



San Francisco Public Library

100 Larkin Street, San Francisco, CA 94102 - 4733

MEMORANDUM

Date: June 12, 2020
To: San Francisco Library Commission
From: Michael Lambert, City Librarian
RE: Phased Reopening of Library Services

The San Francisco Public Library is bringing forth an update regarding the prospective resumption of public library services.

Background

In response to the City and County of San Francisco – Department of Public Health [Order of the Health Officer C19-05b](#) issued on March 13, 2020, the San Francisco Public Library closed all 28 library locations to the public at the close of business on Friday, March 13, 2020. Over the course of the past few weeks during the shelter in place, the Library's Department Operations Center (DOC) has been mobilized to support the City's Emergency Operations Center (EOC) and to plan for the eventual resumption of library services. San Francisco Public Library personnel have been activated to serve as Disaster Service Workers (DSW) in myriad roles including food pantry workers to support food distribution operations of the San Francisco – Marin Food Bank, site monitors and onsite clerks at multiple hotel sites providing shelter for individuals experiencing homelessness, outreach workers supporting the EOC's Community Branch and as contract tracers supporting the work of the Department of Public Health in contacting individuals who may have had exposure to the virus. Library staff have also served in multiple other capacities as Disaster Service Workers and continue to support the City's emergency response. Throughout this time period, other essential staff have been reporting to work to keep critical operations going, including Human Resources, Information Technology, Finance and Facilities. Limited public services have continued via the sfpl.org [virtual library](#) and through the Telephone Information Program at the Main Library.

Current Action

Consistent with guidance from the City Administrator, the San Francisco Public Library is developing department site-specific health & safety plans for consideration in order to secure approval for resumption of library services. The reopening plan will also meet the requirements outlined in the [State of California's COVID-19 Industry Guidance: Retail](#), which provides specific guidance for "Curbside Pick-up for Libraries." The health and safety of library workers will be the top priority throughout every phase of reopening to ensure service delivery is guided by [five progress indicators prescribed by the San Francisco Department of Public Health](#). The target date for launching *SFPL To Go*, a contact free pick-up service, will be determined pending further planning in consultation with the City Administrator to determine which services can move forward and under what timeline.