MINUTES
Council of Neighborhood Libraries
January 26, 2023 4:00 p.m.
CALL TO ORDER

Meeting Location: Zoom Virtual Meeting
Facilitator: Rebecca Alcalá-Veraflor – Chief of Branches

Attendees: A.J. Cave (ANZ), Katherine Hsieh (CHI), Penni Wisner (EVA), Nora Dowley (GPA), Judy Blanchard (MER), Kathy Mallegni (MER), Marcia Ehrlich (PAR), Diane Silver (PAR), Peter Linenthal (POT), Elaine Cahn (RIC), Marcia Popper (PRE), Joan Walton (SUN), Florinda Battad (Library Technical Assistant II), Michael Roman (Junior Management Assistant)

Excused: Lena Yu (CHI), Marcia Parrott (EXC), Ruth Maginnis (NVA), Tyrone (Ty) Robinson (NBE), Edna James (OVI), Kaitlyn Tran (PRE), Deborah Oppenheim (SUN), Joan Walton (SUN), Terry Carlson (Assistant Chief of Branches), Regan Gong (NW District Manager), Ana Elisa de Campos Salles (CE District Manager), Denise Sanderson (SW District Manager), Anne Vannucchi (SE District Manager), Genevieve Feldman (NE District Manager)

Library Administrators: Michael Lambert (City Librarian), Margot Shaub (Library Commission Affairs Analyst)

HOUSEKEEPING

Upcoming Meetings
➢ Potential for two Library Commission meetings in February to discuss the budget.
   The next Library Commission Meetings in February will be on the following Thursdays at 4:30 pm: February 2, 2023 and February 16, 2023.
   The meetings will be held virtually and in-person. Attendees are encouraged to attend virtually.

➢ The next Council of Neighborhood Libraries Meeting in February will be on Thursday, February 23, 2023, at 4:00 p.m., SFPL Virtual Library

UPDATES

City Librarian’s Report – Michael Lambert

Library Journal Star Libraries
https://www.libraryjournal.com/page/star-libraries-2022

- SFPL received a five-star rating in Library Journal’s Annual Index of Public Library Service. The index measures the levels of library service based on visits, circulation, program attendance, and internet computer use.
• 258 of the 5,389 public libraries received a star rating. Libraries with five-star ratings received the highest scores and are in the top 2% of the country’s libraries.

Strategic Planning
• The Library has hired the consulting firm, Gensler, to help develop our strategic plan and create a new framework that will be more community focused, will have greater impact and will deliver a higher level of service.
• The consulting team will be introduced at the next Library Commission meeting on February 2nd.

Chief of Public Services
• Dolly Goyal has been hired as the Library’s new Chief of Public Services and starts on March 13th.
• Dolly has over fifteen years of library experience, ten of which has been with the San Mateo County Library System as a branch manager, a senior manager, and most recently as the Assistant City Librarian for the Santa Clara City Library.
• She will oversee the Public Services divisions (Main Library, Branches, Collections and Technical Services, and Community Programs and Partnerships) and bring cohesion to our system, as well as act as a thought partner to the executive leadership team.

Q&A
• Katherine (CHI) – Is this a new position and what is a thought partner?
  Lambert – It is a new position and a throwback to an old position. We used the Chief of Main vacancy and elevated it. A thought partner is a way of saying they will work closely with the other chiefs and provide support to them.
  Alcalá-Veraflor – Having a thought partner helps us think through ideas and challenges us to be more creative.

Library Commission Report – Margot Shaub

Highlights from the Library Commission Meeting:
• Library Commission President, Connie Wolf, and Vice-President, Pete Huang were re-elected to serve another term.
• Chief Financial Officer, Mike Fernandez gave a presentation on the FY24-25 budget, which will be discussed at the Library Commission meetings in February.
• The Library’s racial Equity Manager, Naomi Jelks reported on programs for More Than a Month, SFPL’s celebration of Black history, culture and heritage.
• Digi Center librarian, Nicholas Ott talked about the do-it-yourself Digi Lab at the Main, where patrons can digitize their old photos, videos, tapes, and movies.
• Chief of Community Programs and Partnerships, Michelle Jeffers gave information about the California State Library Parks Pass program. Passes can be checked-out from the library and used to park free at over 200 participating California State Parks.

Upcoming at the next Library Commission Meeting:
• Strategic Planning Initiative
• FY24-25 Budget
• Social Worker Program
• The Bridge Literacy and Learning Center

Q&A
• Nora (GPA) How can patrons use the Digi Center?
  Shaub – Patrons can make an appointment to use the equipment in the Digi Lab. The lab is do-it-yourself, but staff are available to help.
• Katherine (CHI) – Can we convert a VHS tape to a thumb drive, and is this service only available at the Main?
Schaub – Yes, VHS tapes, as well as many other formats can be digitized. The Digi Lab is only at the Main. Here is the presentation from the meeting with information and how to sign up to use it.
Alcalá-Veraflor – We can ask the digitization projects librarian, Nick Ott to present at a CNL meeting. Let your communities know that this service to preserve family and personal histories is available at the library.

• Katherine (CHI) – How is the State Parks Passes program going? Are they checked out through Discover and Go?
Alcalá-Veraflor – The California State Library Parks Passes have been very popular. We’ve recently added 897 more passes and have increased the loan period to 3 weeks. The passes are available for check-out at any SFPL library.

Branch Hiring Update – Rebecca Alcalá-Veraflor
Branch Hiring Update.pptx

• Last year, we had close to one hundred vacancies across the board, including, eleven branch manager vacancies, two vacancies in the Chief of Branches (COB) office, and seven branches had limited 5-day service.
• Today we have only one branch manager vacancy, the COB office is fully staffed, and all 27 branches are open for full service, 7-days a week.
• Better staffing levels translates into the type of services that we can provide: more Storytimes, more adult programs, and participation in the teen workforce development program, YELL (Youth Engaged in Library Leadership).

Q&A
• Nora (GPA) – How will the Mayor’s plan to expedite hiring effect the Library?
Lambert – We work with the City’s Department of Human Resources (DHR) to create a civil service test that generates an eligible list. It takes six to seven months to fill a position. We hope streamlining the process by having on-demand testing will help. We will also be allowed to hire folks without an exam and have provisional hiring. These folks would be exempt until they are able to take the exam in the future.

• Katherine (CHI) – Which librarian position is vacant at Chinatown?
Alcalá-Veraflor – The full-time Children’s librarian position is vacant and is currently filled by a staff person with a librarian degree in an acting capacity. If not for this creative hiring solution, we would need to wait a year for an eligible list and hope that someone on the list could meet the language requirement for the position.

• Nora (GPA) – Will there be cutbacks implemented for the budget?
Lambert – The Library’s budget is healthy because of the Library Preservation Fund (LPF). The LPF was created to shelter the Library during difficult economic times. When the economy is down is when the library is needed most.

• Penni (EVA) – Michael, what are your dreams for the Library?
Lambert – Circulation for physical items peaked in 2012 and has steadily been going down. This change is an opportunity for the library to move from a transactional model of service to a more experiential one. We can offer more programs, workshops, and performances that will foster shared experiences for a more connected community. The library can fill in the gaps where education and society has not been able to help people. My vision for the Library is to have a greater impact, serve the public better, and to help position people, especially those that we are not reaching, live their best lives.
• Penni (EVA) – I was surprised to hear that Eureka Valley had a new librarian. How can there be better communication with the CNL representatives so that we aren’t left out?
  Alcalá-Veraflor – My apologies. We will work on a procedure to better communicate what is happening at your branches and to facilitate a relationship with the branch managers. We can set up a meet and greet with the new branch managers and their reps.
  Marcia (PRE) – These exchanges of information did happen more when we met in person.

• Katherine (CHI) – What was the emergency maintenance that required the Main Library to be shut down recently?
  Alcalá-Veraflor – The Main Library had some plumbing issues.

Adjournment: 5:00 pm
Respectfully submitted by Florinda Battad