



San Francisco Public Library

COVID-19 Service Response

Overview

Following recommendations issued by DPH for social distancing to help curtail the spread of COVID-19, SFPL closed its doors at 6:00 PM on March 13, 2020.

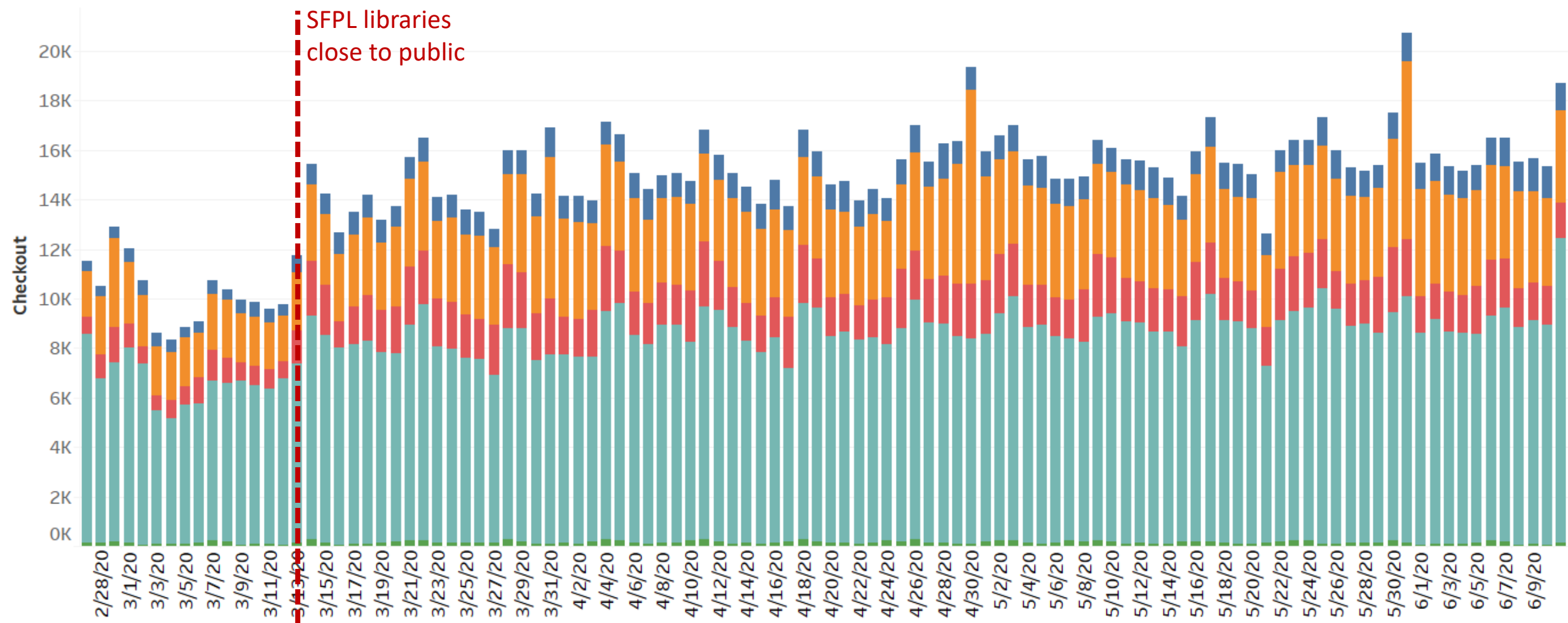
SFPL, however, never stopped working for the public.

- Robust Electronic Resources
- Expanding Patron Base
- Educational Support
- Virtual Programming
- Archiving COVID-19
- Disaster Service Workers



Robust Electronic Resources

eResources # of Checkouts - Daily



All of our major eResources platforms have seen a substantial increase in circulation numbers

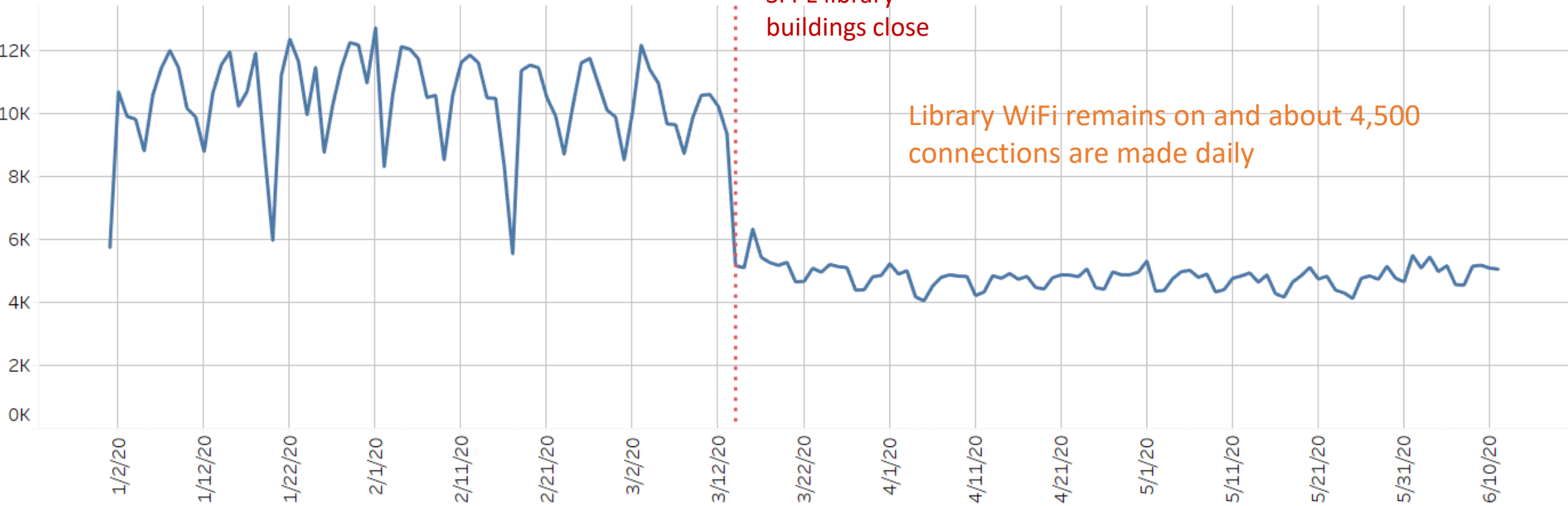
% Change Per Platform Since Closing (3/14 - 6/11)

Platform	Average	Total Since Closing	% Change Since Closing
Axis360	46,472	93,148	100.4%
hoopla	187,129	333,375	78.2%
kanopy	79,973	169,862	112.4%
OverDrive	561,326	777,855	38.6%
RB Digital	10,463	13,806	32.0%
TOTAL	885,363	1,388,046	56.8%

“JUST LOVVVVVVEEEEE KANOPY!!!! BETTER THAN ANY STREAMING SITES, SUCH HI QUALITY SELECTION OF INDIE AND ART FILMS!!! WAAAAAY BETTER THAN BORING NETFLIX N VUDU. AND THANK U FOR 15 FILMS A MONTH!!!! OHHHHH I MISSSSSSS UUU TERRIBLY sfpl!!!!” – Facebook message

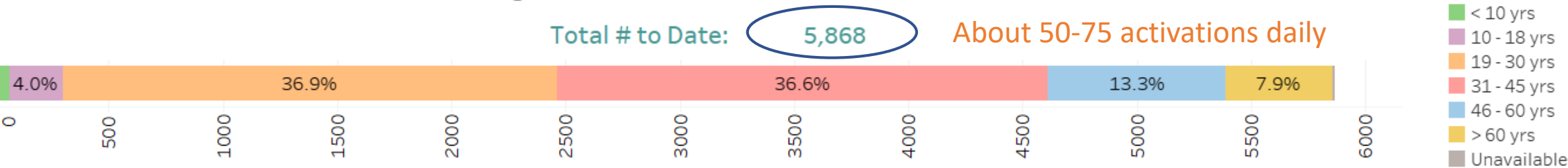
Robust Electronic Resources

Daily # of WiFi Connections (All)

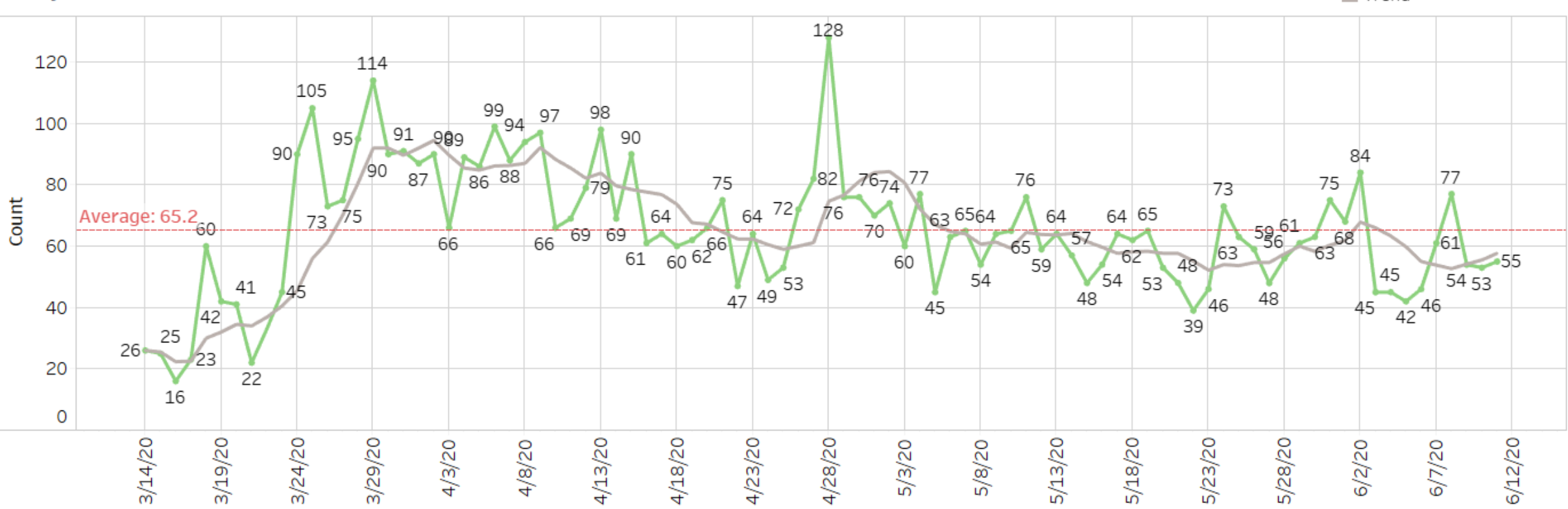


Expanding Patron Base

Total # of eCard Activation Since Closing



Daily # of eCard Activation



SF School Library Card Activation

	# of Schools	Total # of Activation	Total # of Cards	# of Circ Active Since Closure	Ratio of Circ Active to # of Cards
Public	122	15,409	61,379	8,486	13.8%
Private	4	2,453	2,453	422	17.2%
Grand Total	126	17,862	63,832	8,908	14.0%

*“Thank you library
for finding creative ways
to let us check out
books!!!”*

--Clare, Scholar Card recipient

Total # of Online Reference Questions Answered Since Closing

LibAnswers Tickets	7,572
TIP Calls	3,939
Grand Total	11,511

About 125 daily

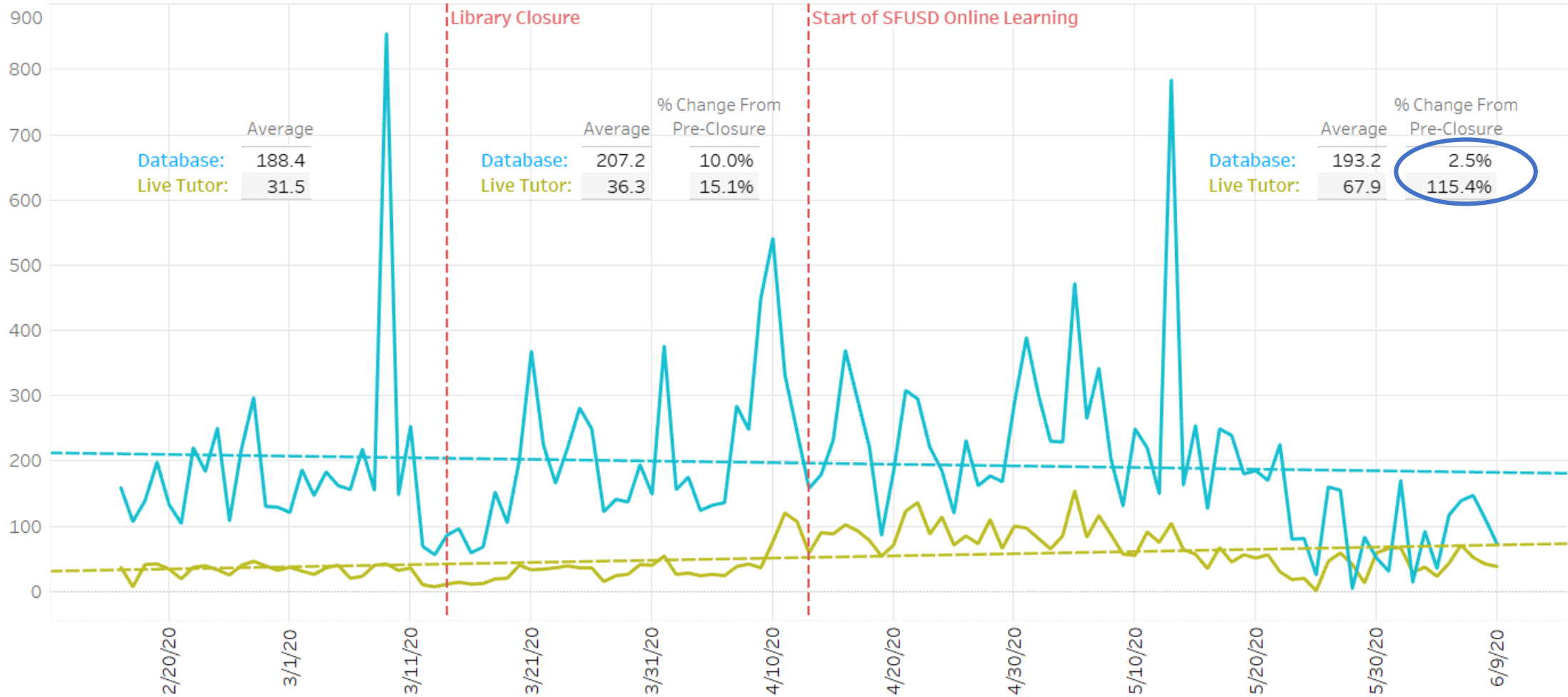
Educational Support

Homework Help Daily Totals



- database usage refers to a page view; i.e. flashcards, SkillsSurfer, tests, etc.
- live tutor interaction is when a patron either connects with a live tutor or uses the writing lab/send question

■ Database Usage
■ Live Tutor Interaction





Sweet Stories: virtual storytime



Number of Videos: 36

	Views	% Likes	Shares
Total	16,082	N/A	228
Average	446.7	94.2%	6.3



Instagram

Number of Videos: 41

	Views	Likes	Comments
Total	30,075	2,787	188
Average	733.5	68.0	4.6

Virtual Programming



Alison Farrell Live - Summer Stride 2020

238 views • 3 days ago



Contribute to COVID-19 Time Capsule

55 views • 4 days ago



Dear Zoo - "Sweet Stories" at the San Francisco Public...

109 views • 5 days ago



Alphabet Rockers Rock the Block - Summer Stride 2020

264 views • 6 days ago



COVID Q&A with Dr. Louise Aronson

927 views • 6 days ago

CC

Video title	Views	Likes (vs. dislikes)	Comments	Shares
COVID Q&A with Dr. Louise Aronson	970	100%	65	13
Alphabet Rockers Rock the Block - Summer Stride 2020	294	100%	37	3
Alison Farrell Live - Summer Stride 2020	293	90%	26	1
Contribute to COVID-19 Time Capsule	72	100%	0	1
Getting Started with LinkedIn	58	100%	0	2
Water Bending Challenge - "STEM Challenge Yo' Self" at the San Francisco Public Library	321	90.91%	2	2
The Mountains Sing by by Nguyễn Phan Quế Mai	28		0	0

Virtual adult programs include Money Coaching, Book Club, ESL Conversation Group, and Career Coaching.

In May, the average attendance was 11 viewers.

Archiving COVID-19



Over 200 submissions
totaling more than 275 file attachments



Significant collections (including one with 700
excellent photos) from a couple of individuals

For long-term preservation and sharing of the collective experiences of
San Francisco residents during the COVID-19 public health emergency

Disaster Service Workers

More than 350 SFPL employees are deployed as City's disaster service workers.
Over 75% of those are deployed as...

