**Library Steps Up in City’s Time of Need**

As employees of the City and County of San Francisco, all Library staff are required to work as a Disaster Service Worker to serve in a variety of capacities to support the City and its citizens in a time of extraordinary need. The last major crisis faced by the City was the 1989 Loma Prieta earthquake, but that does not compare to the arrival of the coronavirus, which instigated the largest disaster response service in the City’s history. With the closure of our buildings, many staff found themselves furloughed; however, soon they were reassigned to various roles supporting all facets of the City’s disaster response.

"A lot of people in SF are in need right now of basic food items and it feels good to be helping the SF Marin Food Bank meet this need... As a librarian I try to help people and I am glad for the opportunity to continue." — Casey Crumpacker, Eureka Valley/Harvey Milk Memorial Branch Manager

As Jen Woo was quoted as saying in a May 13, 2020 article in the San Francisco Chronicle, “The next day, I am working in food pantries..."

**The Show Must Go On! Storytimes Continue Despite Library Closure**

San Francisco Public Library Youth Services team pivoted fast after the shutdown to ensure that the Library’s beloved storytimes could continue to entertain and educate early learners, and let’s be honest, also provide a little break for parents and caregivers juggling work and childcare. The Library’s Media Services team turned the reading room in the Main’s Children Center into a mini TV studio, and quickly grew from a three-day-a-week platform for movies, music and books to a quick access model that enabled all San Francisco residents to obtain an eCard online so they, too, could enjoy the Library’s wide selection of electronic resources. From spring to fall, some 13,500 new library cardholders were added to SFPL users via the online application. And that interest remains strong, with some 30 to 70 new library cardholders added every day. ScholarCard, SFPL’s effort to make sure all pre-K-12th grade students have library cards, also brought immediate access to students during the pandemic. While in the past students needed to visit the library to access their library account, SFPL granted electronic access immediately, helping to support distance learning for 63,000 San Francisco Unified School District students as well as thousands more independent school students who reached out via their school librarians.

Those students are making great use of all the Library’s ebook, music and movie resources as well as Brainfuse, the Library’s live online homework help service, plus the vast array on online encyclopedias, dictionaries, biographies, math and reading practice resources and more.

**eLibrary Interest Explodes With Covid Shutdown, Library pivots to Provide Digital Access**

From the moment San Francisco went into shelter-in-place mode in March, usage of the Library’s eResources skyrocketed. While stuck at home, residents made good use of the Library’s rich collection of online resources, from streaming movies to music and magazines to books... Simply, grew 50–100 percent or more in usage. For those without library cards before the closures started, SFPL pivoted to a quick access model that enabled any San Francisco resident to obtain an eCard online so they, too, could enjoy the Library’s wide selection of electronic resources. From spring to fall, some 13,500 new library cardholders were added to SFPL users via the online application. And that interest remains strong, with some 30 to 70 new library cardholders added every day. ScholarCard, SFPL’s effort to make sure all pre-K-12th grade students have library cards, also brought immediate access to students during the pandemic. While in the past students needed to visit the library to access their library account, SFPL granted electronic access immediately, helping to support distance learning for 63,000 San Francisco Unified School District students as well as thousands more independent school students who reached out via their school librarians.

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A Night to Remember

More than 5,200 revelers from all corners of the Bay Area, and even as far as Portland, Oregon, flocked to the Main Library on February 1, 2020 to enjoy the City’s 2nd Night of Ideas. Once again, San Francisco Public Library joined forces with the French Consulate in San Francisco, KQED and SFMOMA to produce an unforgettable FREE seven-hour broadcast of KQED’s Forum, to enjoy the City’s second Night of Ideas, and it was either their first time in the library or their first time seeing our wonderful Main Children’s Center. They all came back the next day with kids in tow to explore the Main Children’s Center. They all came back the next day with kids in tow to explore.

One of the biggest draws of the night was the live two-hour broadcast of KQED’s Forum with host Mina Kim. The first segment was dedicated to a discussion on how living in constant chaos can affect us and the second part focused on how to channel disorder into creative endeavors.

The Atrium was the starting point for a series of roving performances over the course of the evening including circus artists, DJ sets, drag performances and music. Photo by Alexander Kim.

was designed to spur dialogue and participation on the 2020 theme Living on the Edge, an adaptation of the international theme Être vivant. The day after the event, Children’s Librarian Jim Jeske reported that he encountered three completely different families who all said they attended Night of Ideas, and it was either their first time in the library or their first time seeing our wonderful Main Children’s Center. They all came back the next day with kids in tow to explore and said that if it were not for Night of Ideas they never would have thought to come down.

Night of Ideas 2020 was made possible by the support of the City and County of San Francisco, the Friends of the San Francisco Public Library, 836M, Cultural and Scientific Services of the French Embassy in the United States, the French American Cultural Society, the Institut Français, French bee, Microsoft and the Open Society Foundations.

SFPL Goes Fabulously Fine Free

On September 16, 2019, SFPL had exciting news to share: it eliminated overdue fines for all Library patrons, a monumental step in reducing barriers and living up to its commitment to free and equal access to its communities! In addition, the Library erased all outstanding overdue fines from patrons’ records, thereby restoring access to many patrons who have need of the Library’s resources.

Nationwide, elimination of overdue fines in libraries had several positive outcomes:

• Increased patron access to materials and services
• Reduction of the inequitable impact of overdue fines
• Improved patron relationships with their library
• Optimization of library staff time and increased staff efficiency

This move was made possible through SFPL’s partnership and work with the San Francisco Financial Justice Project of the Treasurer’s Office. The two resolutions went before the Board of Supervisors.

We hope that the sense of joy this event generates inspires children and their families to read together and to create more happy memories with San Francisco Public Library.”

—City Librarian Michael Lambert

“In the second quarter of 2020, 3,602 fines were paid through the newly established San Francisco Public Library Fine Amnesty Program. In the last six months, an additional 2,368 fines were paid through the program. In total, an estimated 15,978 fines have been forgiven, with a likely higher number still to come. The Fine Amnesty Program has become a powerful demonstration of the Library’s commitment to the community and to providing free access to all patrons.”

—City Librarian Michael Lambert

Happy attendees show off their free books.

Mayor London N. Breed and the San Francisco Department of Child Support Services, together with the San Francisco Fire Fighters Union Local 798 and San Francisco Public Library, hosted the 11th Children’s Toy & Book Festival at City Hall on Wednesday, December 4, 2019.

During the event, City Librarian Michael Lambert and and staff from Community Programs and Partnerships, Collections and Technical Services, Human Resources and our branches, spread book joy to more than 1,200 San Francisco children, including classes from SFUSD elementary schools, family childcares, preschool groups and families from Wu Yee Children’s Services. The Circulation Team undertook a generous collection of books for ages birth to 5th grade to get children started on their home library.

“Each year, we look forward to joining with our City colleagues in ensuring that everyone in our community gets to experience some holiday cheer and to seeing the beaming faces of the children when they get to pick out their books,” stated City Librarian Michael Lambert.

“Your efforts at inclusiveness of our whole community, not just some of us, is an ongoing inspiration. (Am very clear that this requires a whole lot more help from the rest of us, is an ongoing effort. (Am very clear that this requires a whole lot more help from the rest of us, is an ongoing effort.)” —Linda Morrow, patron
**New Virtual Library Lets Patrons #LibraryfromHome**

When the Library closed its doors in March 2020 in response to the COVID public health emergency, we moved swiftly to support our patrons who immediately needed access to our vast online resources. Enter the SFPL Virtual Library sites. Some of the most essential Library resources were bundled up into one-stop sites for adults, teens, and youth. Each Virtual Library features hand-curated, easy-to-find e-resources, book and film lists, event listings and YouTube videos. Since the closure, the Virtual Libraries have received almost 6,000 site visits. One important benefit of our Virtual Libraries is that they are open 24 hours a day, 7 days a week, guaranteeing access around the clock.

Additionally, our teams mobilized to set up and provide temporary digital access cards to SF residents, City and County of San Francisco employees and City College students. Over 13,500 people have signed up for a digital access card, allowing us to provide virtual services and resources to new patrons even while our doors are closed.

**SFPL Goes Fabulously Free**

of Supervisors and the Mayor for adoption through the City’s Fiscal Year 2019-2020 budget process. The City budget was signed by Mayor London Breed in August, paving the way for the Library to take final steps in the process of eliminating fines, clearing outstanding fines from patron records and restoring accounts that had been suspended because they had reached the maximum limit on overdue fines—making San Francisco Public Library even more fabulous than before.

A few people had wanted to say about going Fine Free.

"FAN-TAS-TIC! Thank you for the wonderful news. Was a fan of SF Public Library before, and love you even more now…

—Andrea Klose

"I usually don’t do this sort of thing but I gotta say, ‘Bravo!’ That is an awesome and inspiring act so sorely needed in our world today. On behalf of library patrons and indeed people everywhere looking for a little bit of height in a shady world, thank you.

—Patrick Santanelli

"Thank you, thank you! It is wonderful to belong to such a wonderful institution as the San Francisco Public Library, I have never had many fines and have always loved your service, but your decision shows that once again San Francisco is at the forefront of what matters in the world.

—Peggy Schaller

**Storytimes Continue Despite Library Closure**

Each episode recreated the magic of the Library’s in-person storytimes, complete with our much loved singing along. As Leon-Barrera explains, “While families may find these as a respite for their child, our teams are also designed to help parents engage in the early learning development of their children by modeling songs and rhymes that they are encouraged of their children by modeling songs and rhymes that they are encouraged to sing at home.”

In total, the Library recorded 64 episodes of Sweet Stories, almost 11 hours of content (or free time for caregivers, depending on how one looks at it). Sweet Stories reached 66,396 combined views on IGTV and YouTube.

Dear Susan: I’m grappling with how we, as a society, will be able to explain these extraordinary times to future generations. Please help.

—STUCK INSIDE IN SF

**Fashion**

From Drab to Fab — SFPL.org Gets a Makeover

In January 2020, San Francisco Public Library unveiled its redesigned website. "edio," This update represented the first major revision to the Library’s site since 2010. The new site preserves many of the features you’ve come to expect, such as the catalog search bar at the top of the homepage, toggles to the Spanish and Chinese translations of the site and a curated selection of news and events.

The redesign also includes flexibility to nimbly create new tools that our communities need, including robust landing pages for Summer Stride, our STEAM collections, STEM Design and Nature Boost Series.

**Dear Susan**

What we gain by preserving the present

I hope you consider sharing your stories with the Library. Perhaps you can start with this letter?

Sincerely,
Susan Goldstein,
The City Archivist for San Francisco

**Website Redesign**

Site is an effort to reflect our new reality and how we capture what is different in our world. The new site boasts greater functionality and accessibility through a modern, graphics-forward interface.

Type, buttons and icons are larger and easier to read. Fresh photos and banner images showcase SFPL as a modern, forward-looking institution.

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New Virtual Library Lets Patrons #LibraryfromHome

Enjoy your library at home

- ebooks
- eAudibooks
- streaming movies
- research databases
- digital magazines
- eNews

It’s fabulous to see you

"This library has real energy. It has real passion. They move quickly on initiatives and they say ‘yes’! The SFPL is nimble, creative, and always inclined to find a way to make things happen."

—Author Dave Eggers

Dear Susan: I’m grappling with how we, as a society, will be able to explain these extraordinary times to future generations. Please help.

—STUCK INSIDE IN SF

Dear Steck: It’s true, we often don’t fully grasp the significance of the current events that shape us and our city, but when we look back at images and documents, we get a sense of what we lived through and its historical legacy.

It’s a good thing that San Francisco Public Library thinks about these things for us so that we don’t have to.

Located in the Main Library, the San Francisco History Center is the repository of the City’s collective memory. Right now, the Center is actively archiving all types of materials, in multiple formats, to build a collection that documents and preserves the collective experiences of San Francisco residents in the coronavirus era.

They want to know what is happening to you, your neighborhood, your schools and your workplaces. I suggest you channel your anxieties by putting on your archivist hat and help them capture what is different in our world today, what we miss, what we’ve created to reflect our new reality and how we are communicating and living now.

The kinds of items they’re looking for include photographs, blog posts, video or audio recordings, notices, signs or posters, including government notices or signs from private businesses, personal correspondence such as letters, emails or postcards, community newspapers and personal journal entries. You should also go ahead and send documentation about protests for racial equity and the horrible wildfires too. It’s all part of our world today, and we need multiple perspectives to tell the story about what we are living through.

All submissions will be preserved in the City’s official COVID-19 Community Time Capsule to be shared with the public, as well as remain in our newest branch of the San Francisco History Center, for long term preservation. If you are interested in sharing digital content, there is a submission form on their website.

I hope you consider sharing your experience with the Library. Perhaps you can start with this letter?

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**Sweet Stories with SFPL**

Sweet Stories with SFPL

**Libraries**

& Their Families Maria Su, artist Innosanto Nagara, Potashan Festival Hermanna Mayor Marj Stillborn and drag performer extraordinaire Pea Su. But the real celebrities were the librarians who were greatly missed by the community: Angela Moffett, Anna Cvitkovic, Cristina Mitra, Elizabeth Perez, Eva Bekker, Beata Palu, Janine Mogamman, Jim Jose, Joseph Ferrer, Lisette Gonzalez, Lynne Mears, Marilce Leon, Barrera, Mei Hung, Meredith Steinhe, Michelle Waddy, Molly McD: Morgan McEne, Nicole Termin-Gornam and Sherilyn Connell.

In total, the Library recorded 64 episodes of Sweet Stories, almost 11 hours of content (or free time for caregivers, depending on how one looks at it). Sweet Stories reached 66,396 combined views on IGTV and YouTube.

Sweet Stories continues to evolve in this new environment. Instead of pre-recorded content, storytimes are now recorded on Tuesdays and Thursdays at 3:30 p.m. and broadcast on Facebook Live. Patrons do not need to have a Facebook account to view the stories. As more youth librarians return to work, additional live storytimes will be added during the week so that the public can reconnect with their favorite librarians once again. **Continued from page A1**
Tommy Orange and Kim Shuck discuss There There at the Koret Auditorium.

It was standing room only and then some for award-winning author Tommy Orange's One City One Book conversation with Poet Laureate Kim Shuck on October 16, 2019. Crowds tested the maximum capacity of the Main Koret Auditorium and the Latino Room to hear Orange (Cheyenne and Arapaho) discuss his debut novel, There There, which depicts the urban Native American experience in the Bay Area past and present.

“Public programs like these are part of the solution, a more visible community is part of the solution. Our neighbors need to see us as more than remnants, more than visual shorthand for the past.” —SF Poet Laureate Kim Shuck

The book proved to be a timely and extremely popular choice for the City's 15th annual One City One Book program. The event celebrated the anniversary of the removal of the racist “For Whites Only” sign at the Civic Center, an ambitious first-ever sculpture from the Civic Center, and an important 15th annual One City One Book event. The library partnered with the National Park Service to present Alcatraz Is Not an Island, featuring Historian Eloy Martinez (original occupier), Hawk (James) London of the Hoopa Valley Tribe and a National Park Service Ranger who told the story of the Occupation.

For youth, Park Rangers provided an fun-filled storytime of traditional Ohlone tales about animals and plants that still live in the Presidio. Young patrons enjoyed landlady in the Bay Area, an intimate discussion with leaders of traditional Bay Area territories about historical and contemporary events that have left them landless and without federal recognition. Another standing room only event included Untold and Intimate Stories of the Alcatraz Occupation, in which participants were given a rare glimpse of photos taken during the Occupation and an opportunity to listen to a group of original occupiers tell their rich stories of organizing and living on Alcatraz.

The Main Library hosted six distinct exhibits:

• The Continuous Thread: Celebrating Our Interwoven Histories, Identities and Contributions, a small selection of photographic works by Hulleah Tsinhnahjini, Jean Melesaine and Britt Bradley of the Bay Area Indigenous community, presented in partnership with the SFAC.
• Occupy Alcatraz?, an exhibit by the SF History Center of materials from the Alcatraz Indian Occupation collection, donated to SFPL by Indians of All Tribes in 1972.
• San Francisco Historical Photograph Collection presented All That Glitters Is Not Gold, displaying works by artist Kaytea Petro alongside previously unreleased images of the Occupation.
• Before the Occupation: A Brief History of Native Americans at Alcatraz Federal Penitentiary, which illustrated events and controversies between the federal government and Native Americans that led up to the Occupation.
• The National Reclamation of Alcatraz Island, 1969: featuring news from daily newspapers and the underground press of the Native American Occupation.
• Curated by the SFAC, Reclaiming Space: Projected Portraits of the American Indian Community, projected portraits of contemporary members of the local Indigenous community by Melesaine were projected onto the facade of the Main Library for one week.

Diné artist Michelle A. Martinez, Native Rock, 2019. Acrylic on canvas. A women's rights and cultural awareness piece. 48 x 50 inches. A young woman stands with her fist raised, a sign of solidarity with the Alcatraz occupation. The artist's Native American heritage is highlighted in the print of her face, her hair, the Native American pattern in her skirt, and the green and red colors in her shirt. The background is a gradient of blue and green, representing the sky and the ocean. The title of the piece is written in capital letters in white text on a black background.

The Library hosted 13 events to commemorate the Occupation of Alcatraz, the anniversary of the City's first Indigenous Peoples Day, the anniversary of the removal of the racist Early Days sculpture from the Civic Center, and an ambitious first-ever sculpture from the Civic Center. The library partnered with the SFAC to present Alcatraz Is Not an Island, featuring Historian Eloy Martinez (original occupier), Hawk (James) London of the Hoopa Valley Tribe and a National Park Service Ranger who told the story of the Occupation.

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VOWS: Reunited and It Feels So Good
It’s a tale as old as time. A love story for the ages. Proof that absence truly does make the heart grow fonder.

Summer Stride Celebrates the Outdoors
Gate Park’s 150th Anniversary, the activity tracker was fashioned as a walk, run or cycle adventure through the Park’s treasures, beginning in the Panhandle and finishing at an Ocean Beach sunset. It is a San Francisco nature lover’s delight.

Summer Interns Step Up to Help Their Community During Shutdown
Our 2020 Youth Engaging in Library Leadership (YELL) summer internship program went completely virtual! In June and July, 29 intrepid teens worked closely under the guidance of SFPL staff to execute two successful Community Impact Projects to help youth and their families during the pandemic. Both of their virtual desks—changing both the lives of others, as well as their own.

Thank you to our summer stride sponsors & partners
THANK YOU TO OUR SUMMER STRIDE SPONSORS & PARTNERS

ANNUAL REPORT FISCAL YEAR 2019 – 2020 • THE LIBRARY LEADER
The I Love My Librarian Award goes to... JANET TOM

Reference librarian at San Francisco Public Library, Janet Tom received a 2019 I Love My Librarian Award, administered by the American Library Association. Recognized for her leadership in her community and commitment to transforming lives, she is one of only 10 librarians in the country to receive this national honor.

Tom was nominated for her ability to bring taboo subjects out of the dark and discuss them with care and respect. Her innovative “Death and Dying” program series was instrumental in helping community members deal with grief and dispelling the stigma around discussing mortality. Her nominators also noted Tom’s work with San Francisco Chinese Alzheimer’s Association to create a Cantonese/English bilingual forum for elders and their caregivers. According to one of her nominators, through community engagement, Tom “brings the best of the Bay Area together.”

SFPL’s Work It series, which launched this fall from the Main Library’s Business, Science and Technology Center, offers integral finance and job search workshops and programs to our patrons.

2019 Library of the Year Winner
Talking Books and Braille Center Continues Service while Sheltering in Place

Each year the Library of Congress recognizes the work of state and local libraries that provide braille and talking book services to people who cannot use print materials. The Talking Books and Braille Center (TBBC) was awarded Subnational Library of the Year for 2019 for great programming and attention to individuals and the community.

TBBC Program Manager Jane Glasby described the unique work her department does. “Like the rest of SFPL, we offer great programming and exhibitions—including music jams, book clubs, audio-described movies, craft, games, braille storytimes, tech workshops and school visits. But another way we stand out is in offering intensive 1-on-1 attention and we play them on various devices. We regularly spend upwards of half an hour on the phone with a patron, particularly supporting all kinds of technologies within and beyond the immediate scope of the library.”

Since the shutdown, TBBC’s work has continued to serve patrons. As Glasby reports, “Since mid-April, about a month after the shutdown, we picked up our work and continued from a distance. We have made an effort to contact every one of our patrons.” TBBC’s dedicated staff help people over email and the phone to download talking books and they send out digital talking books on cartridges through USPS, all from the shelter of their homes. They also offer virtual programs. Sheltering In Place While Blind is a weekly discussion group facilitated by TBBC’s braille transcriber; the long running Talking Book Club enjoys more participation than ever; a monthly Writer’s Salon allows people to share their own or a favorite piece for discussion.

Disability is a strong marker for poverty. Unemployment statistics show a 30 percent rate across disabilities and 70 percent for those who are blind and print disabled. With the closure of the Library buildings, many patrons were cut off from free access to the internet. Transitioning to virtual programs is also further complicated due to the fact that many websites do not meet accessibility standards. As a result, TBBC has had to overcome barriers to participation and devise innovative ways to make existing programs more accessible.

“Our library represents community and a joy in reading,” stated Jane Glasby. “Our staff is not afraid to explore new technologies to support patrons where they need it most.”

2019 Library of the Year Winner

- 835 active individual patrons
- 65 institutional partners, e.g. the Jail and Reentry services, the Veterans’ Administration, schools, elder residences and day centers and SFPL branches
- Circulation FY19-20 - 29,706
- Circulation during COVID: more than 5200 books including ILL and BARD
- Library by Mail circ = 1,374
- Patron contacts: approx. 3000

Enjoy your library at home

kanopy

OverDrive

San Francisco Public Library

Top 10 Circulated eBooks and eAudiobooks

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<tr>
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<td>3</td>
<td>Where the Crawdads Sing</td>
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<td>Celeste Ng</td>
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<td>Madeline Miller</td>
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The Library Leader

SAN FRANCISCO PUBLIC LIBRARY • THE LIBRARY LEADER
Advancing Racial Equity at the Library and Beyond

"Not everything that is faced can be changed, but nothing can be changed until it is faced." —James Baldwin

Public libraries have a unique and vital role to play in advancing equity and addressing racial divides. This means taking a closer look at our services and being honest about how our institution has failed to help advance racial equity. In recent years, San Francisco Public Library has made a concerted effort to face the racial inequities both within and outside the organization. Since 2018, the Library has had an active internal Racial Equity Committee comprised of diverse staff representing various levels of the organization.

The Committee's mission states: SFPL will use a racial equity lens to identify and respond to past and present disparities in order to better serve the needs of our communities. We believe the library space belongs to everyone and will work on policies and programs to promote race equity so that all people feel welcomed in the library to fully participate and benefit from our services.

"Race Equity is not simply a black and white issue. It involves all of us," said Shawna Sherman. "We hope to really dig into the data to see where inequities exist in our library culture so that we can address them. We are in this together. We all have to work together if we want to make change."

The groups co-chairs, Community Engagement Manager Alejandro Gallegos and African American Center Librarian Shawna Sherman, participated in the City's Alliance on Race and Equity, a year-long training for government employees that provides the knowledge, skills, and framework to help them dismantle systems of oppression within and outside their agencies. Under their leadership, the Committee has made strides on normalizing discussions about race at the Library. In addition, the Committee works to support current employees and encourages them to begin thinking of library services through a racial equity lens. The Committee launched a new REAL (Racial Equity at the Library) Talk educational series to build greater commitment to and to foster robust and honest discussions around racial equity in a safe environment.

"It's important that we recognize that there is a history of creating racial inequity by institutions, and that libraries have contributed to this," said Shawna Sherman. "We now want our library to contribute to ending racialized outcomes. Supporting this work means that SFPL is committing to continued and ongoing action and re-examination in creating more equal outcomes for all of our residents."

The Racial Equity Committee's efforts were bolstered when Mayor London N. Breed signed the Racial Equity Ordinance on August 8, 2019, establishing the City's new Office of Racial Equity (ORE), under the jurisdiction of the Human Rights Commission. In the press release announcing the new office, Mayor Breed stated, "This office will help us address racial inequities across the City and advance toward equitable outcomes for all our communities. We know that in the past our City has enacted policies that disproportionately harm communities of color. With this new Office of Racial Equity, we will work to right those past wrongs and ensure that our City's policies going forward are equitable and just."

The Office of Racial Equity analyzes policies across the City for their potential impact on various racial groups and consults with City departments to establish tailored plans to address racial disparities both within individual departments and within the communities they serve. The legislation also mandates that every City department create a Racial Equity Action Plan. In June 2020, the Office issued a citywide Racial Equity Framework, a document outlining the City's vision, goals and overarching strategies to address racism and racial disparities and advance racial equity in the City, with a focus on the work of City government. The framework includes metrics by which departments, through Racial Equity Action Plans, can measure performance to address racial disparities.

The Library is in the process of responding to Phase 1 of the Racial Equity Framework, which entails providing data in response to the following criteria:

1. Hiring and Recruitment
2. Retention, Promotion and Protection
3. Discipline and Separation
4. Diverse and Equitable Leadership and Management
5. Mobility and Professional Development
6. Organizational Culture of Inclusion and Belonging
7. Boards and Commissions

The Library expects to complete Phase 1 by December 31, 2020. Beyond the work of the Racial Equity Committee, the Library used its platform to help educate the public by presenting such innovative programs as Talking with Kids about Race and Racism: When Sorry Isn't Enough, a workshop designed to give parents, caregivers and educators the tools to have constructive and meaningful conversations about race and racism with the children in their care.

After attending the workshop, one participant said that she would "step up" her conversation about this topic with her child and "get more involved at school for implementing change." Another attendee said, "I will search for a structured guideline that can be used to explain [to] small children [that] race is a social construct, a brief overview of how race is used to oppress minorities and why that is wrong."

The Main Library hosted the exhibit, Same Game Different Smokes: A Look at the Tobacco Industry's Footing on Black Lives and Black Lung, which illustrated the role that increased demand for tobacco played in the creation of the transatlantic slave trade and how tobacco advertising evolved once the African American community became a lucrative market. With images from Tobacco Control Archives, the exhibition demonstrated how the tobacco industry targeted the African American community by repurposing historically racist iconography into slick campaigns and with strategic ad placement, product distribution, event sponsorship and divisive messaging. In connection with the exhibit, the Young Museum critically acclaimed Soul of a Nation: Art in the Age of Black Power exhibition, the Library created The Black Aesthetic, an exhibit that highlighted library materials that tackled questions related to the Black Arts Movement of the 1960s about whether art by African American identified artists should be for its own sake or for the benefit of the Black community.

When George Floyd, Breonna Taylor and Ahmaud Arbery were murdered, the Racial Equity Committee, along with Commission President Dr. Mary Wardell-Ghiraduzzi, took the lead in drafting a statement championing racial equity and supporting the #BlackLivesMatter movement.

In the statement, Dr. Wardell-Ghiraduzzi stated that, "Our black colleagues, neighbors and friends have spent lifetimes living with anxiety and uncertainty while too many leaders are silent and complicit. Now is the time for leaders everywhere to take a stand against racism and commit to doing the work to uncover their own biases, prejudices and anti-black behaviors that perpetuate structural and institutional racism."

The City's Racial Equity Framework is the roadmap that guides the work of the Library as it strives towards being a 21st-century institution built on inclusion, social justice and mutual respect. To that end, it is committed to reviewing and conducting all internal policies and practices with a racial equity lens, specifically focusing on recruitment, representation, policies, discipline, compensation and leadership appointments. The Library will also take steps to strengthen racial and ethnic diversity of employees at all levels from staff positions to managerial and director level positions.

Throughout this process, the Library is committed to being transparent as it works towards fulfilling its racial equity goals by making data public and providing regular updates on the execution of the Racial Equity Action Plan.

For more information about the City's Racial Equity Framework, visit thelibraryleader.sfpl.org.
QUESTIONABLE QUESTIONS

The TIP Line (415) 557-4400 is a telephone ready-reference service where librarians at the Main Library are available Monday through Saturday, 10 a.m. – 6 p.m., and Sunday, 12 – 6 p.m. Once in awhile, we receive some interesting and curious questions.

“Is it shorter to raft from SF to Alcatraz or SF to Treasure Island, and what’s the phone number for the Coast Guard because I think they should come with me.”

“Can you give me the phone number for the people who invented vinegar?”

“What year did doctors stop slapping babies on the butt when they are born?”

“I’ve been mistakenly reported dead. Is my library card still good?”

“No. She calls back a minute later.
 “Can you try this search: Filled Balls Recipes?”

“What year did doctors stop slapping babies on the butt when they are born?”

“Can you look up my address on Google Earth and see if it looks like I am growing weed?”

“The Library Leader

COMICS

Friends of the San Francisco Public Library provided $454,450 in direct support for programs, services, equipment and fiscal sponsorship in the following areas:

- Children and youth programs, including Summer Stride
- The Mix at Main teen media center
- Connected Community, system-wide adult programs
- Grants to branches for crafts, wellness and cultural programs
- Professional development training for library staff
- One City One Book and the Effie Lee Morris Lecture
- Collections and programs at affinity centers at the Main (The Bridge, Hormel LGBTQIA, Latino Hispanic, Chinese American, Filipino and Stegner Centers)
- History, art and literary exhibitions
- Enhanced marketing of Library programs and services, including At the Library
- Emergency expenditures for PPE for SFPL staff

Friends-supported programs at SFPL were impacted in the fourth quarter due to the City health orders and branch closures, beginning in March.
Letter from the City Librarian

Dear Readers,

As the pages of this Annual Report attest, it has been an extraordinary year for San Francisco Public Library, in many ways.

When I look back at the beginning of this fiscal year, I am reminded of all of the joyful events and programs we presented that brought people from across the City together in the same physical space. In Eric Klinenberg’s book, Palaces for the People: How Social Infrastructure Can Help Fight Inequality, Polarization and the Decline of Civic Life, he talks reverently about libraries as ‘Palaces for the People,’ spaces that bestow nobility and dignity in those who walk through the doors and that foster ‘social cohesion’ among people who may not normally engage with one another. It is through this lens that I think about the impact and meaning of our incredibly popular One City One Book program that honored the 50th Anniversary of the Occupation of Alcatraz and our Indigenous community, the sweet Mardi Gras celebration at our Ocean View Branch; our annual Tricycle Music Festival; Night of Ideas, which offered each week. These communal events and arts performances and the many crafting and storytime programs we offer each week. These communal events and the experience of coming into a library to browser books and, perhaps, bumping into neighbors or a favorite librarian, are what help bind us as a community and fortify us so that we can face adversity together.

With the advent of the coronavirus in our City and the subsequent closure of our buildings, we have joined our patrons in mourning the temporary loss of access to these essential civic spaces and to the in-person interactions that bring so much happiness to our lives and that inspire our work. But the story of this year is not a sad one. No, not at all. This annual report tells the story of how the Library adapted to carry on our important work of connecting our patrons to the joys of reading and to each other through virtual events. It is a story about how our staff rose up to meet the challenges of the day to support our City in ways none of us could have imagined a year ago. This year’s story is one of resiliency, creativity and generosity of spirit. It’s the year we expanded what it means to be a Palace for the People in a time when we have to stay six feet apart while wearing a mask. It is the year that showed us that while we are physically apart, we are still very much connected.

I’d like to end by sharing some of the great feedback we received during this challenging year.

"I just don’t even have the words to express my gratitude to you and the library staff. You are a model department and it doesn’t surprise me at all that you are the top-rated department in the City; and this was pre-COVID... But then post-COVID, there was no department that stepped up like you did, going outside of your area of training to be effective and useful and helpful to the City and what everyone needed. — District 9 Supervisor Hillary Ronen

Mayor London N. Breed
Dr. Mary Wardell-Ghirarduzzi
President
2009 – 2021

San Francisco Public Library Locations

Annex • Bayview / Linda Brooks-Burton
Bernal Heights • Chinatown / Him Mark Lai
Eureka Valley • Harvey Milk Memorial
Excelsior • Glen Park / Golden Gate Valley
Ingleside • Main Library • Marina • Merced
Mission • Mission Bay / Neo Valley / Sally Brann • North Beach / Ocean View / Orange Park / Parkside / Portola / Potrero / Presidio
Richmond / Sen. Milton Marks • Sunset
Visitacion Valley • West Portal • Western
Addition • Bookmobiles • Treasure Island

Fiscal Year 2020 Budget (in millions)

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Thank You SFPL Staff