



DRAFT



*San Francisco
Public Library*

**A Year in the Books
2020 – 2021**

Letter

from City Librarian Michael Lambert

Dear San Francisco Residents:

The phoenix rising from the ashes shown on the City seal and flag symbolizes San Francisco's rebirth after pivotal moments in our history that, in some cases, literally rocked the very foundations of our beloved City by the Bay. The advent of the COVID-19 pandemic marks another historic chapter and cycle of renewal in which a powerful disruption leads to new innovations and systemic change.

This past year, San Francisco Public Library experienced several transformations. While our physical locations were closed to the public, we quickly pivoted to ensure access to eResources and virtual programs through popular social media platforms. We launched a new service model, *SFPL To Go*, a front door pick-up service to put physical books and materials back in the hands of patrons. Nine neighborhood branch libraries hosted Community Hubs to support the City's most vulnerable youth and their families with distance learning. We completed the Library's first-ever Racial Equity Action Plan to help guide the Library's work to advance racial equity within our organization and in our communities.

When the Health Order allowed, we pioneered another new service model, *Browse & Bounce*, to bring patrons safely back inside our buildings to browse materials, interact with librarians and access technology. All the while, hundreds of our staff stepped out of their usual roles to assist the City's COVID-19 response in a variety of capacities including food distribution, community outreach, hotel and vaccination site monitoring, contact tracing functions as well as other supports within the Department of Public Health, Department of Emergency Management and Department of Homelessness & Supportive Housing. While many of our staff were deployed, other staff had the incredibly difficult challenge of keeping the system going, which required them to take on additional and unfamiliar workloads and adapt to constantly shifting conditions. I applaud the entire SFPL team for rising to the occasion and making it through this tempest with great aplomb. Each of these shakeups yielded new insight about our role in nurturing resiliency in our City and how we can best serve the public.

On May 3, 2021, we welcomed back patrons into the Main Library with a rousing standing ovation, a symbolic moment marking the City's reopening that made national news. Words do not do justice to the profound sense of relief, happiness and jubilation that we all felt to once again welcome life back into our building and to resume the person-to-person interactions that inspire our work. We know our closure has been difficult and we appreciate the mutual support our patrons showed us throughout this difficult time. As we navigate this "new normal" and restore our pre-pandemic services and programs, we will carry forward some of the lessons we learned from this past year, but most of all, we will carry the love.

In community,

Michael Lambert

Michael Lambert
City Librarian



Image courtesy of *San Francisco Chronicle* reporter Heather Knight.



2020 - 2021

Library Leadership

London N. Breed
Mayor

2018 – present

Commissioners

Dr. Mary Wardell-Ghirarduzzi
President

2014 – 2022

Pete Huang
Vice-President

2018 – 2025

John Lee

2013 – 2022

Dr. Euranía López

2020 – 2022

Susan Mall

2013 – 2025

Teresa Ono

2009 – 2025

Connie Wolf

2018 – 2022

Michael Lambert

City Librarian

2019 – present

Maureen Singleton
Chief Operating Officer

Margot Shaub
Commission Affairs Analyst

Shellie Cocking
Chief of Collections and Technical Services

Charles Coleman
Custodial Services Manager

Catherine Delneo
Chief of Branches

Rebecca Alcalá-Veraflor
Assistant Chief of Branches

Thomas Fortin
Chief of Main

Katrin Reimuller
Assistant Chief of Main

Heather Green
Chief Financial Officer

Michelle Jeffers
Chief of Community Programs and
Partnerships

Roberto Lombardi
Director of Facilities (retired 2021)

Michael Liang
Chief Information Officer

Randle McClure
Chief Analytics Officer

Kate Patterson
Director of Communications

Lori Regler
Library Human Resources Director

Tramaine Johnson
Manager of Security Operations
and Emergency Planning

Todd Robinson
Engineering Manager

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City Librarian Letter

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milestones

A chronicle of our collective experiences and accomplishments in FY 20 – 21

March April May June July



March 13, 2021, San Francisco Public Library closed the doors to all of its facilities to the public due to COVID. City issues Stay At Home Order on March 16, 2021.



With the libraries closed, hundreds of Library staff were deployed as Disaster Service Workers (DSW) assisting the community with services in contact tracing, meal prep, food bank distribution, shelter monitoring, translations, public relations/communication, graphic design and more.

With the Library closed to the public, staff used this unique opportunity to tackle complex projects without impact to public service.

"Just as the City was navigating the pandemic so were the staff—as priorities changed daily and sometimes hourly we had no other choice but to roll with the punches. If change wasn't your thing—it didn't matter—we had to change. Any person working in the building had to quickly adapt, change work stations, do different tasks—just to keep us operational. And we did."

— Tasha Amme, Acquisitions



SFPL's Mighty Custodial Team

"The very first challenge in custodial was to combine four shifts spread out from 6:00 a.m. to 3:30 p.m. all into one daytime shift. Special projects would now be done in an effort to get a jump start on when branches would reopen. The Emergency Operating Center placed the purchasing of all PPE (Personal Protective Equipment) on a restricted list, now our ordering could only go through them, which changed the quality of the products and our entire inventory process and system... just a few challenges we faced over the span of time..."

— Charles Coleman, Custodial Services Manager

"Going into our building during April 2020 felt like being in a dystopian film. No one around. Meeting vendors at the back door kind of felt we were smuggling something. They were all the local language vendors, so mom and pop bookstores. We would do the safety dance of taking turns opening doors, backing up, drop the boxes, back up, sign the clip board, back up. The income for that shipment would be one of very few payments they would receive during the next few months. It was great helping the local economy in my own small way."

— Shellie Cocking, Chief of Collections and Technical Services (CTS)

"By mid-April we opened a mini CTS and started to have people in the building... It was exciting to be able to see people again. It was also stressful since so little was known about the virus back then. Even using the copier was scary since you didn't know if you could be infected that way."

Staff worked together to completely reimagine how we did our work and our workspaces. We converted every room we could find into an office so we could increase the number of staff that could be into in the building. We also had to find ways for people to conduct their work remotely, which was a steep learning curve."

— Collections and Technical Services Team



Installation of the new sorting machine

"I was here starting in May 2020 when there were very few staff in the whole building. I spent time with Facilities staff—Custodial, Security, Engineers, Sheriffs—whom I previously didn't know very well. These relationships have held up."

When staff started returning in August, we ate our meals in the atrium to ensure social distance. This was a true silver lining as every day I got to enjoy the expansive, light-filled space."

— Andy Casler, Sorting Room Supervisor, Borrower Services, Main Library



SFPL's DSW workers at the City's Covid Command Center at Moscone Convention Center.

"I returned to work full time on June 15, 2020, in order to manage the installation of a new sorting machine. I was here on my own while Facilities staff and our vendor tore out the old machine (in use for more than a decade) and installed the new machine... I learned to use the device, programmed it to handle every combination of call number and location code for Main items to be reshelfed, plus holds for Main or Branch pickup, and Branch owned items. I got everything ready for staff to return to work and start doing front door hold pickup and accepting returns in August 2020."

— Michele Hampton, Borrower Services Manager, Main Library

"The pandemic was the perfect opportunity for Engineering to start and catch up on a lot of projects while the facilities were vacant. I had to do a lot more follow-up to find vendors who were still operating and rearrange appointments as Health Orders were updated. Meanwhile, I was also activated as a DSW and figuring out how to adjust to working virtually. It was definitely a major challenge to fit everything I needed to accomplish into my schedule. There were some days I'd wake up at 7 a.m., start work at 8 a.m., end work at 5 p.m., and be in bed again by 6 p.m. because I'd be so mentally exhausted at the end."

— Jesse Chang, Junior Administrative Analyst



Disaster Service Workers on the job





2020

August September October November December



August 10, SFPL To Go, front door pick-up services launched at the Main

August 11, SFPL To Go launched at Excelsior



September 1, SFPL To Go opened at
• Eureka Valley
• Marina
• Merced
• Mission Bay

September 23, SFPL To Go-Go started at
• Mission - John O'Connell High
• Ocean View - Jose Ortega Middle School
• Treasure Island
September 24, SFPL To Go-Go opened at
• Bayview - Willie Brown Elementary

October 5, Community Hubs opened at
• Bernal Heights
• Richmond
October 13, SFPL To Go opened at
• Chinatown
• Ortega
• Visitacion Valley



October 26, Community Hubs opened at
• North Beach
• Visitacion Valley

November 9, Community Hub opened at
• Western Addition

November 12, SFPL To Go opened at Anza



December 2, Community Hub opened at Ingleside

On August 10, less than five months after shutdown, staff launched SFPL To Go, a new front door pick-up service, and the City Librarian and Mayor London Breed proclaimed that "books are back!"

Our bookmobiles also got in on the action with SFPL To Go-Go, which popped up on Treasure Island and in the Mission and OMI neighborhoods.



We started off small. The Main and Excelsior Branch libraries kicked off SFPL To Go services and over the course of the year, we added 13 locations.

On September 14, 2020, the Library joined City departments and community based nonprofits in the Community Hub Initiative to provide in-person support for distance learning for San Francisco's highest needs youth and their families.

Over the course of the academic year, the Library activated nine neighborhood libraries as Community Hubs and served as many as 200 students per month by April 2021.



Above left: SFPL To Go-Go bookmobile services; Above right: SFPL To Go at Anza

SFPL To Go at Ingleside



Librarian Ofelia at Excelsior

"We created the Community Hubs to make sure our City's children and youth who are most vulnerable continue to have the support and resources they need to learn, grow and thrive during the COVID-19 pandemic."

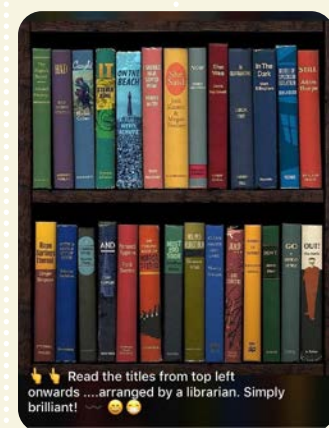
— Mayor Breed, August 1, 2021



Community Hub at Ortega

"Like all the staff that came back to Eureka Valley Library to provide SFPL To Go service, I was happy to be back at the job I love. Then it was immediately clear how happy patrons were to see us as well, how important it was for people to have access to their Library back. Patrons expressed their gratitude for that every day, many times and without fail. Although people could not come inside yet, from getting their items we got to learn everybody's name! I know I personally got to know countless patrons that I did not know before. Under the pandemic that was a shared experience for everyone, we became friends. All the staff that I have talked to about it had a similar feeling about those months. It was very much a community experience, and I can say from hearing it daily that SFPL To Go was vital for San Francisco. Our branch alone had over 44 thousand patron visits! And our breakroom has many items that were given as gifts from happy patrons."

— Casey Crumacker, Branch Manager, Eureka Valley Branch



"Yesterday were so many smiles and downright giddy people!"
— Richmond Branch staff



SFPL To Go at Visitacion Valley

"We had a great time visiting the Excelsior branch this morning!! My kids have been reading all day!"

— Instagram @joannabgould



Community Hub at Bernal Heights

"The San Francisco Public Library has significantly increased digital access to its collection during the COVID-19 health emergency, but I know that for many of us nothing replaces the feeling of holding and reading a physical book. The launch of SFPL To Go will allow for pick-up and drop-off in a safe and convenient way, and will help provide greater access to resources for our youth who will need extra support to ensure that this academic year is a success. I want to recognize Library staff for their tremendous contributions to the City's COVID-19 response efforts, from contact tracing to food distribution and community outreach, along with their continued commitment to keeping our Library operating and accessible to all our residents."

— Mayor Breed, August 1, 2021



milestones continued

A chronicle of our collective experiences and accomplishments in 2020-21

January

January 27, SFPL To Go-Go opened at Catholic Charities in Ocean View.
January 28, Community Hub opened at Golden Gate Valley

February



February 16, Community Hubs opened at
• Ortega
• Sunset

March



February 3, SFPL To Go-Go opened at
• Richmond - Roosevelt Middle School

April



April 6, SFPL To Go opened at Portola
April 27, SFPL To Go opened at
• Potrero
• West Portal

May



May 3, Main library opened its doors for Browse & Bounce, in-person browsing.
May 17, Browse & Bounce opened at
• Chinatown
May 18, Browse & Bounce opened at
• Mission Bay

In the spring of 2021, after the state beat back its fourth COVID-19 surge and the vaccine rollout was well underway, public health guidelines relaxed to the extent that the Library could begin planning for a return to in-branch service.

On May 3, after more than a year of being closed to the public, SFPL reopened the Main Library and debuted **Browse & Bounce**, an express in-person service that welcomed Library cardholders back inside for 60-minute sessions.



Above: Community Hub at Golden Gate Valley

"In February 2021, we opened up the San Francisco History Center to reference by appointment. A couple of us had kept the Photo Desk open throughout the pandemic, working with people remotely over email and the phone. For the one (and eventually two) of us here, we also answered a deluge of reference questions as best we could. To serve the public, we implemented a new reference model, having long Zoom talks with patrons to show them materials in archives collections, and we sent more scans and photocopies than ever before.

But in early 2021, I started receiving communications from desperate researchers writing books and dissertations and film crews who needed to film primary source documentation. We had to create guidelines for researchers to safely come in and use the collections, allowing two people in at a time for two-hour periods. Our researchers were ecstatic!"

— Susan Goldstein, City Archivist, San Francisco History Center, Main Library

"Thank you ever so much for your invaluable assistance to my research! You are a GIFT!"



"We truly appreciate the creative ways that you are trying to provide services in unprecedented times!"

"THANK YOU, it's been truly a joy corresponding with you from day one. You've made this entirely effortless and I so appreciate you."

To ensure the safety of Library users and staff, the **Browse & Bounce** service model adhered to strict safety requirements, including social distancing and mask wearing. Chairs for reading and study were removed, meeting rooms were not available for public use, computers were spaced six feet apart, sneeze guards were installed and self check-out stations were available for quick and easy borrowing.



SFPL To Go at West Portal

"The shutdown was a stressful time. Coming to work to a completely empty building is definitely an uneasy feeling. Without the staff and patrons, the building felt lifeless. Makes you appreciate the small things, like running into our regular patrons and being told how much they missed us."

— Uyanga Aromin, Supervising Building and Grounds Patrol Officer, Main Library

"COVID-19 required that we limit our interactions and exposure. Now as we begin to turn the corner, it's important to bring back the public services that help connect community and end isolation. Our libraries are safe spaces, a place for respite and learning, especially for our seniors and kids."

— Carmen Chu, City Administrator, April 20, 2021

On opening day, patrons streamed into the atrium to a thunderous standing ovation from Library staff. *San Francisco Chronicle* culture reporter Peter Hartlaub captured the moment in a tweet and an article, which inspired other national media outlets to pick up the story.



@SFPublicLibrary
t.co/DFBPY8zhMU"/Twitter



Alex at the Main reopening





2021

June July August September October

June 21, SFPL To Go opened at

- Bernal Heights
- Golden Gate Valley
- Ingleside
- North Beach
- Sunset
- Western Addition

June 21, Browse & Bounce opened at

- Ortega
- Richmond
- Visitacion Valley

July 22, Browse & Bounce opened at

- Excelsior



July 19, Browse & Bounce opened at

- Bernal Heights
- Western Addition

July 20, Browse & Bounce opened at

- Bayview
- Eureka Valley
- Glen Park
- Noe Valley
- Ocean View
- Parkside
- Presidio



Full in-person service was restored at

- West Portal (8/3)
- Ingleside (8/9)
- North Beach (8/9)
- Sunset (8/9)
- Anza (8/10)
- Marina (8/10)
- Park (8/10)
- Portola (8/10)
- Potrero (8/10)
- Golden Gate Valley (8/16)
- Merced (8/20)



September 7, Main Library returns to restored regular hours



At the Main, meeting and study rooms reservations resume

October 2, seven-day service restored at

- Bernal Heights
- Eureka Valley
- Merced
- Ocean View

October 16, the Mission Branch, which is closed for renovation, launched SFPL To Go and Bookmobile services.

By mid-August, all library locations, with the exception of the Mission Branch, which is closed for renovation, reopened for full in-person service five days a week.



Mission Bay reopening

"So many great books, my son said being able to go to the Richmond Branch yesterday was like his birthday coming early!!!"

— Instagram @lanterconnie



Main Library Information Services

"We are so happy to see you. My son keeps asking about the library and when he can go and see his favorite librarians."

— Bernal Heights patron

With the City's high vaccination rate, the release of staff from Disaster Service Work and the removal of the social distancing and capacity limit requirements, the Library's reopening plans quickly picked up momentum. By late June 2021, SFPL began to phase out Browse & Bounce and restore seating at all locations so patrons could once again settle in to access Wi-Fi, leaf through a giant stack of reads and browse the stacks at their leisure.



Noe Valley reopening

"Great to have the library back! friendly staff and wonderful selection of movies and music to choose from. speedy request and hold fulfillment, amazing as always."

— Carlos Michael Martinez



West Portal reopening



North Beach reopening



Anza reopening

Following the Labor Day weekend, the Main Library's pre-pandemic hours were restored.



Portola opening

"All I can hope for is a swift return to the way things once were before the pandemic. A time that will forever be indicative of society as we once knew. The world will rejoice and all will soon remember the time that the world shutdown entirely."

— Anonymous SFPL staffer



Ingleside reopening



Park reopening

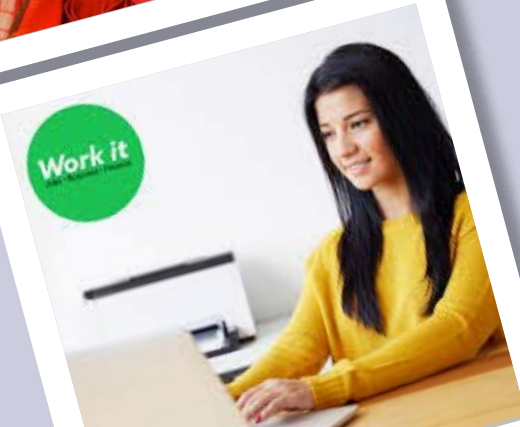
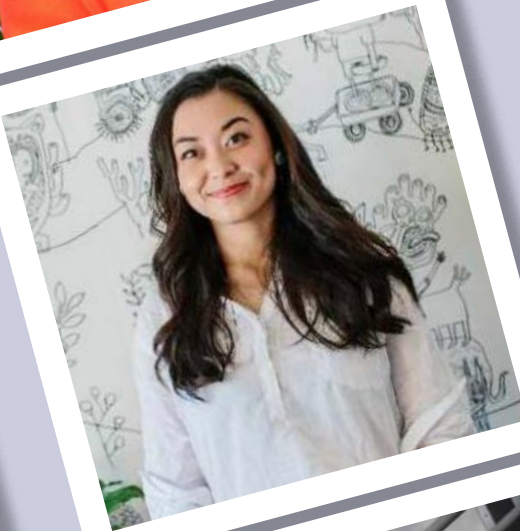
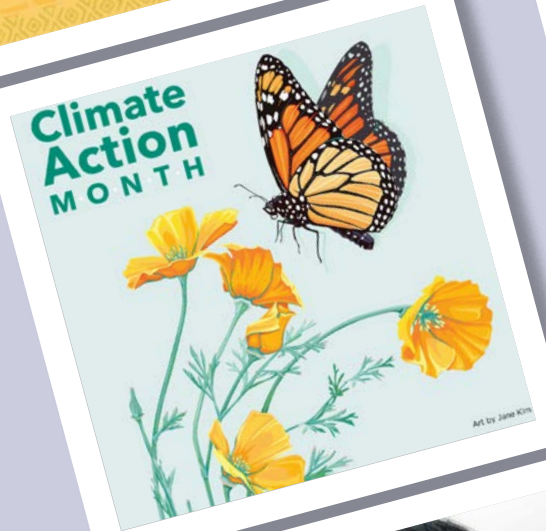
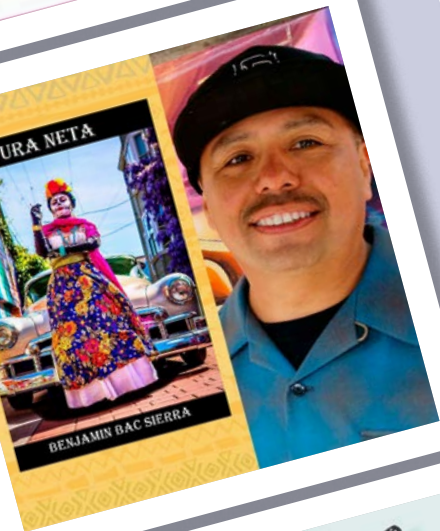


Marina reopening



The bookmobile at Mission Branch



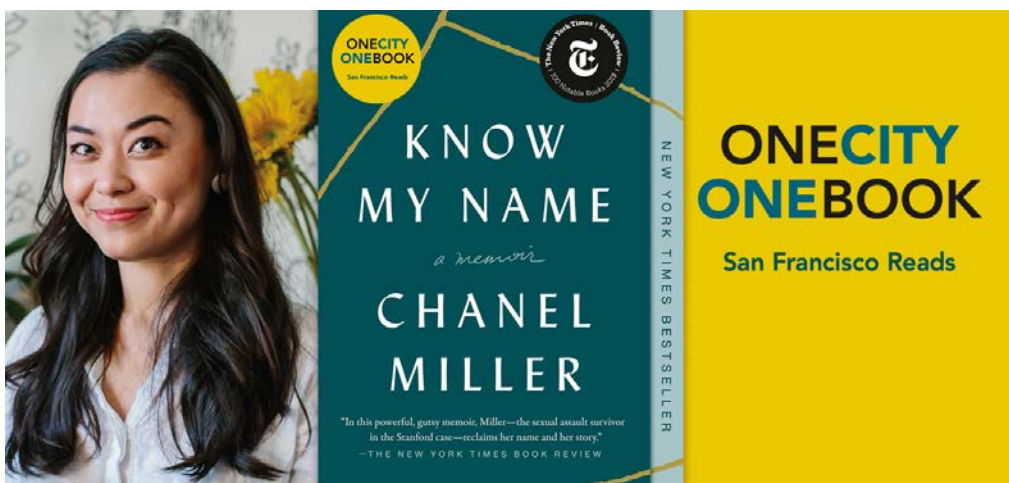




SFPL LIFE

Virtual Programming Highlights

Our virtual programs came into full bloom as staff mastered the art of Zoom and opened their homes and hearts so they could continue to deliver high-quality programming to our patrons. Here's a look back at some highlights.



One City One Book: Chanel Miller

Each year, San Franciscans look forward to the Library's One City One Book literary event, which encourages everyone to read the same book at the same time and then join in lively discussions through a variety of public programs. This year, the City celebrated Bay Area-native Chanel Miller, author of the critically acclaimed, *New York Times* bestseller *Know My Name: A Memoir*. Miller's intimate story of sexual assault, transcendence and healing inspired our community to come together in the Library's virtual spaces. More than 4,187 people participated in more than 21 programs, including author talks and panel discussions,

touching on topics of feminism and sexual assault awareness. More than 1,143 patrons checked out the printed book and more than 4,385 read it via eBook or eAudiobook. The program's signature author talk drew more than 2,300 attendees from all over the world, including Japan and Australia.

“Chanel, the letter you read at the sentencing gave [me] the courage to report what had happened to me—six years earlier. I was in the military and was so afraid to report because I feared I wouldn't be believed. Thank you so much for changing my life in such a positive way.”

— Program Participant



Night of Ideas

An initiative of the Institut Français, Night of Ideas occurs on the same evening in more than 35 cities around the world. While gathering in person was out this year, local event partners Villa San Francisco, KQED, San Francisco Museum of Modern Art (SFMOMA), San Francisco Public Library and California Humanities reunited to produce a free two-hour virtual showcase of some of the Bay Area's leading performers and thinkers on January 28, 2021.

“Great and heartfelt displays of the times. From Human Rights to Artistic expression!”

— Paunika Jones

Work it: Jobs, Business and Finance



The Library is deeply committed to assisting patrons in realizing their full potential and living their best lives. With the unemployment rate in San Francisco reaching as high as 12.5% percent last year, the Library's Business, Science & Technology department stepped up to help patrons find pathways to economic recovery with the launch of the new virtual program series *Work it: Jobs, Business and Finance*. The program focuses on supporting job and career

seekers, personal finance needs and small business resources. One year after the COVID-19 shutdown, the department saw a dramatic increase in residents using its free programs and resources: 520% increase in attendance for job and career programs, personal finance class attendance grew by 119% and small business classes are up 127%.

“Thanks for all the ways you are endeavoring to help people in this vulnerable time, I have always appreciated libraries.”

— Interview Essentials participant

For San Francisco's 2021 Night of Ideas livestream, keynote speakers and performers were asked to meditate on the theme of “closing the distance,” an adaptation of the international theme “proche” or “close.” The program presented a variety of perspectives on how we can collectively move closer to each other and to a better future by reimagining our civic spaces to be more inclusive and by advancing racial equity. The event drew more than 5,400 viewers and was broadcast globally from France by the Institut Français as part of a 24-hour program.

CULTURAL AWARENESS EVENTS

SFPL



Despite closures and limited Library service, our valiant and creative program team forged ahead with SFPL's signature cultural awareness celebrations.

First Person

November brought a bevy of compelling, can't-miss virtual programs for those seeking to hear and enjoy the voices of Bay Area Native Americans. Highlights include a night of poetry featuring local Native American writers presented in collaboration with Kurt Schweigman (Oglala Sioux (Lakota)) and Lucille Lang Day (Wampanoag), editors of the award-winning anthology *Red Indian Road West: Native American Poetry from California* (Scarlet Tanager Books, 2016); an evening with Voice of Witness collaborators Sara Sinclair (Cree-Ojibwe), oral historian, writer and educator and Ashley Hemmers (Fort Mojave Indian Tribe), strategic specialist in multi-state cross-jurisdictional Development and Management of Tribal Economies and a youth program about the Ohlone game of staves with National Park Service ranger superstar Fatima Colindres.



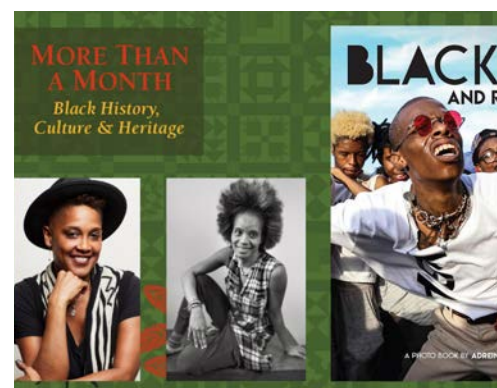
iVIVA!: Latino Hispanic Heritage Month

Each September and October we celebrate iVIVA!: Latino Hispanic Heritage Month. In Spanish, "¡Viva!" translates as "to live"—and last year patrons were invited to a virtual fiesta featuring a kaleidoscope of programs for youth, families and adults that included: crafts, a family cooking class, artist and author talks, Queer Latinx History, Latinx kid lit panels and a concert by Latin Grammy winners The Lucky Band. Featured artists and speakers included Latinx authors Aida Salazar, Rebecca Balcárcel and Reina Luz Alegre, members of the groundbreaking author collective, Las Musas; Will Maynez, Diego Rivera scholar and steward of the *Pan American Unity* mural, now on view at SFMOMA; Salvadoran-American journalist Roberto Lovato; SF native, author, educator and activist Benjamin Bac Sierra—to name a few.



More Than a Month

Youth and their families had the opportunity to listen and learn from a delightful diversity of Black artists in our first-ever virtual presentation of More Than a Month—a two-month celebration of Black history, culture and heritage. Youth programs featured such heavy-hitters as Torrey Maldonado, teacher and author of middle-grade titles, *Tight* and *What Lane?* and author of the National Book Award-winning author of *The Poet X*, Elizabeth Acevedo. Families also enjoyed storytelling, musical performances and art workshops. For adults, the Library hosted art workshops, artist talks, poetry sessions and more, including an exciting lineup of Black crime writers, who discussed their writing and the history and future of the genre.



“For many years now, I have been a very happy SFPL cardholder...SFPL's offering of webinars on so many practical as well as aesthetic topics is wonderful, especially during this past pandemic year. They really contribute so much to public health and public intellectual wellness. I have also enjoyed participating in the monthly Genealogy Group virtual meetings so I might eventually be able to find out more about my great-grandfather who arrived in SF in 1855.

Many thanks again for all you do!

Sincerely,
Wendy J. Yee





Asian American Pacific Islander Heritage Month

In May, we spotlighted the richness, beauty and diversity of Asian American Pacific Islander (AAPI) cultures with a bevy of virtual experiences for youth and adults. Highlights include a presentation of kamishibai, 90-year-old tradition of picture-card storytelling by Shizuha and Chise Mukaidani who joined us all the way from Japan; a storytime with award-winning author and social justice activist Tony Robles; a talk on Asian rock with historian Richie Unterberger; a lecture by Dr. Russell Low about Chinese American history through the building of the Transcontinental Railroad to the devastating effects of the Chinese Exclusion Act; a collaboration with Kearny Street Workshop on the launch party for Muriel Leung's new book, *Imagine Us*, *The Swarm* and a presentation by celebrity chef Martin Yan.

HERstory: Women's History Month

This year's HERstory—SFPL's celebration of Women's History Month—was coupled with our largest literary campaign, One City One Book, featuring award-winning author Chanel Miller. Our Virtual Library events celebrated women's strength, activism, talent and absolute fierceness. In addition to the author talk with Chanel Miller, the Library provided a stage for such dynamic women as author, activist and one of the nation's leading experts on weight-based discrimination Virgie Tovar; members of the underground female art collective, Guerrilla Girls; local artists who are making a difference through their activism and famed philosopher and educator Judith Butler in conversation with acclaimed Frederick Douglass scholar Celeste-Marie Bernier and artist Isaac Julien on the role of the influential women in Douglass' life and their overdue recontextualization as pioneers in the history of civil rights.

Jason Reynolds Delivers 25th Effie Lee Morris Lecture

Effie Lee Morris (1921 – 2009) was a tireless champion of diversity, inclusivity and the rights of all young people to read, learn and create. The first Black president of the Public Library Association and a co-founder of the San Francisco chapter of the Women's National Book Association, she initiated the first annual celebration of Black history for youth at the Cleveland Public Library. She was the first librarian at New York Public Library whose work focused on the needs of children who were blind or visually impaired. At SFPL, she was the first coordinator of children's services and was especially noted for her commitment to personally visit underserved communities to get books into the hands of all our youth. Each year, in honor of her legacy,



SFPL holds the Effie Lee Morris Lecture Series, which brings a notable children's or young adult writer to the Library. This year, the Library had the honor of hosting award-winning Jason Reynolds, author of *Ghost*, *Long Way Down* and numerous other titles for middle grade and young adult

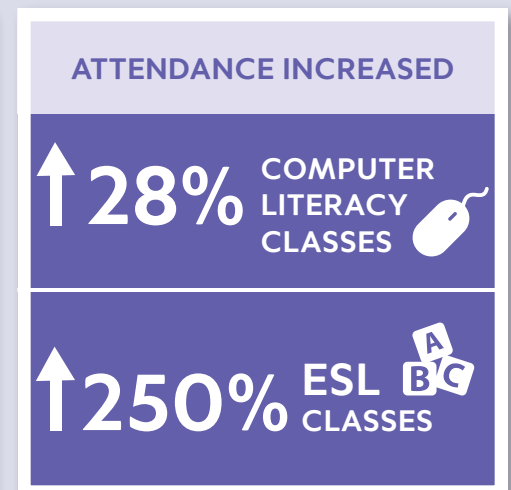
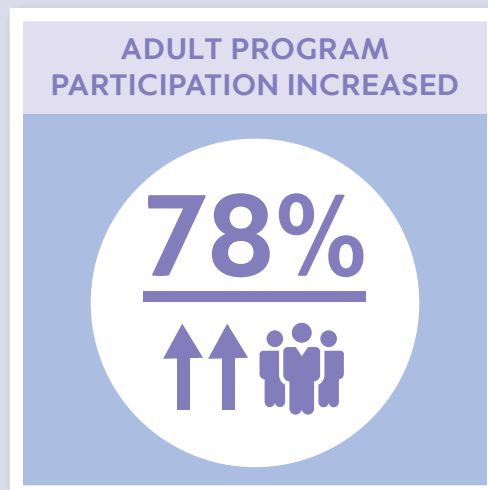
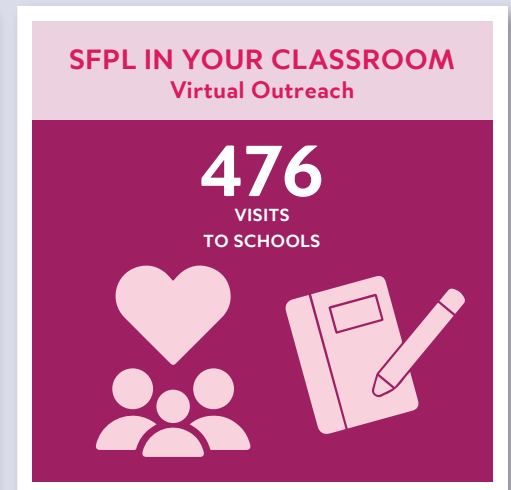
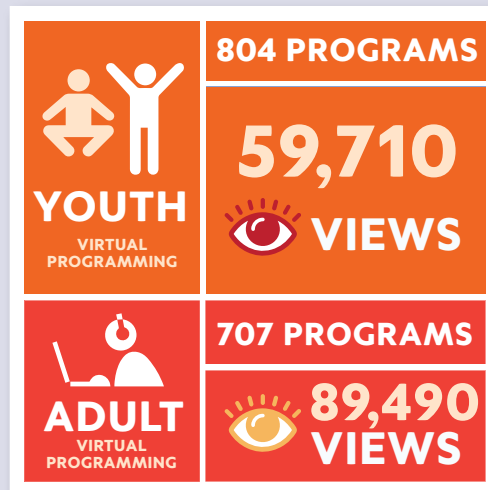
readers, including a collaboration with historian Ibram X. Kendi on *Stamped: Racism, Anti-Racism and You*, a 2020 youth version of Kendi's definitive history of racist ideas, *Stamped from the Beginning*. The Coretta Scott King/John Steptoe Award-winning author shared his transformative journey as a writer—and a reader—with youth, during a year of previously unimaginable transformation.

The lecture series was produced in partnership with Main's Children's Center, the African American Center, Friends of San Francisco Public Library, the SF Human Rights Commission, Mo' Magic and the support of the Women's National Book Association, San Francisco chapter.

VIRTUAL PUBLIC PROGRAMS BY NUMBERS

SFPL

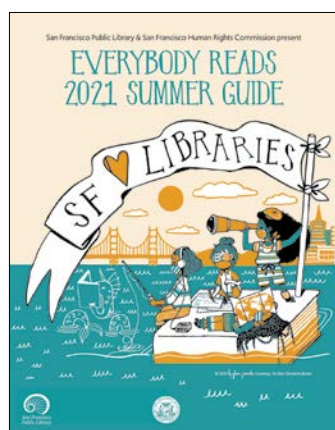
2020-2021



Summer Stride participants signed up on beanstock.com and entered 20 hours of reading to earn their tote bag.



FUELED BY FRESH PARTNERSHIPS, SUMMER STRIDE TAKES OFF



Summer Stride Activity tracker and Everybody Reads BIPOC Literacy Guide, examples from the Summer Stride marketing campaign with original artwork by Kaylani Juanita.



With several new partners onboard, our premiere summer learning program Summer Stride rose to even greater heights. Not only were Stride participants reading books, listening to audio and music offerings and streaming films to complete their 20 hours of Library participation, they also were treated to programs and offerings with the express goal of uplifting San Francisco's diverse community with meaningful and joyful connections for all ages.

In the biggest book giveaway to families in our history, Library staff stepped up to bundle books for students around the City this summer.

In a deepening partnership with the San Francisco Human Rights Commission (SFHRC), Youth Services teamed up to develop a



robust BIPOC booklist of ten essential titles and 44,000 book giveaway for 2,500 youth served by Mo'MAGIC

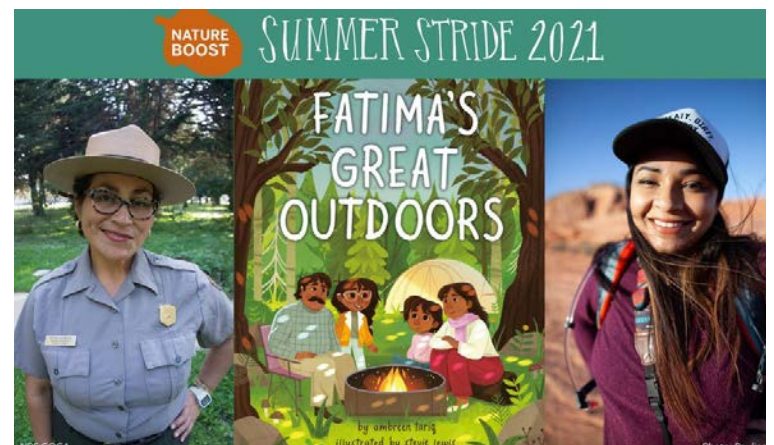
and the San Francisco Human Rights Commission in the Western Addition, Bayview, Tenderloin, Visitacion Valley and OMI neighborhoods. As part of the same project, we produced a literacy guide featuring the ten BIPOC titles, created by Dr. Sheryl Evans Davis, executive director of the SFHRC, and offered programs with the authors throughout the summer. Award-winning authors including Jacqueline Woodson, Gene Luen Yang and our very own Summer Stride artist Kaylani Juanita spoke on their creative process and urged their young audiences to make their voices heard.



Yet another 500,000 books were allocated to seed the home libraries of San Francisco Unified School District (SFUSD) students through our partnership with Summer Together, a coalition of community organizations,

BIPOC Book Giveaway 30,000 BIPOC BOOKS 2,500 YOUTH SERVED

by Mo'MAGIC and the San Francisco Human Rights Commission in the Western Addition, Bayview, Tenderloin, Visitacion Valley and OMI neighborhoods



nonprofits, businesses and City departments partnering to offer free in-person and virtual learning experiences for students this summer. Grouped by grade level, these books were welcomed by families from all corners of the City and distributed at all of our locations, as well as Summer Together in-person summer camps.

Our adult programs, all virtual and forged through tight relationships with authors and cultural partners, saw tremendous attendance. An author dialogue between Kiese Laymon, Marlon Peterson was one highlight; a panel with *Black Panther: Tales of Wakanda* creators was another.

And as with previous years, our work with SF Recreation & Parks, Parks Alliance, National Park Service, Presidio Trust and Golden Gate National Parks Conservancy flourished. Our binge-worthy Nature Boost series, featuring events such as *Coexisting with Coyotes in the Presidio* and Brown People Camping founder Ambreen Tariq sharing her picture book with NPS Ranger Fatima Colindres, drew hundreds of viewers to both the live and recorded programs, published on our YouTube channel.

Our Parks partnership also brought three StoryWalks to San Francisco, which all live through the end of 2021. *Have You Ever Seen a Flower?* by Shawn Harris is on view at Crissy Field; *The Hike* by Alison Farrell is located on

Dear SFPL,

I am one of the lucky winners of the Summer Stride 2021 Giveaway. I am writing to give a heartfelt thank you to you and the Community Programs & Partnerships staff for putting together such a fun opportunity!

I have been an active SFPL library patron since I moved to San Francisco in 2012, and I've participated in Summer Stride now for the past three years. It has been such a fun thing to look forward to each year and the program has very much advanced my reading goals of reading at least 20 books a year.

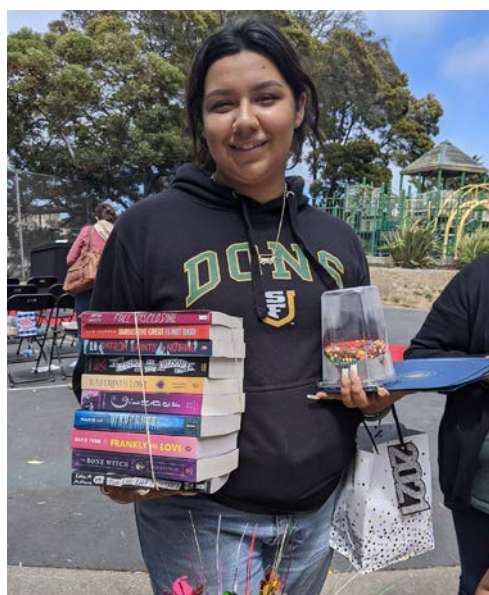
This past year during the COVID-19 pandemic has highlighted for me, more than ever, the amazing public good that is our San Francisco public libraries. It felt like losing contact with a friend when I was unable to visit my local Richmond Branch and pick up my books on hold, or just go browsing through the aisles aimlessly looking for my next great read. It was with immense relief that I happily accessed SFPL To Go, then Browse & Bounce, and now full access to my local branch as restrictions eased.

I know that many of our library staff were deployed into other essential roles as contact tracers and the like during the pandemic. I write again just to say thank you for all that you've done and all that the library staff continues to do to make the lives of San Francisco residents like me more lively, full of color and story, and more deeply embedded in my local community through books and the joy of reading. Have a great week.

Kind Regards,
Bianca



**Summer Together
Book Giveaway**
44,000 bundles and
440,000 books



SF Housing Authority graduation ceremony

the Presidio Promenade and *I Wrote You a Note* by Lizi Boyd begins at the Mountain Lake Park Playground.

The Library partnered for the eighth year with Chronicle Books to commission original art from Kaylani Juanita, inspired by her 2018 book *Ta-Da!* Juanita's art illuminated this year's Summer Stride tracker, mailed to every SFUSD student's home. Additionally, as in 2020, participants could sign up on Beanstack, an online platform, to log their time with the Library.



LIBRARIES AS A PLACE FOR LEARNING



Above: Students using computers at a Community Hub in Bernal Heights.

Top, right: Students learning at a Community Hub in Golden Gate Valley.

Below: Community Hubs Initiative presentation for the Library Commission Meeting in September, 2020.



While we prepare for getting back to school this year, we want to recognize the efforts of a dedicated team at nine neighborhood Library branches who hosted the City's Community Hub Initiative, ensuring 200 San Francisco students had a safe, welcoming and supportive place to participate in SFUSD's online learning efforts during the last school year.

Through the fall and spring semesters, the Bernal Heights, Golden Gate Valley, Ingleside, North Beach, Ortega, Richmond, Sunset, Visitacion Valley and Western Addition branches became beacons of learning for scores of students, assisted by community-based childcare organizations and welcomed by Library staffers.

"San Francisco Public Library is proud to have been a part of this extraordinary initiative by hosting ten hubs at neighborhood branch libraries located near communities that were disproportionately impacted by COVID-19," says City Librarian Michael Lambert. "Even though we have transitioned these sites back to regular Library service, we are still here to

support the youth and families of this City with an abundance of free, year-round educational resources and access to Wi-Fi and other technology."

The Community Hubs Initiative, which provided in-person support for distance learning and out of school time activities for San Francisco's highest needs children and youth, served nearly 3,000 students at 78 locations throughout the City, successfully completing the 2020 - 2021 school year. The Department of Children, Youth and Their Families, Recreation & Parks, San Francisco Public Library, San Francisco Unified School District, community partners and the private sector joined the Mayor's call to action to ensure our City's most vulnerable students continued to have the support and resources they needed to learn, grow and thrive during the COVID-19 pandemic.

RESOURCES FOR YOUTH



Because read by Maria Su, Director of the Department of Children, Youth & Their Families.



Día de los Libros celebration with Librotero.

Engendering a love of reading in youth and adults remains core to the Library's mission. Prior to the pandemic (FY 19), more than 212,353 people participated in the Library's 4,447 in-person storytimes, the cornerstone of the Library's early literacy program. With the closure of Library buildings, we launched Sweet Stories, daily streaming storytimes in English, Cantonese and Spanish on popular social media platforms Facebook, Instagram and YouTube. We produced 169 videos, which received 119,135 views. We also made sure 54,684 SFUSD students from 122 schools and 3,227 students from seven private and charter schools had activated Scholar Cards and access to Library virtual learning materials for the 2020 - 2021 school year.

The Library's Youth Services Team launched a new initiative—SFPL in the Classroom—to support distance learning. This program connected teachers with talented Youth Services Librarians who provided custom remote visits tailored to specific curriculum needs and lessons on database use, accessing new titles and other Library resources and services.

Recognizing that parents, caregivers and youth missed getting personalized, in-person book recommendations, the Library created a special Kids TIP Line, a text and chat reference service for

kids, caregivers and educators which provided reference support during the Main's operating hours.

After a yearlong hiatus, the Library invited families back to enjoy its annual Día de los Niños/Día de los Libros Celebration on April 25. Día de los Niños is a popular Mexican and Latin American holiday, recognizing the importance and influence of children in society. In 1996, the first Día de los Niños/Día de los Libros was started by author Pat Mora in New Mexico with support from REFORMA, The National Association to Promote Library and Information Services to Latinos and the Spanish Speaking. Día de los Niños/Día de los Libros brought together the idea of honoring children and promoting their literacy by celebrating their language, culture and books. Since then, the celebration has grown nationally and has been observed by San Francisco Public Library since 1999.

This year's virtual event brought the bookjoy right into living rooms with a concert by The Lucky Band, read-alongs with Park Rangers, musical demonstrations by Keenan Webster featuring West African instruments and Fauna Solomon playing sweet steelpan sounds from Trinidad and Tobago. There were also craft programs and a virtual visit to special outdoor spaces

SFPL and specifically the FOG Readers program has been incredible for us. I haven't seen Javi and Coco ever more excited about learning than what I've seen with the time spent with their tutors. They are not just knowledgeable but also super kind and helpful. For us it has been a huge relief getting some help at home, specially through COVID.

— Patron Javier Cortes Angel

in San Francisco. New this year was a companion Día guide featuring special activities, including an easy how-to on starting your own at-home garden, creating a leaf crayon rubbing and a poetry prompt.

The Library is also dedicated to closing the achievement gap. About 50% of San Francisco Unified School District 3rd and 4th graders are reading below their grade level. Our FOG Readers program offers free one-on-one tutoring and reading remediation for young students struggling to read. This past year, the Library expanded training to staff furloughed due to the Library's closure and provided tutoring to 115 students. On average students are about 1.3 grade levels behind upon entering the program and average more than half a grade level reading increase within the first three months of tutoring, with steady increases from there.

COLLEGE PREP

In FY 20 – 21, the Library worked with Study Smart Tutors, the vendor that provides in-person College Prep and Life Skills workshops, to coordinate, execute and evaluate virtual courses to support virtual learning for high schoolers who live or attend school in San Francisco. In reviewing the data and feedback from the recent spring courses and workshops, there was a notable increase in registration of students in the Hayes Valley/Tenderloin neighborhoods. Additionally, new zip codes and schools were a notable mark of success.

- An increase in registration across 16 zip codes with the highest number of registrants in 94102 with teens in the Hayes Valley/Tenderloin neighborhoods.
- New zip codes and including new zip codes 94105 (Rincon Hill) and 94107 (Mid-Market)
- Highest registration was in 94102 (Hayes Valley/Tenderloin), 94112 (Ingleside-Excelsior/Crocker Amazon), 94122 (Sunset), 94132 (Lake Merced), 94134 (Portola/Visitation Valley)

All waitlisted students were promoted before the start of the course. No teens were turned away for lack of physical space, seating or instruction. Students heard about the courses from their



“I really love what SFPL is doing for us high schoolers, keep up the good work!”

school counselors, emails from SFUSD and SFPL and searching online. These relationships helped increase the reach to include students from new and returning schools.

- **SFUSD:** Abraham Lincoln High School, Balboa High School, Downtown High School, Galileo Academy of Science & Technology High School, George Washington High School, Ida B. Wells High School, Independence High School, John O’Connell High School, Lowell High School, Mission High School, Phillip and Sala Burton Academic High School, Raoul Wallenberg High School, Ruth Asawa San Francisco School of the Arts, San Francisco International High School, The Academy – San Francisco @ McAtter, Thurgood Marshall Academic High School
- **Charter Schools in SF:** City Arts & Tech High, Gateway High, KIPP

San Francisco College Preparatory

- **Private Schools in San Francisco:** Urban, St. Ignatius, SF Christian, Sacred Heart Cathedral Prep, Lycee Français de San Francisco, Lick-Wilmerding High School, Convent and Stuart Hall High School, Archbishop Riordan High School

The top three topics for courses and workshops that were most popular and well attended were College & Career Readiness, SAT Test Prep and Social Emotional Learning. Prior to virtual workshops, the most well-attended were SAT Test Prep & SAT Single Subject Test Prep. With the transition from schools moving away from standardized testing and teens looking to support their own health and mental well-being new virtual workshops included Mindfulness, Self-Advocacy and Introduction to Resume Building.

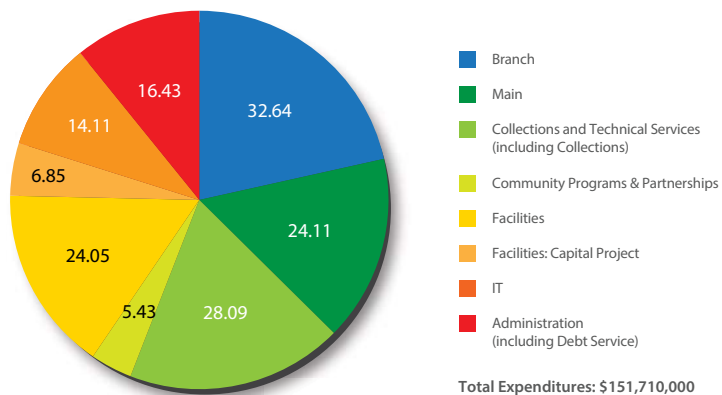
“Amazing instructors and very informative. Thank you :)”

As youth services librarians returned from disaster service, the virtual workshops provided an opportunity for librarians to familiarize themselves with hosting virtual programs, welcoming teens to the workshops, introducing the instructors and providing information about virtual events, Library re-openings and summer opportunities. Over 90% of teens would recommend the workshops to friends or family members, and have provided feedback on most valuable aspect of the course and what to add or try.

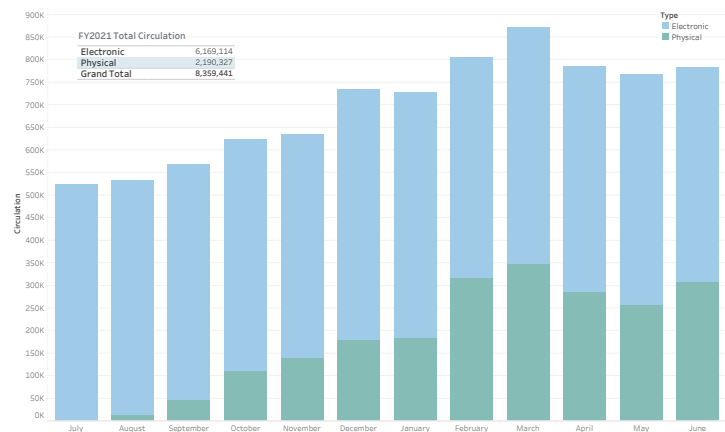
“Thanks for making the programs free and available for all.”

“The most valuable part of this course was having someone with experience to explain processes step by step and answer any questions. Ms. Marino, my instructor, was very knowledgeable and welcoming while encouraging students to share. I think that her charisma helped engage many students in conversation and that helped her give feedback to us as well.”

SFPL Division Budgets
FY 2021 (in millions)



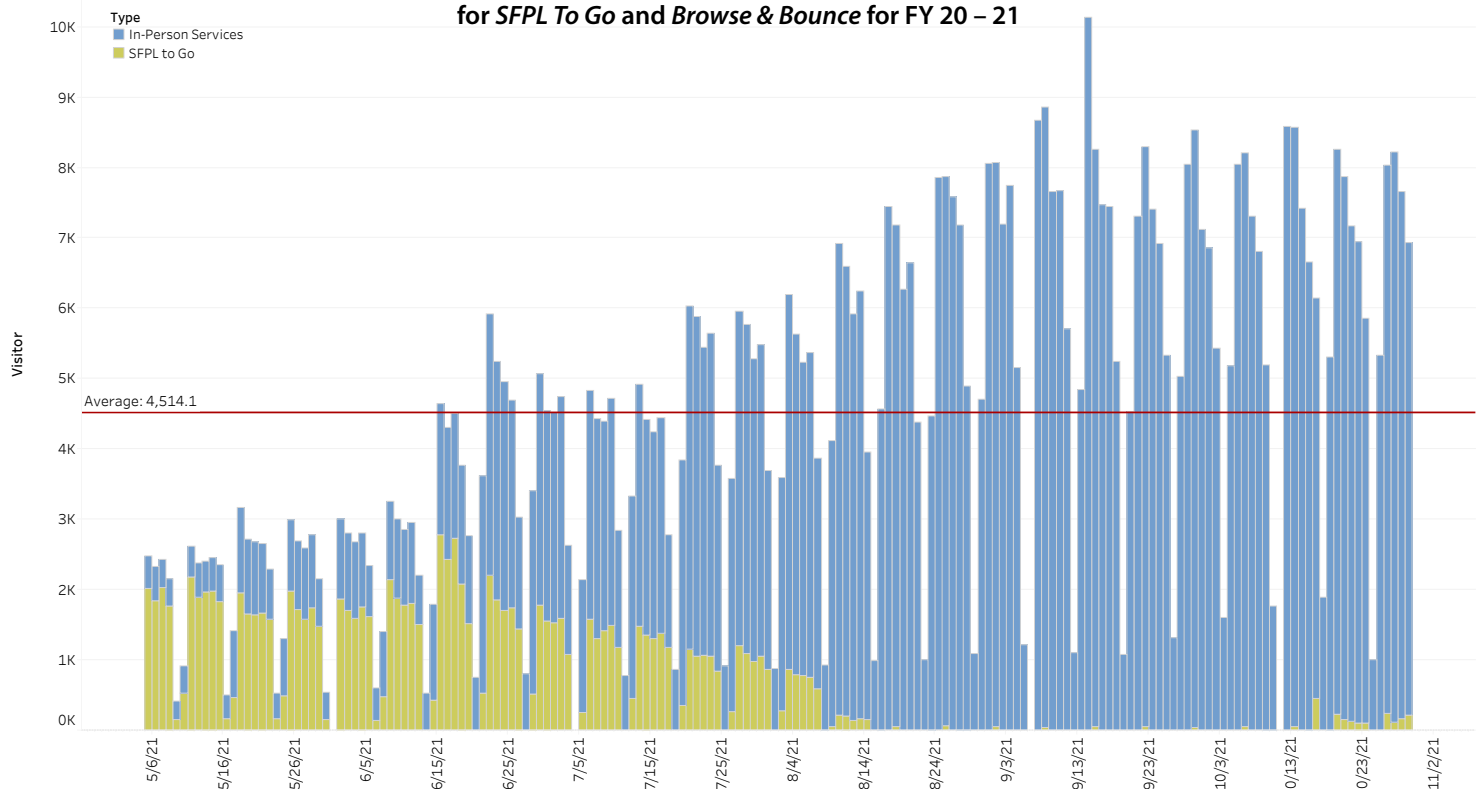
FY 2021 Total Circulation



Not surprisingly, SFPL saw an increase in the circulation of electronic materials during the pandemic.

SFPL to Go daily visits remained steady throughout, and it was clear that patrons really missed accessing our physical spaces as evident by the spike in visits after our reopenings.

Average Daily Visitors
for SFPL To Go and Browse & Bounce for FY 20 – 21



BRIDGING THE DIGITAL DIVIDE



2021 TECH WEEK SF PARTNERS AND SPONSORS

- Friends of San Francisco Public Library
- Chinatown Community Development Center
- Common Sense Media
- Community Living Campaign
- Community Tech Network (CTN)
- Curry Senior Center
- Diginido Labs
- Electronic Frontier Foundation (EFF)
- Felton Institute Family Service Agency of San Francisco (FSA)
- JVS
- Mapbox
- Missionbit
- San Francisco Office of Digital Equity
- St. Anthony's
- Self-Help for the Elderly
- SF Tech Council
- SFUSD
- Square
- TechSF
- TSG
- Urban Equity Group

Twenty-first century libraries serve as anchor institutions that respond to a wide array of community needs. The past year demonstrated the vast inequities that still exist in connectivity and digital access. Pre-COVID, SFPL was the largest free provider of high-speed Internet access, and during the pandemic, our Library system continued to make free Wi-Fi available on the outside of closed branches and assisted patrons with their printing needs by providing free printing and pickup through the *SFPL To Go* service.

The Library also found other ways to bridge the digital divide. The popular technology workshop series, Tech Time, drew thousands of patrons over the course of the year. Topics covered basic and essential technology skills including Google searches, online shopping, Microsoft Office suite, emailing and more.

The Bridge at the Main, SFPL's learning and literacy center at the Main Library presented its popular Tech Week program from May 9 – 15, 2021. A collaborative effort between San Francisco Public Library and many community partners, Tech Week is truly a technology conference for all of San Francisco, featuring more than

30 sessions on everything from web basics to building a website.

"The pandemic highlighted how important technology is now to the way we connect, do business and live our lives," says Kate Eppler, program manager at The Bridge. "This year's Tech Week programs were deliberately conceived to support job seekers, families, seniors, students, our Chinese and Spanish-speaking communities and anyone who wants free help and insight into how technology can work for them."

Offerings included classes on digital wellness for youth, cryptocurrency, Google Drive and coding for teens. Most events took place on Zoom, and some were livestreamed from SFPL's YouTube page. The Library also partnered with Tenderloin Tech Lab to offer 'office hours' for topics like resetting passwords, completing online applications or accessing Zoom. Felton Institute's Tech Squad provided help appointments in English, Cantonese and Mandarin. New this year: The Bridge at Main launched a tech help hotline during Tech Week to assist patrons with referrals to low cost internet deals and devices and general technology troubleshooting.

REACHING INCARCERATED PEOPLE THROUGH THE LIBRARY



JARS Manager Rachel Kinnon

Jail and Reentry Services (JARS) provided Library services to incarcerated people throughout the pandemic. Although COVID-19 protocols prevented librarians from providing in-person service inside the jails, JARS made sure that incarcerated patrons had a variety of books to read. Every month, librarians brought about 900 books in curated “mini-collections” into the jails, which were then distributed by the Sheriff’s department. In total, the program circulated 12,250 books in FY 20 – 21. Each mini-collection included new and popular nonfiction, comics, biographies, romance, self-help, art books and genre fiction. The program resumed in-person Library service in the county jails in June, and all facilities were thrilled to have their librarians back.

Librarians also continued to provide Reference by Mail to incarcerated patrons, responding to 2820 information requests in FY 20 – 21. In addition to the usual types of information often requested through Reference by Mail, such as reentry planning, business and job development, historical and cultural resources and pop culture references, there was a surge in letters requesting urgent information about the spread of COVID-19 in prisons. Reference by Mail became even more valuable to incarcerated patrons



Dear SFPL,

I want to thank you for the wonderful service you provided me in my first reference material request. Not only did you send the articles I was requesting, but academic articles were included that were exactly what I am interested in studying. Your staff clearly understood what I was looking for, far exceeding my expectations.

Please understand that many organizations offer services to those who are incarcerated, but they rarely follow through with their claims. I have been disappointed countless times. Yet you went even further—the academic papers you sent truly touched me. As an inmate, my academic interests are often not taken seriously; most assume I lack the ability to understand professional research and only seek remedial, introductory materials. Many think inmates are all like children, or uneducated.

I am truly grateful that you took me seriously and treated me like a human being. You have given me a rare gift. Wishing you well.

— JARS Participant



during the pandemic, as visits and programs were paused and many facilities went on lockdown. One patron, who wrote several letters requesting information on credit repair, noted in one letter, “I’m teaching a credit class here at the prison. I’ve been using your services to help me make the class the best I can—thank you.” Another patron knew the Library would provide reliable information when he wrote to request information to debunk anti-vaccine rumors.

The Library continues to be an ideal place for formerly incarcerated people to find support, information and training to help during their transition away from incarceration. SFPL participates in monthly meetings for individuals who have recently paroled, and the Library offers an array of programs to support returning citizens with computer skills, job searches, small business planning and of course, all kinds of books, movies and programs.

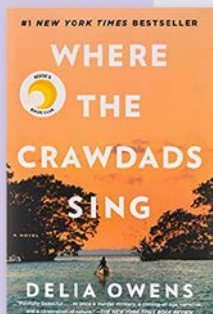
For more information about SFPL’s Jail and Reentry Services program, call (415) 471-5340 or email jailandreentryservices@sfpl.org.



TOP 5 CIRCULATING TITLES

ADULT FICTION

1	<i>Where the Crawdads Sing</i>	Delia Owens
	<i>The Dutch House</i>	Ann Patchett
	<i>There There</i>	Tommy Orange
	<i>On Earth We're Briefly Gorgeous</i>	Ocean Vuong
	<i>Such a Fun Age</i>	Kiley Reid



ADULT NONFICTION

1	<i>A Promised Land</i>	Barack Obama
	<i>Know My Name: A Memoir</i>	Chanel Miller
	<i>Becoming</i>	Michelle Obama
	<i>Uncanny Valley: A Memoir</i>	Anna Wiener
	<i>Educated: A Memoir</i>	Tara Westover



TEEN FICTION

1	<i>The Hate U Give</i>	Angie Thomas
	<i>Dragon Hoops</i>	Gene Luen Yang
	<i>The Ballad of Songbirds and Snakes</i>	Suzanne Collins
	<i>The Book Thief</i>	Markus Zusak
	<i>Catching Fire</i>	Suzanne Collins



JUVENILE FICTION

1	<i>Dog Man: Brawl of the Wild</i>	Dav Pilkey
	<i>My Friend Is Sad</i>	Mo Willems
	<i>Elephants Cannot Dance!</i>	Mo Willems
	<i>I Will Take a Nap!</i>	Mo Willems
	<i>I Broke My Trunk!</i>	Mo Willems



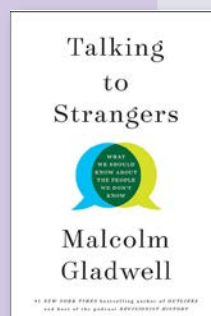
EBOOK

1	<i>The Vanishing Half</i>	Brit Bennett
	<i>The Midnight Library</i>	Matt Haig
	<i>How to Be an Antiracist</i>	Ibram X. Kendi
	<i>A Promised Land</i>	Barack Obama
	<i>Untamed</i>	Glennon Doyle



EAUDIOBOOK

1	<i>A Promised Land</i>	Barack Obama
	<i>Talking to Strangers: What We Should Know about the People We Don't Know</i>	Malcolm Gladwell
	<i>The Midnight Library</i>	Matt Haig
	<i>How to Be an Antiracist</i>	Ibram X. Kendi
	<i>Becoming</i>	Michelle Obama



ADULT/TEEN DVD/BLU-RAY

1	<i>Parasite</i>
2	<i>Tenet</i>
3	<i>Knives Out</i>
4	<i>1917</i>
5	<i>Wonder Woman 1984</i>



JUVENILE DVD/BLU-RAY

1	<i>Soul</i>
2	<i>Frozen II</i>
3	<i>Toy Story 4</i>
4	<i>Onward</i>
5	<i>Spies in Disguise</i>





Most Likely to Melt Your Heart: Tongo Eisen-Martin



Mayor London N. Breed kicked off 2021 by announcing Tongo Eisen-Martin as San Francisco's eighth Poet Laureate. Eisen-Martin was appointed by Mayor Breed after being nominated by a nine-member Selection Committee comprised of past Poets Laureate, City officials and members of the Bay Area poetry and literary community. He succeeds Kim Shuck, who served as San Francisco's seventh Poet Laureate.

I and my poetry are an absolute product of every nook and cranny of San Francisco. It is the City's cultural institutions, chartered in ink, demonstration, spirit, and bloodline, that taught me how to relate to the world. As deep into the various communities of the city as our poets have already brought the craft, I want to push even further into places where poetry has not yet permeated. Give poetry even more of a mass personality; as mass participation has always been the staple of what could be described as San Francisco futurism.

— Tongo Eisen-Martin

Born and raised in San Francisco, Eisen-Martin is a poet and the founder of Black Freight Press. He spent his childhood at the Western Addition Cultural Center, now the African American Arts and Culture Complex. His book, *Heaven Is All Goodbyes* (City Lights, Pocket Poet series), received a 2018 American Book Award, the 2018 California Book Award for Poetry and was shortlisted for the Griffin Poetry Prize.

He is also an educator and movement worker, whose work has focused on incarceration and human rights. He has taught at detention centers around the country and at the Institute for Research in African American

Studies at Columbia University, where his curriculum on the extrajudicial killing of Black people, "We Charge Genocide Again!" has been used as an educational and organizing tool throughout the country.

Eisen-Martin delivered a virtual inaugural address on April 21. During his tenure as Poet Laureate, he plans to organize and participate in community-based poetry programs that reflect and honor the diversity of San Francisco and lead poetry-centered events in collaboration with the Library, Friends of the San Francisco Public Library, the San Francisco Arts Commission and community partners such as Youth Speaks, Litquake and others.



Most Likely to Shake Things Up:

**Shawna Sherman, African
American Center manager**

I believe in a library service that actively goes out to advocate for the library, an embedded librarianship where the librarian is part of the community.

— Shawna Sherman, *Library Journal*, June 2, 2021

In June, *Library Journal* honored Shawna Sherman, African American Center manager at the Main Library, by naming her a 2021 Mover & Shaker Change Agent.

An SFPL employee for more than 13 years, Sherman began her career as a teen librarian at the Visitacion Valley Branch where she quickly built rapport with the teens she served and ensured that programs she brought to them would capture the spirit of the community. After her branch position, she was appointed to serve as the inaugural tech librarian for the Library's new techmobile. She was then tapped to help establish SFPL's first Transitional Age Youth (TAY)-dedicated librarian.

She has worked tirelessly to improve the Library's support for Black youth and families. She has forged strong bonds with the SFUSD African American Parent Advisory Council,

the Black Student Union, 100% College Prep and the San Francisco Alliance of Black Educators.

Shawna Sherman spent most of FY 20 - 21 deployed as a Disaster Service Worker performing contact tracing. Despite her duties during the pandemic, she tried to stay in touch with her contacts in the community and continued to recommend books and host programming centering topics of interest to African Americans. She has described her new role as manager of the African American Center as her "dream job."

She co-chairs the Library's Racial Equity Committee and helped craft the Library's first-ever Racial Equity Action Plan. In her free time (as if!) Sherman reads, writes poetry, walks and enjoys spending time with her family in the East Bay.



RACIAL EQUITY COMMITTEE MAKES HISTORY

For the past several years, the Library has worked to cultivate an anti-racist workplace and an environment in which all people, regardless of background, identity or ability, can be equal participants. In FY 20 – 21, the Library made huge leaps forward in its racial equity work thanks to the dedication of its Racial Equity Committee, a team of diverse Library staff from every level of the institution, and its fearless co-chairs Community Engagement Manager Alejandro Gallegos and African American Center Librarian Shawna Sherman.

was formally ratified by the Library Commission on December 17, 2020, and can be read in full at sfpl.org/about/racial-equity-commitment.

Shortly thereafter, the Committee partnered with the American Indian Cultural District to draft a Resolution and Land Acknowledgment acknowledging the occupation of the unceded ancestral homeland of the Ramaytush Ohlone people, the original inhabitants of the San Francisco Peninsula. Formally adopted by the Library Commission on April 15, 2021,

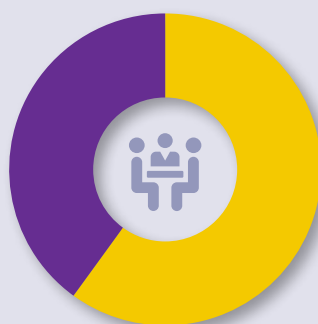
equity in all the Library's programs, policies and services. It also calls upon the Library to champion racial equity issues in partnership with other City agencies and on the regional, state and national levels to ensure that communities of Color and low-income communities have equitable access to funding, regulatory relief and other services.

Even though many of the Library staff were deployed or working remotely, the Committee succeeded in bringing us together for its popular REAL Talk

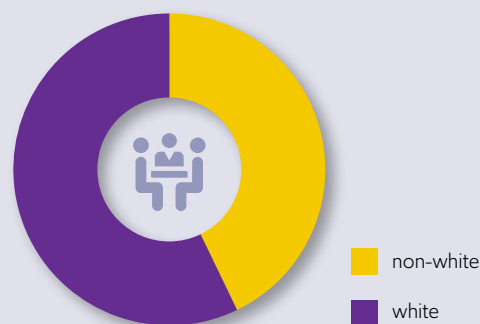
Thank you to the Racial Equity Committee for your awesome work.

- Alejandro Gallegos, Co-Chair
- Shawna Sherman, Co-Chair
- Queena Chen
- Jason Hill
- Gregory Hom
- Tramaine Johnson
- Marcus Lange
- Eun Lee
- Maria Mastrokyriakos
- Jensa Woo
- Melissa Mendiola
- Janine Mogannam
- Kate Patterson
- Denise Schmidt
- Maureen Singleton
- Meredith Steiner
- Tami Suzuki
- Jimmy Tran
- Michelle Waddy
- Michele Williams
- Jennifer Woo

Racial Diversity of SF Library Commission



Demographic of Senior Management Team



Together they succeeded in completing the Library's FIRST-EVER Racial Equity Action Plan (REAP). While the REAP is a living document that will grow and evolve with time, includes measurable goals for advancing racial equity in the areas of: Hiring and Recruitment; Retention; Promotion and Protection; Discipline and Separation; Diverse and Equitable Leadership and Management; Mobility and Professional Development; Organizational Culture of Inclusion and Belonging and Boards and Commissions. The REAP also provides the framework for addressing interpersonal and institutional racism within our organization. The Plan

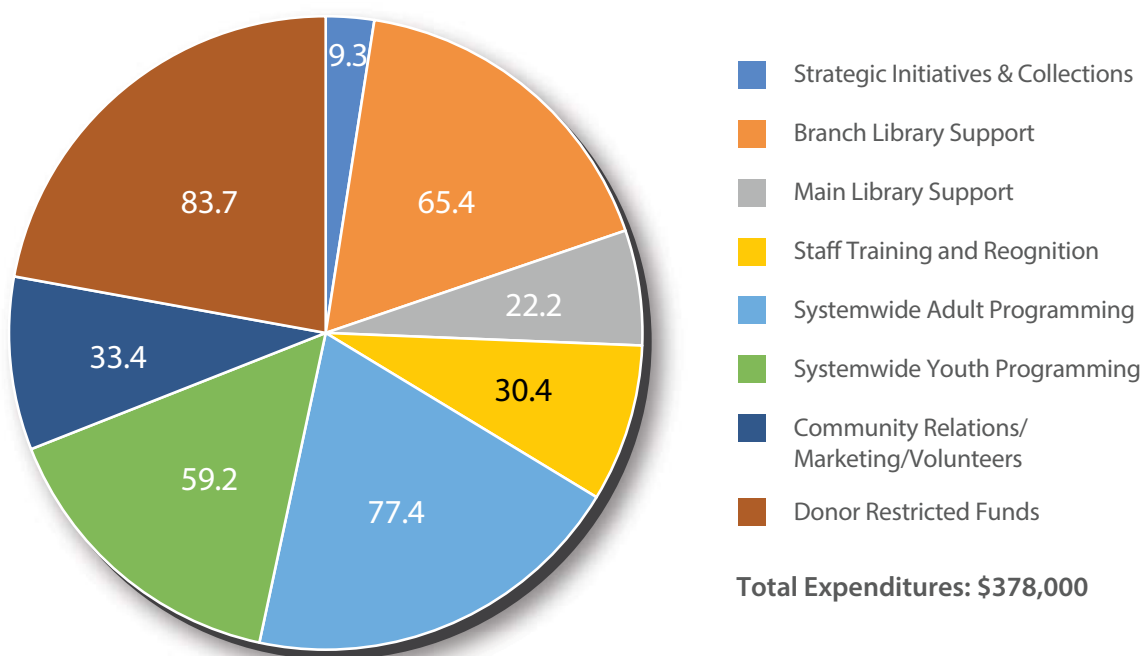
the Land Acknowledgement is now read at every SFPL public meeting. Additionally, the Library is examining how to better serve the local Native American population through its services and collections.

On June 17, 2021, by a vote of 7-0, the Library Commission took a bold step in adopting a Racial Equity Resolution which will guide and influence the Library's work now and into the future. In doing so, the Library reaffirmed its longstanding commitment to the principles of access and justice, especially in communities that have disproportionately suffered racial discrimination, and to integrating racial

(Racial Equity at the Library) series. There were three convenings during the year covering a range of topics that included: *Systemic Racism in Libraries: How We Got Here and What We Can Do* presented by Anastasia "Stacy" Collins; an Update on the Racial Equity Action Plan presented by Alejandro Gallegos and Shawna Sherman and *Anti-Racism Through a Trauma-Informed Lens* presented by Nisha Mody. The Committee also kept staff connected on these important issues with a new monthly newsletter featuring helpful resources on topical issues and profiles on community leaders.

WE GET BY WITH A LITTLE HELP FROM OUR FRIENDS

Friends of SFPL Grant Expenditures
Fiscal Year 2020 – 2021 (in thousands)



Friends pivoted strategically with the Library in its efforts to rebuild services during the pandemic. Thanks to Friends' members and donors, we provided the financial support, flexibility and rapid response SFPL needed.

When the Library could restore access to materials, Friends quickly purchased \$89,713.00 in sneeze guards, PPE and air purifiers to keep Library staff and patrons safe during *SFPL To Go*, bookmobile outreach and the reopening of in-person services at the Main and neighborhood branches.

Friends also supported Library staff in presenting virtual programs. Among other support, Friends:

- Paid artists, authors, teachers and trainers in all program areas
- Made sure patrons could still connect through literary and cultural programs such as One City One Book, ¡VIVA! Latino Hispanic Month, More than a Month Black History Month, HerStory, Asian American Heritage Month and June PRIDE
- Funded two years of virtual Summer Stride, keeping this signature program available for those students who lost educational time
- Supported the Library's racial equity initiatives, including REAL (Racial Equity at the Library) Talk, a professional development speaker series for staff





GRADUATING CLASS OF DISASTER SERVICE WORKERS

Thank you for supporting the City!

Tiya Addison
Bart Admonius
Adilza Aguilar
Lydia Toma Aguirre
Evelyn Alvarado
Jennifer Ambrulevich
Ernesto Angulo
Ricardo Antoni
Wai Ao
Maya Archer
Mary Armentrout
Lorena Arroyo
Joanna Arteaga La Spina
Jean Astier
Ximalatl Avalos
Marina Bacchetti
Claire Bain
Ruben Balderas
Dhruva Banerjee
Tiffany Barba
Amanda Barden
Joaquin Baros
Florinda Battad
Aileen Bender
Quindi Berger
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Carlyle Betz
Anthony Boruch-Comstock
Jennifer Bowman
Mhrizty Bradford
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Rachel Brooks
Marites Buenaluz
Jaena Cabrera
Michael Callejas
April Calvarro
Peter Camarda
Kathryn Camarda

Briana Campbell
Josefina Campos Navarrete
Martha Campos-Hernandez
Dimitri Camsat
Irma Carbajal Gonzalez
Luis Cardona
Norman Carlota
Robert Carlson
Kevin Carpenter
Dean Carrier
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Stephon Carson
Andrew Casler
Brian Castagne
Jose Castro
Yajaira Cavazos
Kenny Cen
Jose Cerda
Wing Chan
Joanna Chan
Shirley Chan
Lois Chan
Miu-Wa-Lori Chan
Yuen Chan
Helen Chan
Jesse Chang
Freya Channing
Virgilio Chavez
Jewel Chen
Howard Chen
William Chen
Wenyan Chen
Yan Yun Chen
Shao Ting Chen
Sharon Chen
Hai-Qing Chen
Bonnie Cheng
Jeffrey Cheng
Pauline Chiu

Marina Chu
Jack Chu
Nhi Chung
Jason Co
Benjamin Cohen
Sherilyn Connelly
Gemma Coppola
Catherine Cormier
Kenneth Cormier
Sara Corrigan
Paul Costuros
Sharon Cox
Charles Crumpacker
D'Arion Curry-Matthews
Anna Cvitkovic
Aminatou Dabokemp
Stephanie Daddino
Kimberly Dao
Kevin Darling
Rosario Dauz
Carole Davidson
Matthew Davis
Jana De Brauwere
Ana Elisa De Campos Salles
Alejandro de Jesus
Adeleine Marie de Jesus
Maia De Raat
Naima Dean
Jerry Dear
Ruby-Marie Dela Cruz
Janine Demanda
Shirley Deng
Felicia Dewhart
Emily Dezurick-Badran
Ernesto Diaz Infante
Leah Ditullio
Yevgeny Dratva
Rachel Drayden
Lissette Duarte

Kenya Dumetz
Winnie Duong
Julie Duong
Bryan Duran
John Eby
Kayla Ellenbecker
Natalie Enright
Everett Erlandson
Hector Escarraman
Ramses Escobedo
Brandan Espejo
Katherine Ets-Hokin
Lisa Fagundes
Wendy Farina
Madeleine Felder
Genevieve Feldman
Giovanna Ferretti
Petra E. Ferretti
Christine Feutz
Rachel Fiege
Susan Fink
Maribel Fonseca
Julieta Fox
Kevin Franke
Lucy Friedland
Sara Fu
Carlos Fuentes
Yiya Gao
Joseph Garcia
Jeremy Garver
Robert Gauci
Yoon Gette
Andy Giang
Jason Gibbs
Dana Gier
Pilar Gigler
Rani Goel
Teozin Gomez
Rebecca Gonzales
Lissette Gonzalez
Christie Graci
Linda Greenfield

Hannah Gribetz
Andrea Grimes
Min Guan
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John Guo
Angela Gutierrez
Brenden Gutierrez
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Bao Hang
Eric Hannan
Vanessa Hardy
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Alexis Harper
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Bon Harris
Liesel Harris-Boundy
Lionel Hayes
Yin Qiang He
Paula Heaney
Celeste Heike
Ramon Hernandez
Karina Hernandez
Cinthya Hernandez
Andrea Herrera
Mellytta Herrera
David Hicks
Renee Hild
David Hill
Jason Hill
Michael Hinson
Angelo Hjelm
Andrew Ho
Dao Ho
Elise Inried Hochhalter
Nicholas Hogan
Susan Hom

Gregory Hom
Sean Hopkinson
Doreen Horstin
Gloria Houghton
Penelope Houston
Jing Yi Huang
Wen Fang Huang
Chao Qun Huang
Diane Huang
Cailing Huang
Mei Hung
Yesica Hurd
Brian Huynh
Khai Huynh
Nghia Huynh
Eric Huynh
Jamilla Hyatt
Abraham Ignacio Jr.
Miles Ingraham
Linda Jackson
Shronda Jackson
Charlene Janzen
Jessica Jaramillo
Joan Jasper
Christena Jenkins
Jeremiah Jenkins
Dale Jenne
David Jenne
Kenneth Jensen
James Jeske
Leslie Jones
David Jones
Charles Jorge
Ruben Juarez
Frank Juarez
Marissa Juarez-Walker
Tarreq Kaloti
Jillian Kam
Sarah Kaminker
Gerald Kapsner
Anna Karasek
Yelena Katkova



Sean Kawa	Fanny Li Wong	Daniel Molina	Tatianna Rivera	Annie Tang	Shanti Williams
David Kazmierczak	Benny Liang	Christian Molina	Zitlali Rivera	Elaine Tanzman	Rahima Ayaan Williams
Craig Kelliher	Lan Lieu	Meghan Monahan	Robert Roach	Laura Tarango	Michele Williams
Benson Kha	Dusha Lin	Kyle Moon	Spencer Rohrer	Lisa Taylor	Timothy Wilson
Eric Kha	Shawn Lin	May Moore	Marisol Roman	Daniel Temnewo	Jayne Wilson
Doriene Kilzer-Hill	Melissa Zhao Mei Lin	Eddy Morales	Jill Anne Romero	Elizabeth Thacker	Lucia Wong
Ai Kim	Hui Lin	Gioconda Morales-Nunez	Roberto Romo Jr	Nghia Thai	Betty Wong
Nhu Kim	Connie Lin	Ofelia Moran	Sylvia Rowan	Duc Thai	John Wong
Walter Kimball	Wanyi Lin	Christina Moretta	Lea Rude	Mireya Thai	Gin Heong Wong
Nzugu Kitenge	Matthew Lipson	Ezra Mosgan	Antonia Ruiz Koffman	Toan Thai	LiZhi Wong
Robert Kolbe	Yueming Liu	Marciel Murphy	Agatha Rupniewski	Connie Thai	Dorcas Wong
Michiru Kotobuki	Tim Lockfeld	Katlyn Murphy	Dana Sabaria	Jeffery Thomas	Alan Wong
Stephen Kral	Rosemarie Lopez	Darice Murray-Mckay	Katrina Sadler	Posey Tibbon	Perry Wong
Wendy Kramer	Patrick Low	Mamiko Nakamura	Sun Saechao	Roy Ivan Tillery Jr.	Jamie Wong
Christina Kuan	Khanh Lu	Carlos Navarro	Susanne Sakai	Arianna Tillman	Jensa Woo
Sootyin Kung	Keith Lu	Lisa Ng	Mio Sakamoto	Leanne Ting	Jennifer Woo
Kawai Kevin Kwan	Cindy Lu	Christine Ng	Henry Sales Hernandez	Warren Tom	Amy Wright
Tim La	Chela Lucas	Helen Ng	Bonifacio Sanchez	Eva Tong	Robert Wu
William La Cross	Sandy Lui	James Ngo	Cristy Sanchez	Amelia Torres	Hua Hui Wu
Tiffany Lac	David Lui	Lan Ngo	Denise Sanderson	Kelley Trahan	Xingyan Wu
John Lac	Anthony Luini	Martha Nguyen	Leila Sarkisian	Hannah Tran	Yongdong Wu
Miranda Lai	Alberto Luna	Peter Nguyen	Hillary Ingalls Sartin	Jimmy Tran	Judy Wu
Jennifer Lam	Tammy Lundy	Claire Nguyen	Orkideh Sassouni	Helen Tran	Elaine Xie
Andy Lam	Maggie Luo	Tiffany Niem	Chazorae Savattere	Jasmine Tran	Jeffrey Xu
Kenny Lam	Van Luong	Dat Nim	Douglas Schaden	Kim Anh Tran Ng	Angela Yam
Curtis Lam	Gregg Lutz	Monica Nolan	Saul Schindler	Wendy Trinh	Victoria Yam
Michael Lambert	Liza Ly	Darren Olson	Yael Schwartz	Henry Troy	Stacy Yam
Adriana Perez Landa	Ada Ma	Sarah O'Neil	Michael Scott	Carlos Trujillo	Lea Yamagata
Jason Lau	Karen Ma	Nicholas Ott	Melissa Scott	Jesus Trujillo	Ana Yamashiro
Willard Lau	Johnny Ma	Lisa Palella	Eric Shapiro	Juan Trujillo Jr	Anzhong Yang
Michael Lau	Danny Ma	Ronaldo Panganiban	Larry Sharifdeen	Mai Truong	Wei Hua Ye
Derek Lau	Henry Mac	Mikhail Pashkov	Moazzam Sheikh	Duyen Truong	Andrea Yeager
Kimberly Lauer	Peter Maclaren	Kate Patterson	Shawna Sherman	Chiu Tsang	Stanley Yee
Connie Law	Lynne Maes	Elizabeth Perez	Brian Shih	Samuel Tse	Lupita Yee
Tuan A. Le	Barbara Maes	Lonnie Peterson	Anna-Marie Shinall	Erving Tu	Wilson Yee
Jason Lee	Zachary Magleby	Megan Peto	Latisha Simon	Xuong Tuong	Yu Juan Yep
Wilson Lee	Richard Marino	Alexandre Petrakis	Puiyuk Sin	Rene Turcios	Simon Yep
Dexter Lee	Rita Masina	Hong Pham	Vikash Singh	Joseph Turmes	Clifford Yim
Jimmy Lee	Mary Ellen Massa	Julisa Phay	John Smalley	Michael Ulrich	Shirley Yoshida
Stephen Lee	Derrick McBride	Sue Phetsomphou	Kristina Smith	Coleen Umali	Melanie Young
Elaine Lee	Margarethe Mccall	Titus Pierce	Michael Smith	Fernando Urrea	Winnie Yu
May Lee	Melanie McCallum	Walther Pineda Velasco	Jeffrey Smith-Hayzer	Diego Valdez-Sanchez	Jim Yun
Wai Man Lee	Kristin McCarthy	Nina Pogossyan	Lee May Sng	Jesica Varela Salinas	Meriem Zaki
Jessica Lee	Katie McCluskey	Marcus Ponce	Marina Borisovna Sobolevskaya	Frank Vaughn	Lorena Zavala
Eun Lee	Timothy McCutchan	Connie Porciuncula	Maynor Solares	Michael Vega	Erik Zea
Janie Lee	Colleen Mcdonald-Smalarz	Valentin Porras Jr.	Monica Stam	Federico Velez	Anthony Zedan
Suzanne Lee	Morgan McGuire	David Power	Catherine Starr	Yaroslava Veselova	Haoyang Zhang
Andrea Lei	Michelle Mcneil	John Pranger	Jonathan Steimnitz	Nadia Volny	Yan Zhang
Robert Leiva	Cindy Mei	Tatyana Pugach	Meredith Steiner	Trinh Vuong-Cipri	Vinnie Zhang
Jeannette Lekach	Yi Qiang Mei	Wilson Queja	Linda Stewart	Michelle Waddy	Jia Zhen
Ada Leung	Kim Mejia	Lillian Quicho	Chelsey Stewart	Lamar Walent	Angela Zhen
Kristine Leung	Melissa Mendiola	Mayra Ramirez Hernandez	Emily Stratford	Leta Ward	Yingyue Zhen
Betsy Levine	Jorge Meza	David Reed	Sojiro Sugisaki	Barbara Warden	Dan-Dan Zhong
Silvia Lew	Ellen Mizuhara	Melissa-Ann Reyes	Tami Suzuki	Hirokazu Washisu	Chun Ying Zhou
Tammy Li	Asadullah Modarai	Marcie Rich	Kimberly Swecker	Brian Weaver	Karman Zhu
Tina Li	Angela Moffett	Melissa Riley	Dereck Tan	Lisa Weddle	Jordon Zorker
Betty Li	Janine Mogannam	Martha Rios	Michael Tang	Jennifer Weisberg	Luis Zuniga
Hui Hua Li	Miguel Molina			Roberta Wenstrom	
Kevin Li				Jessie Whiley	





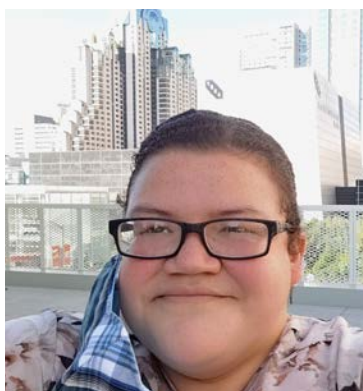
In their own words...Library Disaster Service Workers share their thoughts on deployment.



I was deployed as admin support to the Medical Operations Group at the COVID-19 Command Center in October of 2020. My favorite part was when I was able to help register Spanish-speaking patients at pop-up flu shot clinics, and later pop-up COVID-19 shot clinics. It was very unsettling to see hospitalized cases soar in the Mission where I grew up, live and work. I've been serving monolingual Spanish speaking patrons at circulation for 15 years. I am very grateful to DPH (Department of Public Health) for helping my vulnerable community. They also gave me the training and emotional support that I needed to step up for my neighborhood.

— **Lorena Zavala, Library Assistant, Mission Branch**

I was deployed as a DSW Hotel Clerk for about one month where my assigned duties included answering the telephone; writing down requests/notes from the quarantined COVID positive guests and forwarding them to the recipient and keeping



Lorena Zavala at Moscone (EOC)

track of meals for the guests. My second deployment was from May 26, 2020 to April 30, 2021 at the COVID Command Center working with the Joint Information Center. I distributed updated COVID-19 information flyers throughout the City, talked to concerned citizens and merchants about the latest updates and worked City events providing information on COVID-19. My bilingual Spanish/English were utilized heavily with the merchants in the Excelsior and Mission. I also helped provide PPE and updated signage to citizens and businesses.

— **Lorena Arroyo, Library Technician Assistant, Excelsior Branch**

I worked at the SF Marin Food Bank from April 2020 to the end of September 2020 working both at the main warehouse packing bags of food for home-bound residents and at the food pop-up pantries throughout the City. It was sometimes physically challenging work, but it was lovely to work with Library workers from various department and locations as well as community residents. I will always treasure the friendships made and the tunes played.

— **Connie Lin, Teen Services Librarian, North Beach Branch**

I served as a member of the Community Outreach Unit in March 2020, of the Translation Unit in June and July 2020 and of the Flu Shot Clinics co-located with COVID-19 testing centers in the Mission and the Excelsior in December 2020. I helped bridge communication between the City's Emergency Response and organizations that served the Latino and Spanish-speaking communities. Even though the work was often riddled with challenges, I am forever grateful for the opportunity to serve the community of San Francisco, as I was inspired by the people I worked with every day at each

of my deployments, as we all used our minds and hearts to be thoughtful and empathetic as we did what we could to support our community in the unprecedented emergency.

— **Joanna M. Arteaga La Spina, Spanish Translation Coordinator**



Lillian Quicho at SF-Marin Food Bank

For five months, I was a call center representative with the SF Marin Food Bank, helping support their rapidly-established delivery service to homebound program participants and troubleshooting missed deliveries. I enjoyed working with this small but mighty team that included some of my fellow SFPL colleagues, and it was wonderful to know I was helping connect people in need with healthy, fresh food while also keeping them safe. In September 2020, I was recalled to support *SFPL To Go* at the Main Library, leading materials management for Main Youth Centers, working collaboratively with other recalled staff to safely prepare Library materials for contactless pickup by patrons. I am happy to have had the chance to get to know Main colleagues that I had seen in passing over the years, and it was rewarding to see patrons happy to have access to Library books again. I feel that together through our myriad assignments we have developed camaraderie and a new appreciation for each other...we are indeed stronger together!

— **Cathy Cormier, Program Manager, The Mix at SFPL**

I served as Translation Team Lead for the Joint Information Center at COVID Command Center for fourteen months, starting in March 2020. I helped lead the nine-to-twelve-people translation team to provide most of the COVID-related translation projects such as AlertSF messages, banners, fliers, Health Order and other critical forms of communication. I also joined community meetings in different languages, like the weekly online roundtable press conference. It was challenging but rewarding work, and I appreciate the recognition I received from SFPL and SF Department of Human Services as one of the San Francisco Women's History Month awardees in March 2021. I will always remember the partnerships and friendships I earned from this critical and memorable time with colleagues throughout the City.

— **Yuen Chan, Cantonese Translation Coordinator**



Yuen Chan, Cantonese Translation Coordinator

I served as a DSW in two different stints. First, I was a Site Monitor at a homeless hotel for five weeks. Then I worked for eight months as a Contact Tracer. Near the end of the Contact Tracing stint, I was recruited to the "Vax Pack," working in a call center at Moscone making vaccination appointments for the public. Contact Tracing work was challenging but rewarding at times, and I was grateful for

the support of team leads and fellow contact tracers. It was truly a team effort.

— **Dave Power, Library Technical Assistant II, Main Library**

I worked as a greeter for the walkup COVID-19 testing site in SOMA for over three months. We tested members of the public and first responders every week and only had to shut down a few times during the fires of 2020. Really enjoyed helping the City combat the virus in such an uncertain time.

— **Lamar Walent, Information Services, Main Library**



Lamar Walent, at walkup COVID-19 testing site

I was a graphic designer with the Joint Information Center within the Emergency Operations Center/COVID Command Center starting in June 2020. Along with other designers from multiple City departments, I created dozens of iterations of the ubiquitous blue and yellow signage that blanketed SF, communicating health orders and best practices as clearly and authoritatively as we could. I was particularly honored to support the San Francisco African American Arts and Culture District



COVID testing site



Hannah Gribetz, graphic designer

through their Together We Heal campaign, for which my designs were featured on buses and billboards. I was deployed for over a year and I found it gratifying and inspiring to collaborate with and get to know other City employees while focusing on such an important common goal.

— **Hannah Gribetz, Exhibitions Graphic Designer**

I was deployed from May 2020 through March 2021 to the COVID Command Center at Moscone South to work in Community Outreach. Along with many other City workers from various departments, I went all over San Francisco in a van, partnered with one or two coworkers and posted COVID-19 signage that conveyed pandemic safety precautions and resources. I worked at the Latino Task Force Mission Hub COVID-19 test site and at the Carnaval Health Fair, using my Spanish language skills to direct the public to testing and other resources. It was scary to go out in the pandemic, but it felt wonderful to be able to help stop the spread, and to help others find resources.

From April through June 2021, I was deployed to the Human Services Agency where I supported the City's efforts to provide shelter for people experiencing homelessness. This work gave me a wealth of information on the sad situation of homelessness, the work of addressing it and the positive understanding that in response to COVID-19, the City created excellent systems to address the problem. This established the foundation for some very effective systems that will continue to be used in San Francisco

to house those vulnerable people among us who need help. It was impressive how hundreds of workers from many departments came together and rose to the monumental challenges presented by the pandemic.

— **Claire Bain, Library Assistant, Bernal Heights Branch**



Claire Bain at Moscone (EOC)

I served as a Disaster Service Worker at the SF-Marin Food Bank and Embarcadero COVID-19 Test Site. At the food bank, I assisted with sorting and packing food bags delivered to Pantry at Home program participants—low-income elders and adults living with disabilities. Later during the pandemic, I would work as one of many Library folks supporting community volunteers and DSWs as they sorted and packed food bags for the Pantry's at Home program. In addition, I worked curbside at the warehouse with Pantry at Home delivery drivers and supervised a team of DSWs registering food bank patrons at Pop-Up Pantries. I would go on to Embarcadero Test Site as a site lead, working with a team of Library colleagues and other City employees to ensure community members



Jen Woo at SF-Marin Food Bank. Photo by Paul Chinn for *The San Francisco Chronicle*.

experienced a safe and welcoming environment when getting tested for COVID-19. I'm grateful to have met and collaborated with folks who I wouldn't have met, otherwise. I'm proud of our Library team for being of service to the community and supporting each other during anxious and scary times. Every day they showed me that they could do hard things.

— **Jen Woo, Adult Services Librarian, West Portal Branch**

I library workers contributed so much to the pandemic response in ways that most of the City, and most of us, don't know and may never know. My first assignment was very stressful—there were quite a few terrifying moments. I witnessed Library co-workers palpably suffer on that assignment. For many, disaster service was a painful even traumatic experience and I don't feel like that has been recognized.

After being released from hotel duty, I was able to position myself to be assigned to the Information & Guidance branch of the COVID Command Center where we researched and helped to guide and write public health guidance. I have helped create public health guidance for public transportation, movie theaters, outdoor festivals, bars and breakrooms. It's very detail-oriented work and the correct information is difficult to get at because it's always in flux. The work that my fellow Library colleagues and I did within Information and Guidance has been pretty anonymous and it hasn't been easy to know how it has been received in the world. I had the good fortune to meet a woman who runs a bar in North Beach. I informed her that I'm a librarian, but that I have been working with DPH and wrote the guidance for opening bars. I was afraid she would be a little angry because our guidance was pretty restrictive, but her spontaneous response was "Bless you! It was just the information we needed!"

— **Jason Gibbs, Music Program Manager, Main Library**

I've been working in the Information and Guidance branch as part of the City's COVID-19 response since April 2020. I started off doing document management but later became a project manager specializing in handling our vaccine related projects. Outside of my vaccine work I also shepherded tough decisions on health screenings for preschoolers, prioritization of testing resources and sailing races!

While it's hard, stressful and mentally taxing I feel so honored, privileged and amazed that I've been given the opportunity to contribute to such important work. It's also been great to connect and get to know so many others from across City departments. I miss my Library family and look forward to rejoining you all in January 2022.

— **Jamilla Hyatt, Library Technician, Collections and Technical Services**



Display by Arianna D'Arion (both pictured) and Chela Lucas created Golden Gate Valley Branch celebrating all the DSW work that library staff did during the time they were closed.

In the spring of 2021, alongside several Library colleagues, I served as a Site Monitor at a hotel in the Tenderloin sheltering individuals experiencing homelessness. Every day we tended to the clients' most basic needs for meals and supplies for their rooms. Over the course of my career in public service spanning 3 decades, this was some of the most gratifying work I have ever performed, knowing that we were keeping people safe, housed and nourished at a time when they would have otherwise been extremely vulnerable to the COVID-19 virus. I'm convinced

through the heroic actions of Library workers, we saved countless lives in San Francisco. I'm proud to be a public servant for the City and County of San Francisco.

— **City Librarian Michael Lambert**



Lisa Fagundes, contact tracer

I was deployed as a Contact Tracer and eventually became a Contact Tracer Team Lead - working with the Global Health Sciences team from UCSF as well as the San Francisco Department of Public Health. For a little over one year, from April 2020 to May 2021, I was tasked with calling San Franciscans who had been exposed to COVID-19, alerting them of this fact, and informing them of the latest public health protocols about quarantining. I helped connect them to City resources, answer their questions about COVID-19 and get them clinical advice when needed. After a few months I was put in charge of teams of contact tracers doing this work. It was incredibly difficult and fulfilling work; I very much appreciated being able to directly help San Franciscans impacted by COVID-19 during the pandemic and am proud of the work we did as a City to mitigate the spread of the virus. I have a new appreciation for the delicate balancing act that encompasses public health work!

— **Lisa Fagundes, Adult Services Librarian, Information Services, Main Library**

What inspired me was how I was able to help the Latino community during this time with my Spanish language and cultural skills. It allowed for better communication between the contacts and myself, as a

result I was able to help a lot of families both Latino and otherwise. I also was inspired by the camaraderie of my Contact Tracing and Investigation team at SFDPH and it was amazing that this pandemic brought people from various SF City departments together for one common goal to protect people and families from the ravages of COVID-19.

The way this work impacted me, it put my customer service & bilingual English & Spanish skills to the test. I was worried I was not up to the task, but thankfully when I started talking to families I was able to communicate clearly and effectively, thus creating a sense of trust and reassurance among the families. This work is good for the soul & if I had to do this all over again I would in a heartbeat!

What I learned during my time with the CCC was that empathy goes a long way, as people want to talk to someone that will listen to their concerns & assist during their time of need.

— **Alberto Luna, Librarian, Park Branch**



Reuben, Tim and Chela

I began my Disaster Service Worker assignment in April 2020. I served as a hotel clerk at an Isolation and Quarantine (I&Q) Hotel for eight months. I&Q facilities slowed the spread of COVID-19 and minimized the strain on our local healthcare facilities to ensure public safety. I had the opportunity to serve participants with compassion, dignity and respect, regardless of their medical, psychiatric, housing or substance use status and needs. I&Q facilities were mini hospitals in my eyes. I worked with nurses,



Marciel Gamiño Murphy, Barbara Chong, DPH medical evaluations assistant and Paciana Ashton, DPH health worker

doctors and behavioral health specialists. We formed life-long partnerships with experiences unique to us. Patients who were COVID positive checked in daily at the hotel, and it was my responsibility to make sure they had everything they needed while they recovered from the virus.

Working in an I&Q, you take on the emotional load of all the people around you. You experience people grieving not being able to be with their loved ones; you often come home and isolate yourself because of the fear you have of taking home the virus with you. You have a constant worry that you can't stop. It was like I was never not thinking about the pandemic; I was living in it.

In December 2020, I was redeployed to San Francisco's COVID Command Center's Information and Guidance (I&G) branch. I am currently responsible for our I&G Catalog Inbox, a robust and dynamic index of over 1,000 guidance documents created during the pandemic. My assignment here as Inbox and Catalog Manager was to catalog all interim guidance created to help residents navigate the pandemic. I still work with clinicians, nurses and health workers, and we still very much live and (not) breathe COVID. This experience has been life-changing, and I will never forget my work during the pandemic. I tell people all the time when they ask what Library workers did while libraries were closed, "Oh Library workers, well, we were busy saving the City."

— **Marciel Gamiño Murphy, Library Technician, Community Programs and Partnerships**

In my DSW assignment from May 2020 to November 2020, I spoke with COVID-19 cases and close contacts interviewing them to offer DPH recommendations of isolation and quarantine, but also any support possible from food to hotel placements to diapers. I spoke mostly to Spanish-speaking individuals and families, devastated by this virus. I offered not just the resources available from the City, but also a sympathetic ear that spoke their language, and understood the pain in their words. In November, I was promoted to a Team Lead position, and co-lead an all-Spanish contact tracing, and soon, case investigation team until June 30th. I cannot express how much I admire and am humbled by our team members, themselves immigrants working for community organizations based in the Mission. A few team members came to the work not having much computer experience, and they had to learn how to navigate a laptop, a complicated database, public health policy that is ever-evolving, knowing the impacts of COVID on their families and friends, and yet they started each day with determination and optimism. I am very proud of the work I did in the Case Investigation/Contact Tracing program, but it was the team I led that taught me so much about how to support and “luchar,” fight, for the Latinx community in San Francisco.

— **MaryEllen Massa,**
Children’s Librarian,
Bayview Branch



Keith Lu at SF Marin Food Bank

I served nearly a year from July 2020 – June 2021 as a contact tracer for SFDPH



Puiyuk Fong with feline intern

reaching out to close contacts, members of the San Francisco community who were exposed to a positive case of COVID-19, to offer guidance, information and supportive services to stop the spread of the virus. In December, I joined a team that specialized in contacting families of students and youth who were exposed at school or youth programs. The work was at times difficult and emotionally draining, having to go through the same stressful and unwelcome conversation over and over but ultimately what carried me through was knowing that we were making a difference. More often than not, calls that started rocky ended with gratitude that we were reaching out to offer assistance and that the community was willing to work together to stop the spread. I am grateful to have been part of such a stellar and persistent team and to have witnessed the overwhelming resilience of the people who live in this City.

— **Vinnie Zhang,**
Children Services Librarian,
Sunset Branch

This work had a profound impact on all aspects of my life. From re-thinking the impact of my current career to fully acknowledging the hardship various communities in San Francisco face. I am more grateful than ever before for what I have and have been able to achieve. Utilizing the languages I speak to help the community made me feel better about who I am and the interaction with Spanish speakers specifically validated my studies and life experiences as an immigrant.

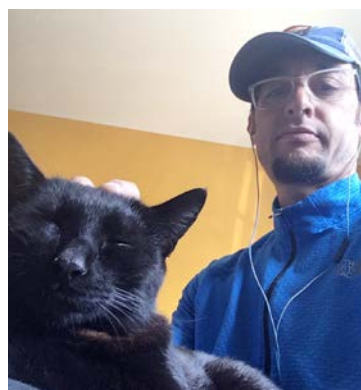
— **Jana De Brauwere,**
Program Manager, Main Library

I served as a Chinese Translation Proofreader for the Department of Public Health for a year from June 2020 to May 2021. I helped to update and make corrections on Chinese language public health guidance during my deployment time. It was a very meaningful assignment to me as a Chinese speaker because I could utilize my language skill to ensure the monolingual Chinese population could have access to accurate information during the pandemic.

— **Puiyuk Fong, Adult Services Librarian, Visitation Valley Branch**

I served as a Contract Tracer for the S.F. Department of Public Health working under the supervision of UCSF. I was part of the first wave of onboarded tracers that experienced the early months of the pandemic when fear and hysteria were at the max. Although it was challenging and at times emotionally draining it was a rewarding experience that will stay with me. I was also able to work with SFPL colleagues that I hadn’t worked with before. I have the highest respect for the work done by my fellow SFPLers.

— **Robert Carlson, Librarian, Presidio Branch**



Gregory Hom with another feline intern

I served as a DSW contact tracer and case investigator for about a year. For much of that time I was a “Team Lead,” which was its own funny crew of people. It could be very intense work, and always felt like the right thing to be doing during the public health crisis. I was able to connect to Library colleagues in a way I hadn’t before (we have so many

amazing coworkers) and meet great people from other City departments, SF non-profits, other CA State employees and folks from UCSF.

— **Gregory Hom, Librarian, Herb Caen Magazines and Newspapers Center**



Jaena Cabrera

I served as team lead for the content development team of the Joint Information Center, part of the COVID Command Center from March 2020 to April 2021. I helped lead a team dedicated to creating the COVID-19 related public safety content we see on posters, flyers and social media throughout the City. It threw me back to my journalism days but in a good way, and I forged new friendships with other City department officials along the way.

— **Jaena Rae Cabrera,**
Ocean View Branch Manager

I served as Acting Director of Communications for the Department of Public Health for four months in the spring of 2021. I helped lead the communications strategy for seven neighborhood vaccination site openings; the eligibility expansions from 65+ to 12 and up; the launch, rollback and the relaunch of the Johnson & Johnson vaccine and many other milestones and setbacks that we experienced together in the fight against COVID-19. It was grueling but rewarding work, and I will always cherish the partnerships and friendships I formed with colleagues in other City departments.

— **Kate Patterson,**
Director of Communications



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To: Every library employee and volunteer

Mere words cannot convey the depth and breadth of the gratitude I have for all of you Your thoughtfulness, kindness, caring and connection are inspirational.

Even though I am educated, my broad and extensive education came from all the librarians who have “fed” and nurtured me with books, ideas, philosophies and so much more.

My life is as it is because of all of you and I cannot thank you enough.

I retired in an apartment at Mission Creek and then was blessed with “my” own branch of the SFPL!!

With great joy I have been in “my” library since it opened again. And greedily got a big stack of new books. And while I am missing the staff, I am excited to get to know the new folks.

Thank you for all you are

Thank you for all I am

Thank the universe for folks like you

Thank you

Thank you

”

— Ms. Sinnamond

AUTOGRAPHS

THANK YOU SFPL!

Have the best
year ever!

THANKS FOR
THE GREAT
FREE PROGRAMS

Keep in touch!

I will miss you.

Thank you for all that
you do for the community

I will never forget you

Libraries for All!

AUTOGRAPHS



