learn. Well, I certainly have the time now,” said the longtime retired Oral Roberts University French professor. “This gives me the ability to learn many of the things I had wanted to over the years.”

William Peacher retires; replaced by Cynthia McGhee

After nine years of service, William Peacher retired from the Tulsa City-County Library Commission on July 31. Peacher chaired the commission from 2016-2018, and led the commission’s Budget and Finance Committee during the successful Central Library Renewed capital campaign, during which he helped TCCL obtain ownership of Central Library from Tulsa County. Cynthia McGhee, a practicing certified public accountant for more than 18 years, was appointed to replace Peacher on the commission, beginning Aug. 1.

TCCL Commissioner Charles Meyers retires

Longtime TCCL Commissioner Charles O. Meyers Jr. retired from the Tulsa City-County Library Commission in June. Danny Williams was appointed to replace Meyers beginning in July. A graduate of The University of Tulsa College of Law, Williams previously was the U.S. attorney for the Northern District of Oklahoma and currently works as a partner on a litigation team at Connor & Winters. He also serves on the board of directors for the Greenwood Cultural Center and Greenwood Chamber of Commerce.
Email jackie.hill@tulsalibrary.org or call 918-549-7389 for additional copies or address changes.