

SFPL REOPENING PLAN

DRAFT 4.15.2021

INTRODUCTION

San Francisco Public Library is dedicated to providing safe and welcoming library services for all. On March 14, 2020 all 28 libraries in the SFPL system closed in accordance with state and city government shelter-in-place orders intended to reduce the spread of the novel coronavirus (COVID-19).

The Library launched SFPL to Go, a front-door holds pick-up service, at the Main Library and Excelsior Branches in early August. The Library has steadily added additional SFPL to Go service points each month. By the end of April 2021, SFPL to Go service will be implemented at the following 15 locations: Anza, Bayview, Chinatown, Eureka Valley, Excelsior, Marina, Merced, Mission Bay, Ortega, Park, Portola, Potrero, Visitation Valley, West Portal Branches and the Main Library. The Library is also providing SFPL to Go-Go mobile outreach service to the Mission, Ocean View, Richmond, and Treasure Island communities two or three times each week.

In addition to SFPL to Go service, the Library has continued to offer telephone, chat, and email reference services, virtual storytimes and programs, remote library card registration, and a robust online collection of materials including eBooks, audiobooks, streaming music and videos, news, research and homework help resources, and more.

The Library's reopening strategy has been guided by the City Administrator's Office and the Department of Public Health and has operated within the City and County of San Francisco's tiered reopening structure. During the COVID-19 Emergency, 590 unique staff members have been deployed as Disaster Service Workers (DSWs), supporting the City's emergency response and recovery. At the peak of Library staff DSW deployment, in late July 2020, 436 staff were serving as DSWs. By early April 2021, the number of Library staff serving as DSWs has decreased to 149.

The Library's reopening strategy has also been influenced by the City's Community Hub Initiative, which provides support for SFUSD students in grades K-12. The Bernal Heights, Golden Gate Valley, Ingleside, North Beach, Ortega, Richmond, Sunset, Visitation Valley, and Western Addition Branches have served as host sites to Community Based Organizations and youth during the 2020-2021 school year.

The Library supported City Disaster Response to Heat and Air Quality emergencies at Main, Chinatown, and Mission Bay Branch Libraries in fall 2020.

The Library expanded its partnership with the San Francisco Department of Elections to host In-Person Voting at sixteen Branch Libraries and Ballot Drop-Off Sites at nine Branch Libraries in November 2020.

The Library plans to continue reopening its neighborhood libraries as the City moves into less restrictive Tiers, as access to COVID-19 vaccine becomes more commonplace and the City approaches herd immunity, and as the City’s reliance on Library staff to serve as Disaster Service Workers lessens, and as the Library fills vacant positions. This phased approach is designed to ensure that library users and staff are as safe as possible as we gradually resume the sharing of materials and access to in-person services that the community relies upon. The Library’s reopening plan prioritizes equity zones, which represent communities of highest need. Library Management have engaged a staff Reopening Committee to provide feedback, review procedures and guidelines, and develop recommendations for successful re-opening of Library locations. This is in keeping with the City’s overall strategy in restoring services:

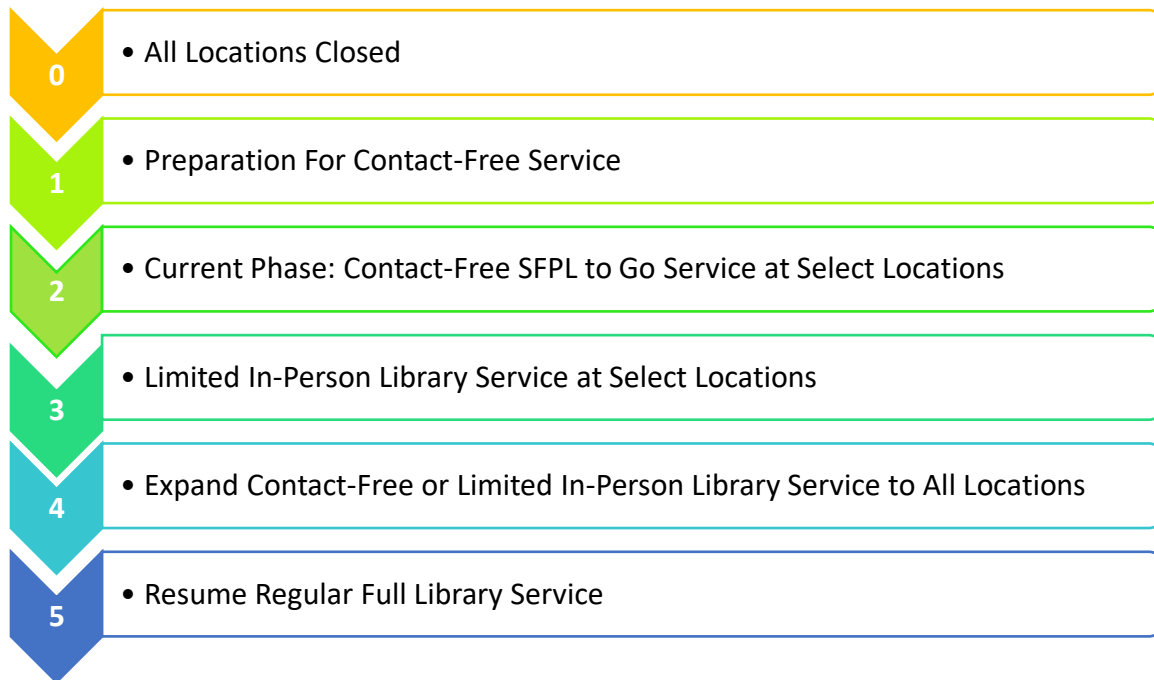
“The opening or expansion of sectors does not necessarily signify that these activities are ‘safe.’ The purpose of the required safety protocols contained in the order and directives is to make these activities and sectors safer for workers and the public. But reopening and expansion requires that all individuals and businesses use particular care and do their part to make these activities as safe as possible by strictly and consistently wearing Face Coverings and following Social Distancing Requirements and all other safety protocols.” <https://www.sfdph.org/dph/alerts/files/Directive-2020-17-Instore-Retail.pdf>

Our gradual reopening will continue to be guided by Progress Indicators outlined by the San Francisco Department of Public Health <https://data.sfgov.org/stories/s/epem-wyzb> :



The San Francisco Public Library has taken a gradual approach to reopening that has enabled us to continually provide and expand front-door holds pick-up service since first launching SFPL to Go at the Main and Excelsior Branch Libraries in August 2020, rather than toggling between levels of library service in response to the City and County of San Francisco's changes in Tiers. (<http://covid19.ca.gov/safer-economy>)

OVERVIEW: PHASED RESTORATION OF LIBRARY SERVICES



OBJECTIVES

- Limit community and staff exposure to COVID-19 virus by complying with local and state guidance specific to this emergency
- Identify and put in place safety procedures that will permit the restoration of Library services to the community in as safe a manner as possible
- Follow City guidance on providing safer services
- Remain flexible and nimble to adapt operations to changing conditions
- Continue to support San Francisco's response to the COVID-19 Emergency

Note: All phases contingent on Library staffing levels.



All Locations Closed to the Public

March 14 - July 31, 2020

INDICATORS

Infection risks remain high. Limited PPE supplies available to comply with public health safety requirements and to accommodate staff reporting to Disaster Service Worker (DSW) sites.

OPERATIONS

- All 28 libraries and bookmobiles are closed to the public in accordance with strict shelter-in-place and social distancing public health orders.
- Main Library is activated as Department Operations Center (DOC) with limited hours and minimal staffing to maintain safety.
- Most SFPL public services staff are activated as Disaster Service Workers, telecommuting or on furlough.
- Custodial staff support rigorous cleaning efforts per health recommendations.
- Library Service Center (190 9th Street) is activated to support the work of the Collections and Technical Services division with limited hours and minimal staffing.
- COB staff working remotely.
- Critical support for security and custodial at all library assets is maintained by the Facilities division.
- Reference service to the public via telephone and email provided by Telephone Information Program (TIP) at the Main Library.
- Digital eCard access to SF residents launched.
- Access to electronic collections expanded with increased limits and lower holds to holds ratios.
- Virtual story times and job and tech classes for adults launched on Zoom, YouTube and Facebook Live platforms.

SERVICES

The Library offered a range of interim services to the community: website and electronic resources over the internet; online e-card registrations, SFUSD and SF private school scholar card activations; ready reference service and patron account services provided by TIP; Talking Books and Braille Center support to registered patrons of their service; online youth and jobs/careers programming; limited ordering and receiving of new materials; Social Work Team outreach to unhoused patrons; Facilities Division maintained buildings and protected infrastructure; Human Resources and Finance continued administrative functions; Community Programs and Partnerships supported public relations and social media contact with the community; IT division supported technology assets; and Department Operations Center (DOC) efforts supported citywide response to crisis through the Emergency Operations Center (EOC).

1

**Preparation for Limited Service
August 1, – August 8, 2020 & Ongoing by location**

INDICATORS

- Shelter in place restrictions relaxed or lifted
- COVID-19 cases declining
- Size of gatherings remains highly restricted
- City approves local businesses to reopen for limited service following state/municipal guidelines to make work as safe as possible:
 - Service model and workflow adapted to meet DPH Guidance
 - PPE available for staff
- Library staffing capacity supports limited restoration of service

OPERATIONS

- Main Library and Excelsior, then additional branches open to staff to begin preparing for minimal public service.
- Staff work is focused on setting up workspaces in accordance with local and OSHA guidance for individual distancing.
- Goal is readiness for implementation of contact-free holds pickup service and resumption of accepting returned materials from patrons.

2

**Contact-Free Services: SFPL to Go, Remote Reference & Programming
August 10, 2020 - ongoing**

INDICATORS

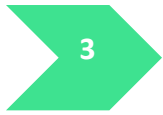
- Shelter in place restrictions continue to be relaxed or lifted
- COVID-19 cases have peaked and continue to decline
- Sufficient PPE supply to meet demand
- Sufficient testing capacity to meet demand
- Contact tracing capacity statewide
- Local businesses reopen with adaptations to ensure social distancing such as curbside pick-up
- Local government offices begin to reopen with adaptations to ensure social distancing
- Community adapting to remote library service
- Library staffing capacity supports restoration of service

OPERATIONS & SERVICES PHASE 2A – SFPL TO GO

- Main Library and selected Branches provide access to physical materials through the implementation of “SFPL To Go”, a contact-free, front door, Holds Pick-up Service outside library buildings.
- The Main Library will operate Monday – Saturday (10:00 a.m. – 5:30 p.m.) and Sunday (12:00 p.m. – 5:30 p.m.)
- Branch libraries will operate 5 days per week, Tuesday – Saturday or Monday – Friday (10:00 a.m. – 5:30 p.m.)
- Bookmobiles will offer limited holds pick-up service in select neighborhoods 2-3 days per week, Tuesdays through Thursdays (2 p.m. – 6 p.m.)
- SFPL to Go service will expand to additional branch libraries as staffing and buildings are available.
- Book returns are open at SFPL to Go sites during public service hours.
- Returned materials are handled per evolving SF DPH guidance.
- Library Social Worker and Health and Safety Associates provide social services outside the Main Library.
- Access to library facilities is limited to staff.

OPERATIONS & SERVICES PHASE 2B – REMOTE REFERENCE & PROGRAMMING

- Multi-Lingual Telephone lines launched
- Expanded Reference Services provided by phone, email, and chat
- Expanded electronic resources are made available
- Online e-card and Scholar Card registration continues
- Talking Books and Braille Center support continues
- Online Library programming expands
- Ordering and receiving of new materials ramps up



Limited In-Person Library Service To be determined (Spring/Summer)

INDICATORS

- City updates local public health order to allow for in-person library services
- Office of the City Administrator approves revised health & safety plans
- COVID-19 Vaccines widely available in community
- Library staffing capacity supports increased restoration of service

OPERATIONS & SERVICES

- The Main Library and selected branches reopen for limited browsing of physical materials and limited use of public computing resources, with reduced hours.
- Holds pick-up can transition to a self-reliant service model at checkout machines.
- Time-limited In-Library Reference and Circulation services begin.
- Expanded book returns availability at SFPL to Go sites.
- Building capacity and time spent in the building may be limited.
- Public seating is removed.
- Specific hours may be provided for vulnerable patrons.
- Study and meeting rooms unavailable.
- Public programming remains virtual.
- Some library locations and book drops may remain closed to staff and/or the public.

LOCATIONS

- Main Library
- Initial Pilot Branches: Chinatown & Mission Bay
- Additional Pilot locations: Visitacion Valley, Excelsior, Richmond, Ortega



Expand Contact-Free or Limited In-Person Library Service to All Locations **To be determined (Summer/Fall)**

INDICATORS

- City maintains local public health order allowing for in-person library services
- Office of the City Administrator approves revised health & safety plans
- Library staffing capacity supports increased restoration of service
- All Library buildings available for use and suitable for library service

OPERATIONS & SERVICES

During this phase the Library will strive to reopen all 27 locations for either SFPL to Go or In-Library service.

The service models at specific locations will be determined by primarily by

- Current Health Order and Tier of recovery
- Service will expand to additional neighborhood locations as staffing and buildings are available.
- Book returns service is expanded to all locations

LOCATIONS

- Main Library
- All 27 Branch Libraries



Resumption of Regular Full Library Service Fall 2021

INDICATORS

- Public Health Orders updated or lifted to allow for full resumption of library services
- Public service staffing capacity fully restored
- All Library buildings available for use and suitable for library service

OPERATIONS & SERVICES

- Restoration of library services at all locations.
- Regular bookmobile routes resume.
- Public programming and community meeting room use resume.
- Outreach visits resume.