



San Francisco Public Library

**MINUTES**  
**Council of Neighborhood Libraries**  
**July 22, 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), Nora Dowley (GPA), Judy Blanchard (MER), Ruth Maginnis (NVA), Bessie Hahn (ORT), Marcia Ehrlich (PAR), Diane Silver (PAR), Marcia Popper (PRE), Kaitlyn Tran (PRE), Deborah Oppenheim (SUN), Joan Walton (SUN), Marysa Torres (Friends), Michael-Vincent D'Anella-Mercanti (Friends), Rebecca Alcalá-Veraflor (Assistant Chief of Branches), Genevieve Feldman (NE District Manager), Anne Vannucchi (SE District Manager), Darice Murray-McKay (Central District Manager), Michael Roman (Junior Management Assistant), Florinda Battad (Library Technical Assistant II)

**Excused:** Larry Ware (BAY), Lena Yu (CHI), Ruth Grabowski (EXC), Gail Seagraves (Main), Mailene Chew (Main), Tyrone (Ty) Robinson (NBE), Edna James (OVI), Kathleen McClay (NBE), Elaine Cahn (RIC), Rochelle Fort (VVA), Maryam Roberts (WPO), Callen Taylor (WSA), Denise Sanderson (SW District Manager), Regan Gong (NW District Manager)

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

**HOUSEKEEPING**

**Upcoming Meetings**

➤ The next **Library Commission Meeting in August** will be on **Thursday, August 19, 2021, 4:30 p.m.**,  
*SFPL Virtual Library*

➤ The next **CNL Meeting in August** will be on **Thursday, August 26, 2021, 4:00 p.m.**,  
*SFPL Virtual Library*

**ANNOUNCEMENTS**

- Presidio's CNL representative, Marcia, will cycle off CNL to attend to health concerns. She will become an emeritus member and continue to receive the CNL minutes.
- Jaena Cabrera is the new branch manager at Ocean View. Jaena previously worked as an adult librarian at Excelsior and West Portal and was the acting West Portal branch manager when they opened for To Go service. With the Ocean View Team, she helped open the branch for full service and is excited to be a part of the branch's new building project.
- Marysa Torres is the new Friends Communications and Advocacy Associate.

- The Friends' Bookstore at the Main Library will reopen on July 28. Their online bookstore has been very busy. Book and media donations continue to be by appointment: <https://www.friendssfpl.org/donatebooks.html>
- Three art proposals for the Mission Branch have been selected for review by the San Francisco Arts Commission. The artwork will be a window installation in the library's main reading room after the branch is renovated. <https://www.sfartscommission.org/content/art-proposals-mission-branch-library-public-art-project#proposal>

## **UPDATES**

### **City Librarian's Report – Michael Lambert**

- Michael has spent the last few days visiting the nine branches that have opened for full service: Bayview, Bernal Height, Eureka Valley, Glen Park, Noe Valley, Parkside, Presidio, Ocean View, and Western Addition. It is wonderful to see the staff and public back in the libraries!
- Michael thanked the Friends of SFPL. Through their generosity, the Library was able to purchase the sneeze guards and air purifiers that keep the library staff and public feeling safe and comfortable.
- The next milestone will be to return to pre-pandemic hours of operation, hopefully in early 2022.
- The pandemic accelerated the industry-wide changes happening in libraries, prompting us to re-examine our mission.
- To help us develop a new vision and to better respond to the needs of our community, the Library will hire a consultant to do community and staff engagement work. The Library is close to identifying a consultant.
- Q&A
  - Bessie (ORT) – *How many branches are currently open?*  
ML – The Main Library and fifteen branches are open for full service. Eleven branches are open for SFPL To Go service and will switch to full service in August.
  - Katherine (CHI) – *Who are the consultants?*  
ML – We don't have a contract yet, so we won't be able to share the name of the firm until the upcoming Library Commission meeting. Building and implementing a new vision is critically important work – we expect it to be a yearlong process.
  - Katherine (CHI) – *How has circulation changed?*  
ML – Changes in patron behavior have affected our circulation. Circulation of physical items peaked in 2012 with eleven million items. Circulation of physical items was already beginning to decline in 2019 before COVID. In 2021, digital items comprised 75% of the Library's total circulation. The needs of the community have also changed. Library spaces need to be re-imagined in order to meet the community's demand for more programs while showcasing the collections.
  - Bessie (ORT) – *When will in-person programs be available?*  
ML – Right now our priority is to offer in-person services and we haven't restored in-person programs. In the fall we hope to have more staff and are optimistic about possibly having outdoor programs.

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

- The Community Hubs Initiative helped the City’s most vulnerable children and youth during the pandemic by providing in-person support and resources for distance learning.
  - Of the 86 total Hubs sites, 10 were located at libraries.
  - The Library Commissioners were impressed with the Library’s willingness to help when the City was shutting down.
  - The Department of Children, Youth and Families (DCYF) will continue to partner with SFPL to address student learning loss and education recovery.
- The Library’s Chief Financial Officer, Heather Green gave a presentation on the FYs 22 and 23 budgets.
  - The overall budget outlook is more positive than projected due to some major changes that include:
    - Library Preservation Fund increase
    - Certificates of Participation funding of \$8 million for the Chinatown Renovation

## **Reopening Updates – Cathy Delneo**

- At the six branches that have been open for full service, the visitor counts are lower than pre-pandemic numbers. Staff are busy, but not overwhelmed.
- DVDs and picture books are the most popular circulating items.
  - Ortega is the busiest, averaging 543 visitors a day.
  - Eureka Valley averages 352 visitors a day, which is very busy if you compare them to the Main’s visitor count of 764 per day.
- Nine branches opened for full service in July.
  - The Chief of Branches Team meets regularly with the branch managers of the July branches to answer questions, help address any issues and share ideas.
- Eleven branches will open for full service in time for schools reopening on August 16<sup>th</sup>.
  - August branches were given the opportunity to decide the best date for their branch to reopen based on their level of readiness:
    - August 3 - Park and West Portal
    - August 9 - Ingleside, North Beach and Sunset
    - August 10 - Anza, Marina, Portola and Potrero
    - August 16 – Golden Gate Valley
    - August 17 – Merced
- We are having a lot of conversations around programs and are working with the Library’s Community Programs and Partnerships Division to develop a model that is safe for staff and the public.
- We are working with our Human Resources Department to fill eighty-four vacancies.
  - The Civil Service process for filling positions has many steps and takes time.
  - Staffing will affect our ability to provide seven days of service and evening hours.
- The Main will resume regular service hours on September 7<sup>th</sup>.
- Q&A
  - Katherine (CHI) – *Do patrons need to wear a mask inside the library*
  - CD – We are following Department of Public Health (DPH) guidelines, which does not require patrons to wear a mask, however, most patrons opt to wear a mask inside the library.

- Katherine (CHI) – *The seniors at Chinatown don't stay very long. Is the Library limiting the amount of time patrons can spend inside the branch?*  
CD – No, we are not limiting how long patrons can stay. Patrons are deciding for themselves and most are choosing to spend less time in the library. We are also not limiting building capacity and the patron numbers are not close to the occupancy limits.
- Bessie (ORT) – *Have any staff gotten sick with COVID?*  
CD – Over the course of the pandemic, there have been 20 reported cases of staff testing positive for COVID, however, transmission was not in the workplace.  
MS – Direct communication and collaborative teamwork across Library Departments has helped to keep the number of cases low.
- Diane (PAR) – *Is there data available on the Library's virtual programs?*  
CD – We'll ask Michelle Jeffers to come to a CNL meeting and give an update on virtual programs.
- Nora (GPA) – *Will it be possible to have a hybrid model for future CNL meetings?*  
CD – We'll find out what is possible.

**Adjournment: 4:45 pm**

**Respectfully submitted by Florinda Battad**