



*San Francisco Public Library*

**MINUTES**  
**Council of Neighborhood Libraries**  
**January 28, 2021, 4:00 p.m.**  
**CALL TO ORDER**

**Meeting Location: Zoom Virtual Meeting**

**Facilitator: Cathy Delneo, Chief of Branches**

**Attendees:** A.J. Cave (ANZ), Katherine Hsieh (CHI), Penni Wisner (EVA), Marcia Parrot (EXC), Nora Dowley (GPA), Susan Leury (MER), Judy Blanchard (MER), Ruth Maginnis (NVA), Marcia Ehrlich (PAR), Diane Silver (PAR), Marcia Popper (PRE), Kaitlyn Tran (PRE), Deborah Oppenheim (SUN), Joan Walton (SUN), Mario Lemos (Friends), Michael-Vincent D'Anella-Mercanti (Friends)  
Barbara Maes (VVA Branch Manager), Rebecca Alcalá-Veraflor (Assistant Chief of Branches), Genevieve Feldman (Acting NE District Manager), Denise Sanderson (Acting SW District Manager), Darice Murray-McKay (Acting Central District Manager), Michael Roman (Junior Management Assistant), Florinda Battad (Library Technical Assistant II)

**Excused:** Larry Ware (BAY), Lena Yu (CHI), Ruth Grabowski (EXC), Gail Seagraves (Main), Mailene Chew (Main), Tyrone (Ty) Robinson (NBE), Kathleen McClay (NBE), Edna James (OVI), Bessie Hahn (ORT), Elaine Cahn (RIC), Rochelle Fort (VVA), Maryam Roberts (WPO), Callen Taylor (WSA)

**Library Administrators:** Michael Lambert (City Librarian), Maureen Singleton (Chief Operating Officer), Margot Shaub (Library Commission Affairs Analyst), Tom Fortin (Chief of Main)

**HOUSEKEEPING**

**Upcoming Meetings**

➤ There will be two **Library Commission Meetings in February:**

- **Thursday, February 4, 2021, 4:30 p.m., SFPL Virtual Library**
- **Thursday, February 18, 2021, 4:30 p.m., SFPL Virtual Library**

➤ The next **CNL Meeting in February** will be on **Thursday, February 25, 2021, 4:00 p.m., SFPL Virtual Library**

**UPDATES**

**City Librarian's Report – Michael Lambert**

- San Francisco's new poet laureate is Tongo Eisen-Martin.  
<https://sfpl.org/books-and-media/san-francisco-poet-laureate>

- SFPL received its first five-star rating from Library Journal. Grouped by budget, SFPL was one of only five libraries in their budget category to be awarded five stars.  
<https://www.libraryjournal.com/?page=americas-star-libraries-2020>.
- The Bayview and Park Branch Libraries will begin providing SFPL To Go service on February 16<sup>th</sup>. Portola Branch is in the pipeline as the next branch to launch as an SFPL To Go location.
- The Golden Gate Valley Branch was activated as a Community Hub. Sunset and Ortega Branches will be activated as Hubs in February, with Ortega pulling double duty as both a To Go and Hub location.
- Library DSW update: Library staff continue to do disaster service work. The Library's Communication Director, Kate Patterson, is now on a DSW assignment assisting the Department of Public Health. Staff are also working in the City's vaccination centers.
- All City Departments are mandated to create Racial Equity Action Plans in order to address systemic racism found in the policies and programs of city government. SFPL has begun work advancing racial equity by creating the Library's first Racial Equity Committee. The Committee's work includes the following:
  - REAL (Racial Equity At the Library) Talk – an educational series for the public on learning how to have constructive conversations about race
  - Presentation of the SFPL Racial Equity Action Plan at the Library Commission Meeting and the Library's All-Staff Meeting
- Q&A
  - *Marcia (PRE) – After the pandemic, can the City keep Library staff who are working as Disaster Service Workers (DSW)?*  
(ML) Other departments have been impressed with the various skills that Library staff have demonstrated in their DSW jobs, but our staff are Library employees and we expect they will return to Library work after their deployments.
  - *Marcia (PAR) – The Library sequesters returns for 96 hours. Will it be possible to lower the time for sequestering?*  
(ML) Yes, we are finding out that surface transmission is not how one gets COVID-19. The amount of time will eventually be lowered, but during the surge it is hard to back off on current protocols.  
(CD) The Library's Chief of Technical Services works closely with the Department of Public Health to track the current science regarding COVID-19. We plan to share the latest findings with staff and see how changes to the material handling procedures can be made. The Library will eventually employ practices that are more in-line with pre-COVID procedures.
  - *Judy (MER) – What is YELL?*  
(ML) YELL stands for Youth Engaged in Library Leadership. It is a career development program that provides teens with meaningful work experience assisting librarians with STEM programs. This year the program will be on-line and follow a paid internship model.

- *Marcia (EXC) – What has been the safety record at the Community Hubs?*  
(ML) – There have been no COVID outbreaks at the Community Hubs, showing in person instruction is possible.
- *Katherine (CHI) – Can you share the timeline for the renovations?*  
(ML) – The Mission Branch renovation is moving forward. Public Works has completed the design, and bidding will occur in the summer. A survey will soon go out to the Chinatown community, asking for their feedback regarding more construction in Chinatown. The design process for the Chinatown Branch will resume this year.  
<https://sfpl.org/about-us/capital-projects-building-you/library-improvements-tomorrow>

### **Library Commission Report – Margot Shaub**

- Facilities director, Roberto Lombardi gave a Capital Projects update, providing an overview of the timelines and budgets of various projects. He responded to questions regarding cost overruns and climate resiliency:
  - The budget can and does increase on large projects when unexpected things are discovered during construction.
  - Some library buildings serve as respite centers for the public during heat and smoke events caused by climate change.
- Chief Financial Officer, Heather Green gave a presentation on the FY2022 and 2023 budgets. She highlighted the budget priorities that support SFPL’s goal of being a premier urban library, such as Library Hubs: self-contained book vending machines in underserved areas.
- Commissioner Mary Wardell Ghirarduzzi was elected for another term as Library Commission President. Commissioner Pete Huang was elected as Vice President.

### **SFPL to Go Updates – Rebecca Alcala-Veraflor, Barbara Maes, Tom Fortin**

- **Rebecca**
  - Bayview and Park Branches will begin SFPL to Go service on February 16<sup>th</sup>.
  - Ortega Branch, which is already an SFPL to Go location, will co-locate as a Community Hub.
  - Rebecca’s presentation provided a behind the scenes look at one of the To Go branches. Highlights included:
    - Health and safety stations at the staff entrance
    - Face shields made on a 3D printer by the SFPL IT Department
    - Quarantine area for returned items
    - Hold shelf area for items ready for pick-up
  - SFPL to Go Go
    - A complement to SFPL to Go, patrons can also pickup their holds from bookmobiles parked on Treasure Island and in the Ocean View, Bayview, and Mission neighborhoods.
    - Staff from closed branches are utilizing their language skills to help on the bookmobiles.
    - Once the Bayview Branch opens as an SFPL to Go location, the Bayview bookmobile will relocate to a new neighborhood. Mobile Outreach Services (MOS)

will work with the San Francisco Unified School District to find a new space for the bookmobile.

- Diane (PAR) – *How many check outs have there been since SFPL to GO started?*
  - o 279,262 physical items have circulated!
- Penni – *Do the bookmobiles still provide service when it rains?*
  - o If safety is a factor, MOS will enact their rain plan, and announce it to the public.

- **Barbara**

- Community Hub at the Visitacion Valley Branch
  - o Visitacion Valley Branch is currently the only branch that is co-locating as a Community Hub.
  - o The community-based organization (CBO) in charge of the Hub is ROCK – Real Options for City Kids. There are four CBO staff and ten youth.
  - o Youth who are in need are able to use the library's WiFi, receive backpacks with supplies, and can get help with their distance learning.
  - o The Hub operates in the branch's community room, giving the Hub staff and children their own entrance and restroom, as well as allowing the Hub and the library to function independently from one another.
- SFPL to Go at the Visitacion Valley Branch
  - o The branch is serving residents from the Visitacion Valley, Portola, and Bayview neighborhoods.
  - o A total of 2,100 patrons have visited the branch since opening.
  - o Every day, staff will process around 60 holds for pick up at the branch, and page 350 items to be picked up at other To Go locations.
  - o The branch is also a Pokestop. Pokemon Go is a popular interactive game where players use their cell phones to collect Pokemon characters in real environments.

- **Tom**

- Tom acknowledged Cathy's efforts in re-opening the branches, saying it takes more work operating while closed than it does when the library is open.
- In and around the Main
  - o Before the pandemic, the Main would typically have about 4,000 visitors a day. Currently, the Main has about 250 visitors a day.
  - o Librarians have been busy working at the Main since March 20<sup>th</sup>, answering the large number of calls to TIP, the Library's information phone line.
  - o Michael Lambert and Maureen Singleton have also been working in the building, as well as staff from the Security, Custodial, Finance, and Facilities Departments.
  - o Spaces in the Main have been converted to meet alternative needs. The Children's Center story time room has become a studio for virtual programming, and the Latino Hispanic Meeting Room is where returned items are quarantined.
  - o Without patrons in the library, Facilities has been able to paint, replace carpets, replace the first-floor sorting machine, and has begun rebuilding the seven elevators, which are over twenty-five years old.
  - o The Talking Books and Braille Center will be renovated. The design phase for the project has been completed.
  - o In July, the City established a sleeping village between the Main and the Asian Art Museum for people experiencing homelessness.
- Services at the Main
  - o Essential services are being provided through SFPL to Go, TIP, and Accessibility Services.

- The Library's Social Services Team can be found on Larkin Street connecting people to much needed services.
- Virtual programs include story times, help for job seekers, help for small businesses, craft programs, book clubs, and author readings. The virtual programs are well attended, with the number of programs increasing.
- The LINK+ and Inter Library Loan service will resume on February 1<sup>st</sup>.
- Night of Ideas
  - The 3<sup>rd</sup> annual event will be virtual this year, and features speakers and performers exploring the theme, "closing the distance."
  - The program takes place on January 28, 2021 from 7-9 pm and will be a part of the twenty-four-hour global broadcast.
  - One of the presenters will be Western Addition Branch Manager, Naima Dean sharing her thoughts on inclusivity and racial equity.
  - Partnering with the San Francisco Museum of Modern Art, the Library will give away free artwork by SFMOMA artist in residence, Tucker Nichols. Patrons can keep prints from his project, *Flowers for Sick People* by reserving them through the SFPL catalog and picking them up at an SFPL to Go location.
- Q&A
  - Katherine (CHI) –*There is camping and loitering on the steps of the Chinatown Branch, and recently, there have been a rash of thefts and vandalism in the Chinatown neighborhood. Is there security at the branch?*
    - (CD) Security staff are at the branch during their open hours and a mobile security team is available to respond to problems when the branch is closed. Security staff will wake up patrons and clear the steps before the library opens. The staff and neighbors of the Chinatown Branch have not reported any incidences or security issues at the branch. We appreciate help from community members in calling SFPD after-hours or on closed days if they experience situations where they feel unsafe.
  - Marcia (EXC) – *Are the Friends of the Library accepting donations?*
    - (Mario) The Friends are accepting donations by appointment only.  
<https://www.friendssfpl.org/donatebooks.html>
    - (CD) Money from the Friends has helped the Library provide SFPL to Go service. Acquiring supplies, such as tent canopies, microphones, and sneeze guards would have been a lot more difficult had we not had the support from the Friends.

**Adjournment: 5:30 pm**

**Respectfully submitted by Florinda Battad**