



# COVID-19 Response: February 2021 Update

# Overview

Since our last SFPL Covid-19 response update in June 2020, SFPL has continued providing robust access to resources while also expanding our range of services, including:

- **SFPL to Go**
- **2020 Election Support**
- **Books and Toys Giveaways**
- **Expanded Virtual Programming**
- **Virtual Homework Help**
- **Continued Reference Support**
- **Expanding Patron Base**
- **Robust Electronic Resources**
- **Disaster Service Worker Support**

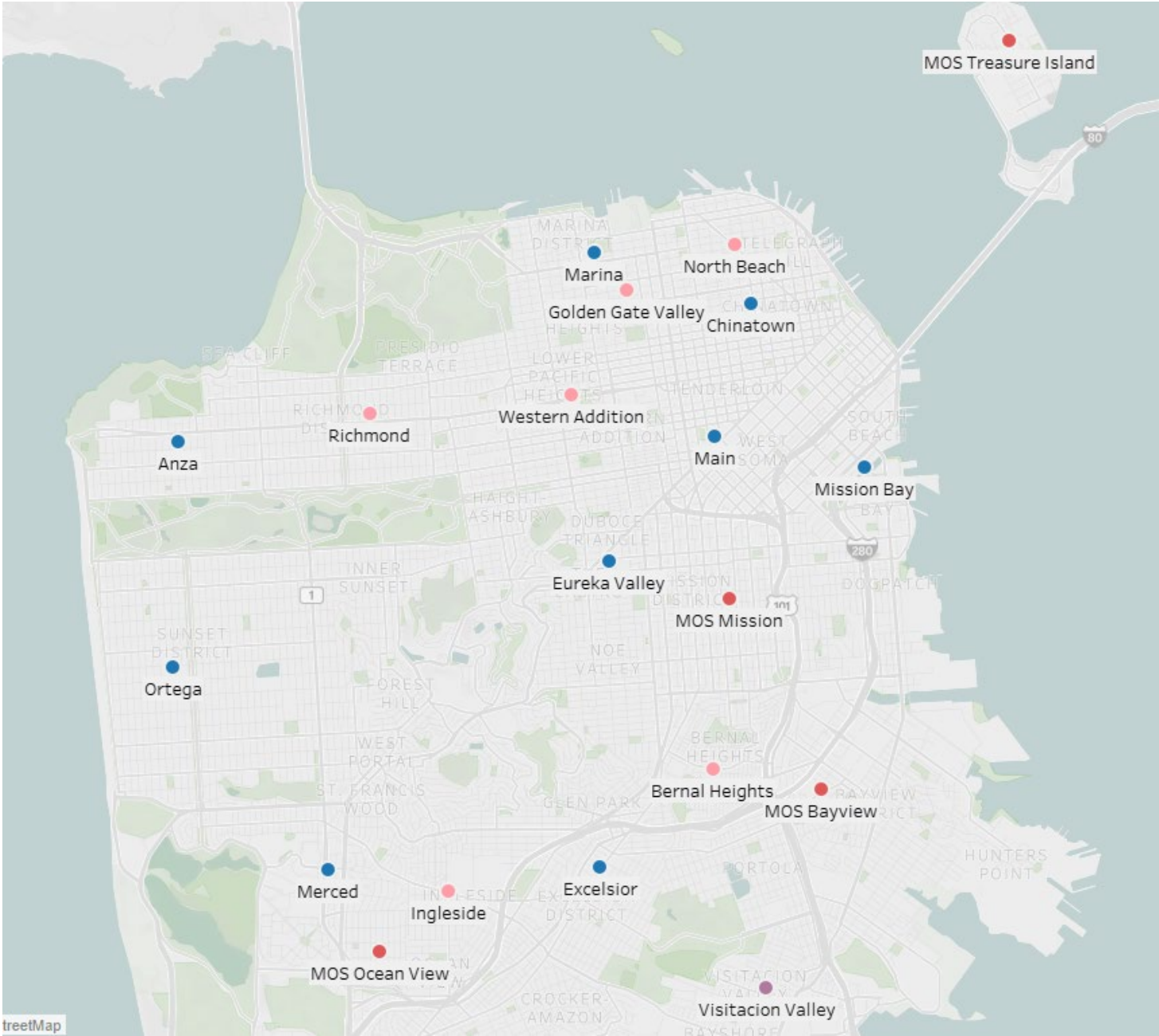


*Our library system has always been great. Wonderful collections, great branch libraries dedicated to serving their neighborhoods, etc. But during the pandemic they really stepped up their game. While the library was closed, they worked at food banks & helped the city. Even little things like increasing online book limits, making system changes to reset all due dates was done quickly. Once it was safe they figured out a way to safely serve us by doing curbside pickup. This helped keep us sane during this difficult time. Watching a few thoughtless people behave stupidly/ rudely to the staff during pickup designed to keep them safe just made me appreciate the staff even more.*



# SFPL COVID-19 Current Service Map

- SFPL - Co-location 1 site
- SFPL - Learning Hub 6 sites
- SFPL - SFPL To Go 9 sites
- SFPL - SFPL To Go Go 4 sites



# Launching February 16, 2021

## Bayview / Linda Brooks Burton Branch Library and Park Branch Library

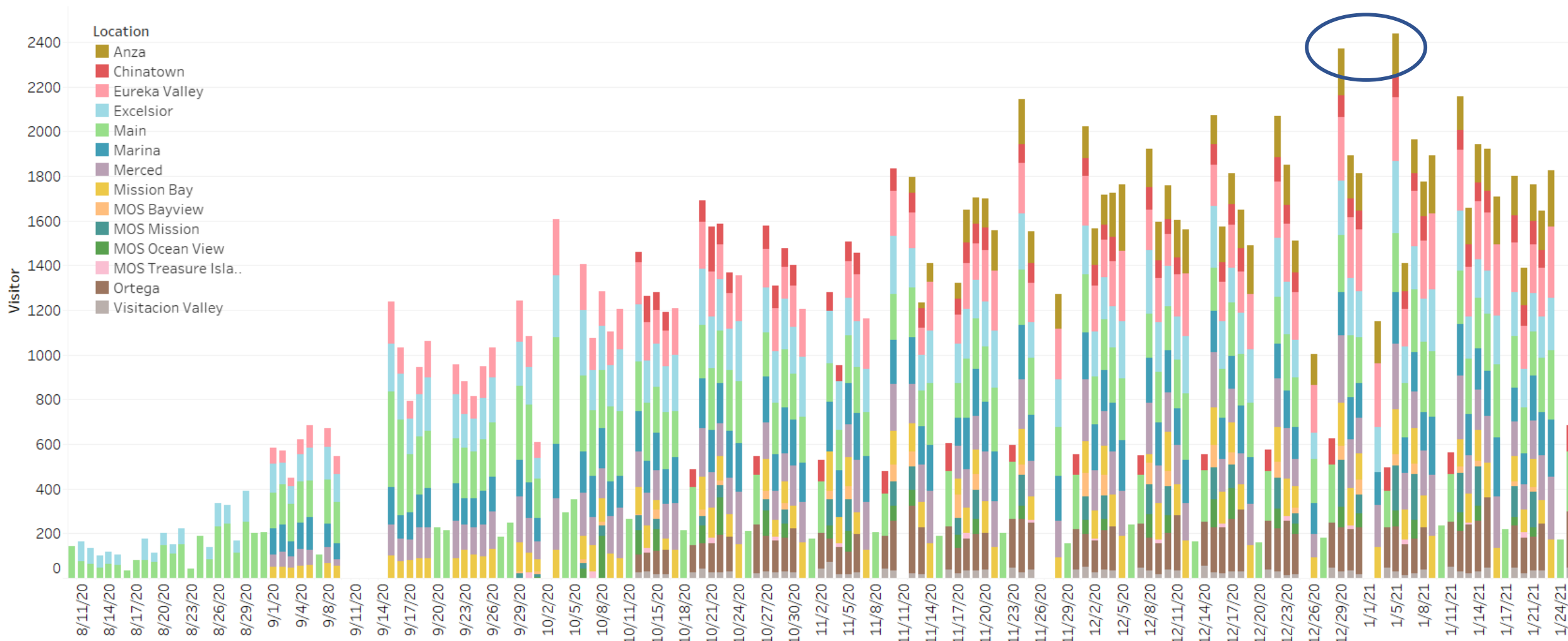
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### SFPL to Go



# SFPL to Go - Visitors

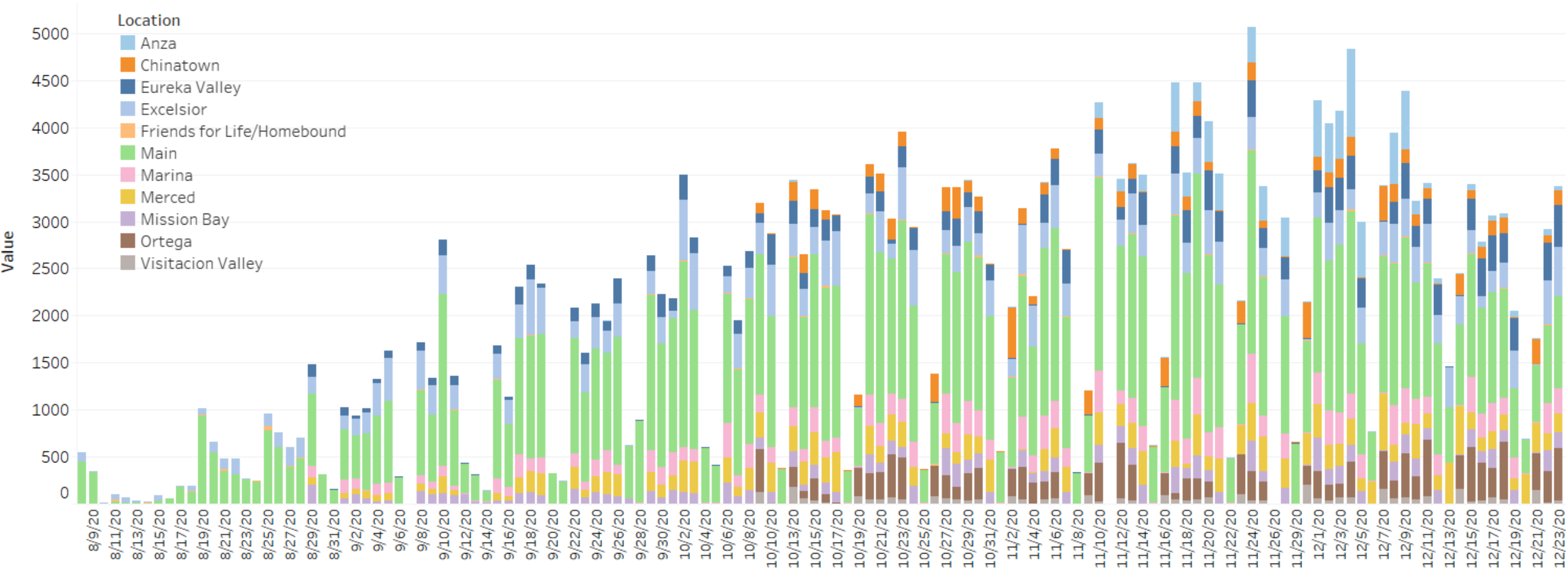
Daily Number of Visitors Since Opening



SFPL has already welcomed over 150,000 patrons back through SFPL to Go service.

# SFPL to Go - Circulation

Daily Number of Items Circulated



# 2020 Election Support

SFPL supported the Dept of Elections by hosting 17 polling locations and 9 ballot drop-off stations.

## Polling Locations

Dept. / District	Site	Registration	Total Turnout	Total Turnout (% of registration)
District 1	Richmond Branch Library	921	811	88.1%
	Anza Branch Library	1,045	912	87.3%
District 2	Golden Gate Valley Library	979	888	90.7%
	Presidio Library	593	545	91.9%
District 3	North Beach Library	1,014	871	85.9%
	Chinatown Branch Library	861	744	86.4%
District 4	Ortega Branch Library	1,046	931	89.0%
District 5	Park Branch Library	950	856	90.1%
	Western Addition Library	699	586	83.8%
District 7	Merced Branch Library	710	636	89.6%
	Ingleside Branch Library	1,124	1,001	89.1%
District 8	Eureka Valley Branch Library	790	725	91.8%
	Noe Valley Branch Library	932	878	94.2%
	Glen Park Library	890	825	92.7%
District 9	Bernal Heights Library	714	664	93.0%
District 10	Visitacion Valley Branch Library	956	798	83.5%
District 11	Ocean View Library	963	790	82.0%
<b>Total</b>		<b>15,187</b>	<b>13,461</b>	<b>88.8%</b>

## Ballot Drop-Off Stations

District	Drop-Off Site	# of Ballots Dropped Off
District 1	Anza	4,034
District 2	Golden Gate Valley	3,579
District 4	Ortega	4,660
District 5	Park	3,530
District 7	West Portal	4,649
District 8	Noe Valley	2,969
District 9	Mission	3,095
District 10	Bayview	1,796
District 11	Excelsior	5,221
<b>Grand Total</b>		<b>33,533</b>

## Books, Toys and Craft Kits Giveaways

SFPL has supported communities by giving away more than 50,000 materials for children.

Agency	Focus	# of Books	# of Toys and Craft Kits
DCYF	Youth in Community Hubs and Emergency Child Care Centers	13,830	
HRC	Diversity books for children and teens	5,000	
HSA-SIU	Families sheltered in Covid Hotels	1,520	570
MOHCD	Supporting families in low income house with Covid19	4,500	370
MOS	Bookmobile stops at SFUSD schools in low income neighborhoods	9,510	2,740
	Redistribution of weeded material at charities	14,050	
Grand Total		48,410	3,680

Services provided from July 2020 through December 2020

# Expanded Virtual Programming


## Sweet Stories: Since September 2020

	Total	Average
Number of Videos	49	
Number of Live Views	616	13
Number of On-Demand Views	13,331	272



*That was lovely and refreshing. Every song was a hit over here in this house.  
Thank you so much – **Mona Chang***  
*Thank you. My 5yo son said the lullaby was beautiful – **Miz Gee***

## Youth Virtual Programming: Since September 2020

	Total	Average
Number of Videos	30	
Number of Live Views	735	26
Number of On-Demand Views	5,001	192

# Expanded Virtual Programming

## Adult Programming

	Total	Average
Number of Programs	317	
Attendance/Views	19,719	62

Some of the most watched programming videos on  YouTube

Video title	Publish Date	Live Views	Lifetime Views	Likes	Shares	Comments
Demonstration: Wok with Chef Martin Yan - Holidays at Home	12/18/2020	1,682	3,605	94%	51	0
Isaac Julien and Angela Davis in Conversation	11/12/2020	1,942	2,631	94%	93	33
Presentation: Harlem of the West: The San Francisco Fillmore Jazz Era	6/19/2020	1,200	1,959	100%	44	73
Diego Rivera in San Francisco with Will Maynez	9/12/2020	306	1,241	96%	34	43
COVID Q&A with Dr. Louise Aronson	6/2/2020	N/A	1,169	100%	21	65
Presentation: Frida Kahlo: Appearances Can Be Deceiving	10/15/2020	N/A	1,019	88%	34	25
Author Talk: Ruha Benjamin	8/6/2020	174	879	100%	10	25
Edible Native Fruits & Vegetables of San Francisco	7/25/2020	197	824	97%	28	19

# Homework Help

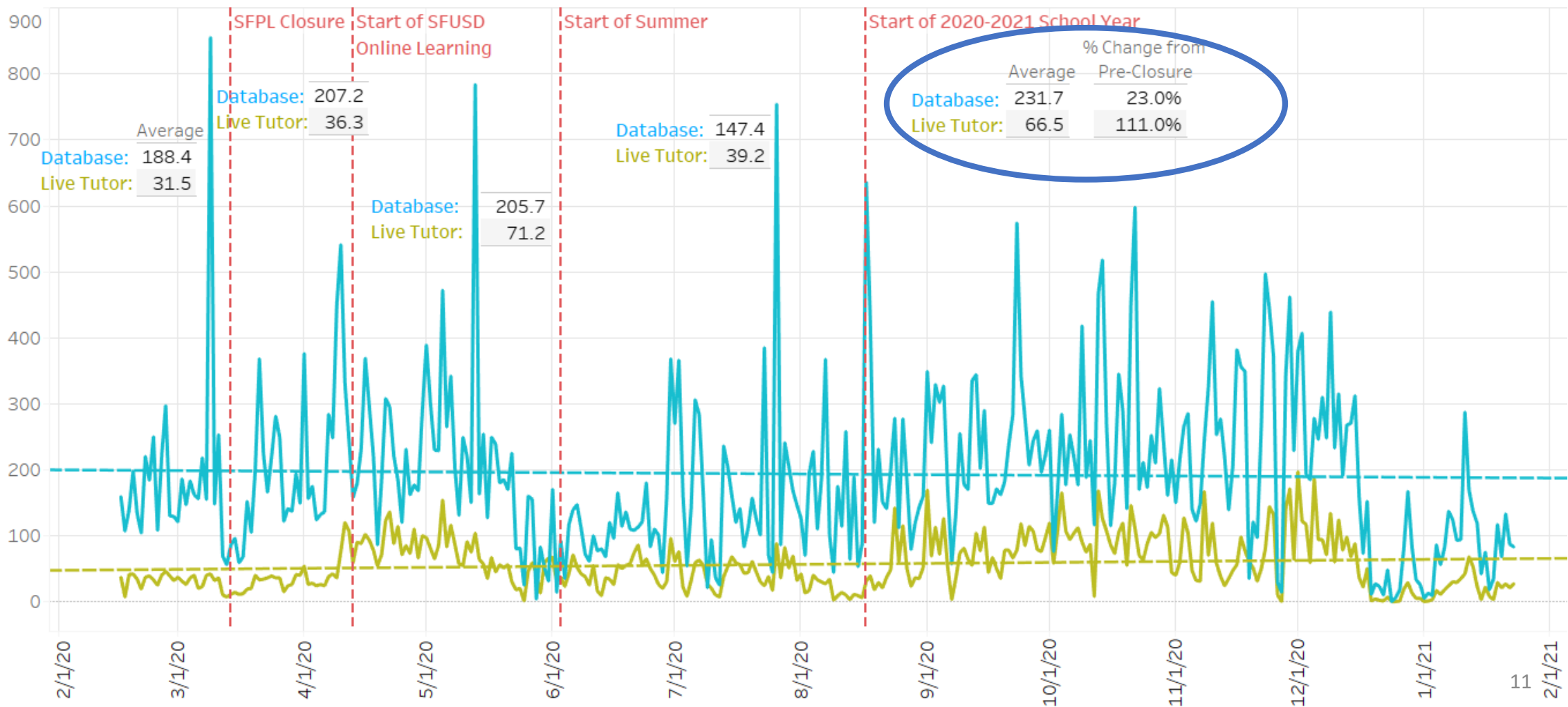


Today I remembered that @SfPublicLibrary has free online practice exams for virtually every professional exam that exists. So much more is available as well.



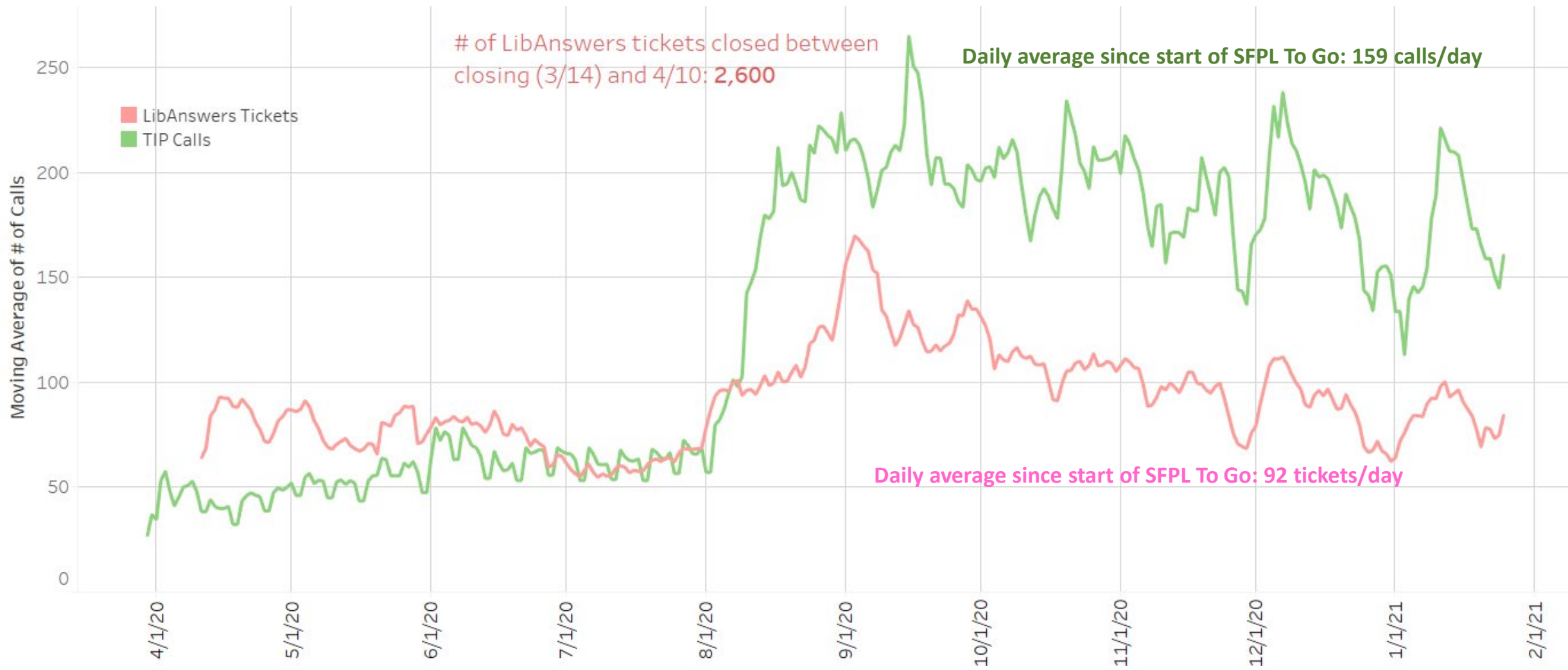
- database usage refers to a page view; i.e. flashcards, SkillSurfer, tests, etc.
- live tutor interaction is when a patron either connects with a live tutor or uses the writing lab/send question

Database Usage  
Live Tutor Interaction



# Continued Reference Support

Daily # of Online Reference Questions Answered (7-Day Moving Average)

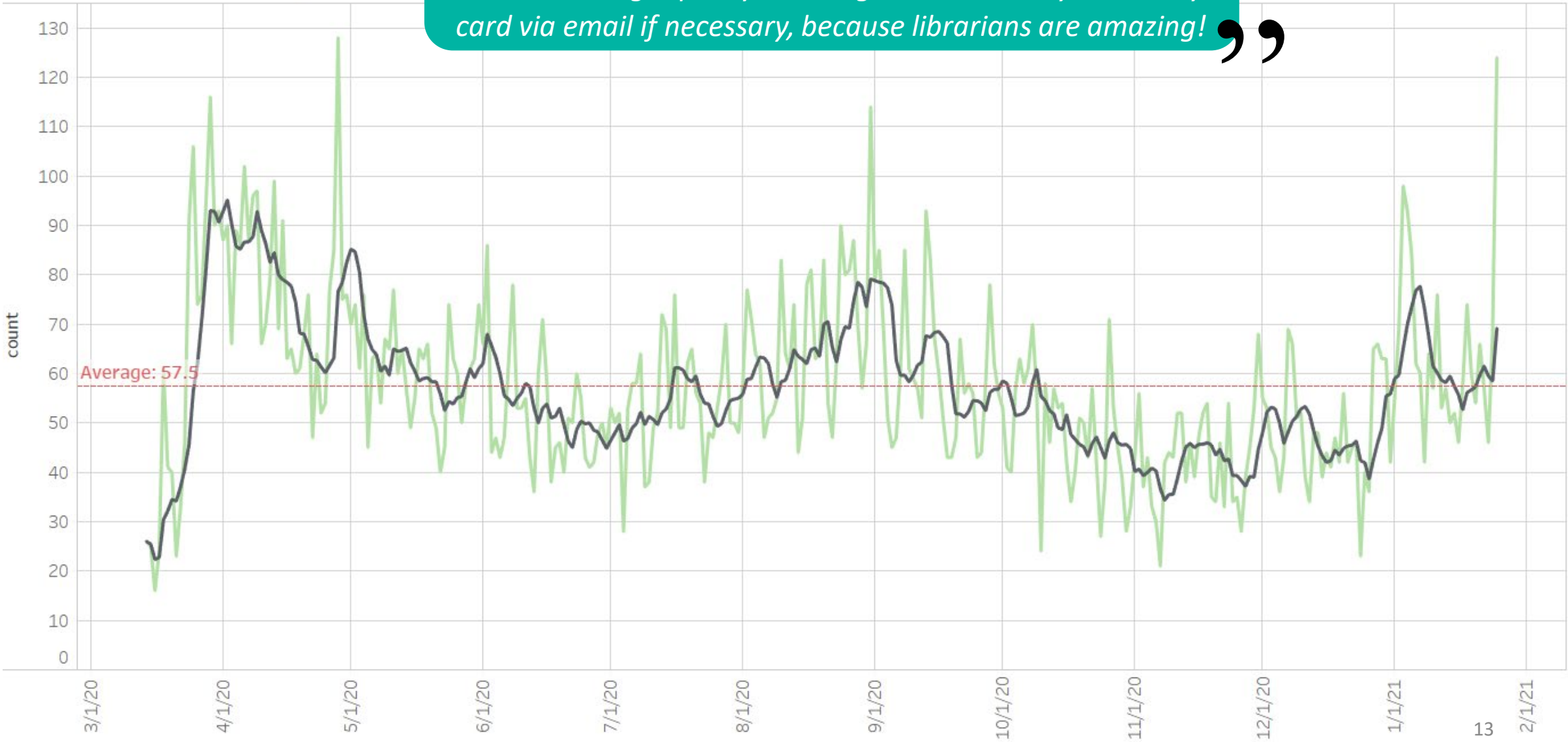


# Expanding Patron Base



“Before you lose all faith in the government, go onto your public library’s website and explore the cool things hiding there. SFPL.org is pretty amazing. Get or renew your library card via email if necessary, because librarians are amazing!”

eCard Activation - Daily



Electronic Resources



After listening to the @firstdraftpod podcast “Popcorn Origin Stories” @officiallyally the 9 y.o. is reading away on “All Fall Down” and she’s discovered eBooks at the @sfpubliclibrary and she’s super excited about the whole thing.

% Change Per Platform Since Closing (3/14/20 - 1/25/21)

Only includes e-Resource platforms for which we have daily checkout numbers

Platform	Average	Total Since Closing	% Change Since Closing
Axis360	164,257	332,153	102.2%
hoopla	661,760	1,272,784	92.3%
kanopy	283,382	563,719	98.9%
OverDrive	1,984,784	2,895,341	45.9%
RB Digital	37,094	81,421	119.5%
TOTAL	3,131,277	5,080,620	62.3%



My sole 2020 accomplishment: reading more than...ever. Trying to reconstruct a 2020 list. Mostly ebooks from the fabulous @SFpubliclibrary, which respects my privacy so doesn’t “track” my reading any more than I do.

# Disaster Service Worker Support

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...And we appreciate the service of all the library staff helping our city's response to the virus. Thank you again!  
- Ann Kim

