



*San Francisco Public Library*

**MINUTES**  
**Council of Neighborhood Libraries**  
**March 25, 2021, 4:00 p.m.**  
**CALL TO ORDER**

**Meeting Location: Zoom Virtual Meeting**

**Facilitator: Cathy Delneo, Chief of Branches**

**Attendees:** A.J. Cave (ANZ), Katherine Hsieh (CHI), Penni Wisner (EVA), Marcia Parrot (EXC), Susan Leury (MER), Judy Blanchard (MER), Marcia Ehrlich (PAR), Diane Silver (PAR), Marcia Popper (PRE), Kaitlyn Tran (PRE), Deborah Oppenheim (SUN), Michael-Vincent D'Anella-Mercanti (Friends)  
Rebecca Alcala-Veraflor (Assistant Chief of Branches), Genevieve Feldman (Acting NE District Manager), Darice Murray-McKay (Acting Central District Manager), Anne Vannucchi (SE District Manager), Michael Roman (Junior Management Assistant), Florinda Battad (Library Technical Assistant II)

**Excused:** Larry Ware (BAY), Lena Yu (CHI), Ruth Grabowski (EXC), Nora Dowley (GPA), Gail Seagraves (Main), Mailene Chew (Main), Ruth Maginnis (NVA), Tyrone (Ty) Robinson (NBE), Edna James (OVI), Kathleen McClay (NBE), Bessie Hahn (ORT), Elaine Cahn (RIC), Joan Walton (SUN), Rochelle Fort (VVA), Maryam Roberts (WPO), Callen Taylor (WSA), Mario Lemos (Friends)

**Library Administrators:** Michael Lambert (City Librarian), Maureen Singleton (Chief Operating Officer), Margot Shaub (Library Commission Affairs Analyst), Tom Fortin (Chief of Main)

**Guest:** Roberto Lombardi (Facilities Director)

**HOUSEKEEPING**

**Upcoming Meetings**

➤ The next **Library Commission Meeting in April** will be on **Thursday, April 15, 2021, 4:30 p.m.**,  
*SFPL Virtual Library*

➤ The next **CNL Meeting in April** will be on **Thursday, April 22, 2021, 4:00 p.m.**,  
*SFPL Virtual Library*

**UPDATES**

**City Librarian's Report – Maureen Singleton**

- Advocated by the State Librarian, all public library workers became eligible to receive the vaccine as of March 1<sup>st</sup>.

- One City One Book
  - The title chosen for the 16th annual citywide reading event is *Know My Name: A Memoir* by Chanel Miller – a powerful book about sexual trauma and resilience.
  - One of the many virtual programs supporting One City One Book was a candid conversation between Chanel Miller and journalist, Robyn Takayama. The program was inspirational and powerful with over 2,000 participants.
- Budget FY22 & FY23
  - The budget was submitted to the Controller on February 22<sup>nd</sup> and will evolve as it goes through negotiations with the Mayor’s Budget Office and the Board of Supervisors.
  - The Library Preservation Fund estimates (\$153 million in FY22 and \$168 million in FY23) will be subject to revised revenue numbers in April-May.
  - Programs supporting racial equity are a priority:
    - Book vending machines in underserved areas
    - Seeding home libraries in low-income communities through the Scholars at Home initiative
    - Racial equity training for staff
  - Programs supporting economic recovery are also a priority:
    - Chinatown and Ocean View Branch renovations encourage local economic stimulus
    - Virtual public programs on financial literacy, and job and career help
- COVID-19
  - 36% of the population in San Francisco have received the first dose of the vaccine. 17% have received their second dose.
  - The Library remains diligent in implementing safety protocols to prevent the spread of COVID-19.
- Q&A
  - Diane (PAR) – *How much of the staff are still Disaster Service Workers (DSW)?*  
MS – 199 out of 831 Library employees are working as DSW.
  - A.J. (ANZ) – *Can you please share the budget presentation from the February Library Commission Meeting?*  
MS – Yes. <https://sfpl.org/sites/default/files/2021-02/2-budget-fy-22-23020421.pdf>
  - Penni (EVA) – *At what threat level will the Library need to be in before they can open?*  
CD – The City is currently in the orange tier. We would need to be in the yellow tier.  
MS – The Library has not received authorization from City Hall that allows the public back into our buildings. We estimate that the City will be in the yellow tier in mid-April.
  - Marcia (EXC) – *What will happen to the Community Hubs?*  
CD – The Community Hubs will remain open through the end of the school year. By June 2nd, library buildings will no longer be used as Hubs. They will instead, use other City and SFUSD sites for summer camps. Branches that are currently Hubs will transition into providing SFPL to Go or in-library service.
  - Judy (MER) – *What will determine the type of service a branch will provide when it transitions from a Hub?*  
CD – One factor will be how far along COVID restrictions have eased in the City. We also need to know how much staffing is needed for in-library service. Our pilot branches will help us determine how much staffing is necessary to operate.

## **Library Commission Report – Margot Shaub**

- Cathy presented updates on SFPL To Go. The Commissioners thanked Library staff for the success of the program and expressed their pride in all Library staff serving the community at the libraries and as DSW.
- Michelle Jeffers talked about Library programs.
  - There have been over 500 virtual programs, attended by over 43,000 people.
  - Participants have attended from as far away as Japan and Australia.
  - March and April programs include events for One City One Book and Women’s History Month.
- Other highlights from the City Librarian’s report include:
  - Ramaytush Ohlone Land Acknowledgement presentation during the Library’s All-Staff Meeting
  - SFPL reopening
  - Upcoming program with SF Poet Laureate, Tongo Eisen-Martin
  - From home and mobile printing to Library printers
  - Work It virtual programs for job seekers, small business owners, and folks needing personal finance help
- Q&A
  - Judy (MER) – *Can you tell us more about public printing at the Library?*  
CD – Patrons can send documents from a home computer or a personal device to the cloud, where it will stay for 24 hours. They can then go to any SFPL To Go location to pick up their printouts at the front door. Patrons will be given a certain number of free printouts a day - no money will be collected.

## **Library Reopening Planning – Tom Fortin and Cathy Delneo**

- SFPL To Go
  - Three additional sites will open in April: Portola (April 6<sup>th</sup>), West Portal, and Potrero (April 27<sup>th</sup>)
  - To Go sites have had over 235,000 visitors, with a daily average of 225 people going to the Main and 1,407 people going to the branches
  - Among the branches, Eureka Valley has had the highest daily average of visitors at 202 people. Ortega, Merced, and Anza are the next busiest branches.
- SFPL Reopening Committee
  - Committee members from different Library departments, in various classifications meet weekly. When the City gives the green light to reopen, we will be able to do so quickly and safely.
- Main
  - In addition to providing front door service, staff at the Main have answered over 50,000 calls made to the Library’s telephone information line, and Main and branch staff have replied to over 30,000 emails.
  - At the start of the pandemic, the Library created a health and safety plan for reopening. This plan will be reviewed by the Department of Public Health (DPH) and the City Administrator before we can reopen, possibly in late April, early May.
  - The Main was chosen to pilot in-library service:
    - The building size allows for safe social distancing
    - Easy capacity for custodial and security services
    - Extra support from Urban Alchemy and the Library’s social services team

- Limited Capacity
  - DPH will let us know how many people can be in the building.
  - Security will be at the entrance on Grove Street to monitor the line.
  - Reading tables will not be available.
- Services
  - Front door holds pickup on Larkin Street
  - Limited browsing in the Atrium
  - Library card registration
  - Self-checkout machines
  - Help with ready reference and library account questions
  - In person reference appointments in the San Francisco History Center
  - Book virtual reference appointments for extended reference questions
- Collections
  - Patrons will only have access to the first floor.
  - High interest books from other floors will be made available on the first floor for browsing.
  - Staff will fill on demand requests and retrieve items from other floors.
  - Lucky Day collection of popular titles will be available.
- Computers and Printing
  - Ten computers will be available.
  - Patrons can call to make a computer reservation.
  - Free printing
- Possible timeline:
  - Open the Children's Center and the Mix a week later
  - Open all floors and expand services in June
  - By the Fall, the level of Library services will closer to what was available before the pandemic.
- Branches
  - Prioritize key services:
    - Self-service holds pickup inside the branch
    - Quick ready reference interviews, and remote reference for more involved questions
    - Limited number of computers
  - Computers
    - Fewer computers will be available since they need to be six feet apart
    - Focused usage - prioritizing activities such as homework and searching for jobs
  - Chinatown and Mission Bay will be the first branches to off in-library service.
  - On-going discussion whether bathrooms should be open to the public.
- Q&A
  - Katherine (CHI) – *What kind of ventilation do they have at Chinatown Branch?*  
 CD – Chinatown Branch has a robust HVAC system. Chinatown and Mission Bay Branches have good air circulation and serve as air-respite centers.
  - Deb (SUN) – *Book drops are locked during closed hours. How can patrons return overdue books?*  
 CD – When SFPL To Go launched, we were under the guidance of the science at the time and quarantined returned items for 72 hours, which prevented us from having the book drop open afterhours. According to the new guidance, we no longer need to quarantine materials, and starting April 6<sup>th</sup>, SFPL To Go book drops will be open during closed hours. We will possibly open the book drops at the Hubs as well. Patrons who can't return their overdue books can always contact the Library, and staff will renew their books.

- Katherine (CHI) – *Are the results of the Chinatown construction survey available? And is the budget the reason for the pause in construction?*  
CD – The survey just finished and is being translated. The Library’s Research, Statistics and Analytics Department will present the results next month, which I will share at the next CNL meeting. Supervisor Aaron Peskin, responding to the possible construction fatigue being felt in the Chinatown neighborhood, asked the library to investigate when the best time would be to begin renovating the branch. The pause in construction has more to do with timing. We will begin to restart the design process.

**Adjournment: 5:30 pm**

**Respectfully submitted by Florinda Battad**