



San Francisco Public Library

**Mission Branch Renovation
Combined Community Feedback from Community Meetings**

Meeting Dates and Times:

May 19, 2018 (24 participants)

May 23, 2018 (21 participants)

June 12, 2018 - youth focus (18 adults, 24 children)

Meeting Location: Mission Branch Library

What is special about the Mission?

Presence of a Latin community.

Contribution provided by the Latino community.

It's our community, we are the Mission, we are Hispanics, Latina, "la raza".

We are a family, and by bringing our children to the Library we can teach them Spanish, and we can also communicate with each other and use the library as a stabilizing place.

Sense of the community.

The roots we have in the community.

Backbone of Latino/Latina culture.

Barrio latino de la mission.

Le gustaria un mural que se sienten bienvenidos especialmente en la biblioteca (would like a mural at the branch representing the generations of Mission residents which encourages a sense of welcoming.)

Sense of village – you know you can turn to other people to help you, togetherness and connection.

The presence of children.

The friendly people in the neighborhood.

Diversity of the population.

The diversity and culture.

Different languages being spoken.

The walkability and public transportation added with the accessibility.

It is a neighborhood.

It is in a residential neighborhood with an added commercial mix.

Different feel, "the second market from market," many theaters.

Vibrant and possesses energy.

Colorful aesthetic of the neighborhood.

The tourism aspect of the neighborhood.

The diversity of food that we have in the neighborhood.

The murals and street art.

Architectural qualities and history.

Sense of exploration.

"Freshness"

Tradition and historic building.

The mechanics of the building especially in relation to seismic activity.

Tension between the old and the new.

Displacement of residents due to high rents which is sad because many people are being priced out.

What are your ideas for rethinking the space?

Possibility of expanding into the BART street plaza area.

Possibility of expanding into the garden near the children's center.

Expanding out towards the street which can help mitigate street activity.

Preventing the "Valencification" of 24th Street.

- This came up after bringing up the possibility of including parklets.
- There is fear about being displaced.
- Parking concerns that also originate from parklets.

Possibility of adding a third floor?

- Gentleman recommended the idea of looking at a third floor – audience generally disagreed.
- However, as a process, a community member suggested that ideas get processed rather than shut down.

Honoring the Latino community by having names of Latino/Latina authors on the façade of the building.

What are the pros and cons at the Mission Branch?

Children's Area

Collections space

- Cons/Could be improved:
 - Divide Grammar and Math Materials.
 - Extremely tall bookshelves (how can the children access the material?)

Programming space

- Pros/Existing:
 - Separate children's section.
 - A sense of peace and security, especially coming with kids, and you feel a sense of home.
 - The first floor dedicated to children where they can play together.
- Cons/Could be improved:
 - It is dark and hard to get to (not very welcoming).
 - The hallway is claustrophobic (with the check-out counter and bathrooms).
 - Space for children is too small. This is mentioned at multiple meetings.
 - A more secure space for children.

Quiet study space

- Cons/Could be improved:
 - Establish areas for play and studying so that children do not fight amongst themselves.
 - No quiet space. This was mentioned at multiple meetings.

Public Computing

- Cons/Could be improved:
 - Small computers and not enough seating.

Outside Space

- Cons/Could be improved:
 - A space for a patio so that we can give children lunch and breakfast but somewhere that is safe from outside elements.

Other needs (e.g. stroller parking)

- Cons/Could be improved:
 - The elevator is uncomfortable and there should be a more secure place; spaces for strollers.
 - A dedicated space to make sure strollers are safe
 - No multi-functional spaces, spaces for toddlers/babies.
 - More toys for children.
 - In South San Jose children can play with tablets that are dedicated for children activity.

Adult Area

Overall Facility:

- Pros/Existing
 - The aesthetic of the facility, notably the stonework and wood (serves as a refuge from the world of “Apple stores”)
 - The architecture of the building provides a sense of being.
 - Sense of architecture – you feel very much like you are in a library.
 - The façade of the building is extremely rewarding.
 - High ceilings.
 - Great location.
 - Accessibility of BART and MUNI.
 - The walkability of the branch and people are inviting and welcome.
- Cons/Could be improved:
 - Waiting for other people as they are leaving/entering the branch. Sometimes when it rains people have to wait and get poured on while the rain comes and the floor becomes slippery.
 - More natural light (like at the Main Library.)
 - More lighting, more sense of welcoming, more modern sense of connection.
 - Most people use the upstairs.
 - More vigilance and security on the exterior and interior.
 - Too much noise.
 - Would recommend accessibility.

Furnishings/Art

- Cons/Could be improved
 - No benches to wait for before the library opens.
 - The chairs are very loud.
 - More comfortable seating.
 - No round tables. (we have round tables because fits more people and encourages interaction with people.)
 - Art as a way of healing and forming community especially for the Latino community –sending a message that connects the community especially related to the contribution of the Latino community to the state of California

Collections space

- Pros/Existing:
 - Books in Spanish and books in general.
 - Conduit to the larger collections of the city (with a virtual element.)
- Cons/Could be improved/Ideas:
 - In terms of displaying books, having the possibility of recommendation from the community.
 - Books are a service that the library offers, and there seemed to be a consensus that the public did not want a loss of books (example of the Austin library seeming like a café)
 - Browsability.
 - Lower shelving. Someone raised concern about the high shelves especially due to aging and ergonomic considerations.
 - Shelving (Ferris wheel, stairs, lowering)

Programming space

- Cons/Could be improved:
 - Movie screen – movie section-retractable screen.
 - USF Gleeson Library has a giant flat screen monitor in the interior of the facility where they announce the activity, this can be done at the Mission as well, activities promoting the Mission Branch programming and Mission District programming (someone else recommended something on the exterior.)

Elderly Services Space

- Cons/Could be improved:
 - A space for elderly people to do recreational programming.
 - For people in wheelchairs, a space that is more accessible.

Quiet study space

- Cons/Could be improved:
 - Need space for quiet study.
 - In City Center there are places that you can reserve to use study space to be able to concentrate and study, this would be something that would be really good for me since it is a private space that is quiet

Public Computing

- Pros/Existing:

- The second floor where you have access to computers and resources to accomplish goals/work.
- Cons/Could be improved:
 - Computer station: a separation between computers and reading space.
 - Access to technology downstairs (such as computers.)

Outdoor Space

- Cons/Could be improved:
 - Outdoor services such as tables and patios.
 - Moving the garden to activate the space outside the entrance of the library.

Other Spaces

- Cons/Could be improved:
 - Little café area (inspired by a medical library.)
 - A café
 - Gallery spaces as well.
 - Cell phone dedicated spaces (inspired by UCSF example.)

Staff/Services

- Pros/Existing
 - The people – staff in specific are outstanding and very welcoming. This was mentioned in multiple meetings.
 - Efficiency of the hold system.
 - Expanded hours.

Teen Area

Collections space

- Cons/Could be improved:
 - More high school level books especially those on high school reading lists (as there are only a couple at a time.)

Programming space

- Cons/Could be improved:
 - Very small teen space that is inadequate for needs.

Meeting Room / Program Room

Library-sponsored Youth Programs

- Pros/Existing
 - The classes given to children.
 - Story telling is something we love, we also love the staff.
 - All the services provided to youth during the summer program.
- Cons/Could be improved:
 - An additional day for classes/storytelling.

Library-sponsored Teen Programs

- Cons/Could be improved:
 - Innovative programs to bring in the youth to bring them from the street, some sort of psychological assistance to help prevent the school shoots, programs at the

library where they feel like coming into the space when they feel lonely or want to seek friendship.

Library-sponsored Adult Programs

- Cons/Could be improved:
 - More Days for Classes.
 - Programs for people with special needs for both youth and adult.
 - Possibility of community members to initiate programming with some funds provided by the library.
 - Maker Space
 - At UCSF they have maker-spaces that includes things such as 3D-printers

Community Meeting Room

- Cons/Could be improved:
 - No dedicated community program space. Mentioned in multiple meetings.
 - Would a separate community room/dedicated community space be beneficial?- people nodded in agreement at multiple meetings.
 - Another community member suggested seeking partnership with the Mission Cultural Center.

Restrooms (brought up in multiple meetings)

For Children/Families

- Pros/Existing
 - The separate bathroom for children.
- Cons/Could be improved:
 - Small toilets for children for those who are potty training.
 - There's only one bathroom for the children (everyone wants more bathrooms.)
 - Thinking about people using the public restrooms dedicated for children and finding a solution between locking it and allowing children to use it as they please.

For the general public

- Pros/Existing
 - People are afraid of using the restrooms sometimes and appreciate the bathroom being locked.
- Cons/Could be improved:
 - One bathroom for the entire branch not enough for the needs of patrons. (This was mentioned in multiple meetings.)
 - Bathrooms are a priority.
 - Update facilities.
 - Underground bathrooms (basement?)
 - A real disservice for patrons inside the library that they have to wait in the bathroom.
 - Location is important and how accessible it can be for people with disabilities.
 - Bathrooms for disabled people.

Additional comments:

- Community member does not want to invest money in the renovation of the branch.
- Comments related to how the City has treated the Mission:
There is a strong emphasis on being extremely transparent due to historical elements. The process should include a lot more people and be willing to put up with a lot more public comment.
How is the process going to work? Will there be a website? When will the community find out about meetings? Will there be a schedule?
- How can you ensure that neighbors might directly benefit from the \$20 million renovation?
(Library) One of the biggest goals for Public Works is directly involving neighborhood individuals.
San Francisco Public Works has a specific goal of hiring local, and later down the road (during construction, etc.) this goal will be formalized.

The process:

- More designs will be done in the fall
- Branch will possibly be closed for two years
- Temporary services:
 - Thinking about what happens while the library closes.
 - Possibilities of co-locating; possibility of parking a bookmobile full-time to get holds; asking the community to think of places to relocate and giving suggestions to the branch librarian or cob@sfpl.org
 - Mission Cultural Center as a possible temporary location
 - We would need a space that is ADA accessible.

Next steps:

Collecting survey and community feedback

Different outreach to schools and other city agencies

Coming back with possibilities of moving around spaces based on community feedback (most likely in July)

Dedicated page on the Library website for branch capital projects