



San Francisco Public Library

MINUTES
Council of Neighborhood Libraries
April 25, 2024 4:00 p.m.
CALL TO ORDER

Meeting Location: Zoom Virtual Meeting

Facilitator: Rebecca Alcalá-Veraflor

CNL Members			
A.J. Cave (ANZ)	x	Ruth Maginnis (NVA)	x
Toni Hines (BAY)		Ty Robinson (NBE)	
Katherine Hsieh (CHI)		Edna James (OVI)	
Lena Yu (CHI)	x	Nicky Trasvina (OVI)	x
Penni Wisner (EVA)	x	Johanna Lopez Miyaki (OVI)	
Marcia Parrot (EXC)	x	Marcia Erlich (PAR)	
Nora Dowley (GPA)		Diane Silver (PAR)	x
Chloe Rounsley (GGV)	x	Peter Linenthal (POT)	
Leonie van den Berg (GGV)		Jessica Hyman (POT)	x
Sonia Moscardon (ING)	x	Marcia Popper (PRE)	x
Deirdre Merrill (MAR)	x	Elaine Cahn (RIC)	x
Judy Blanchard (MER)	x	Heather Gonzalez (RIC)	x
Kathy Mallegni (MER)	x	Joan Walton (SUN)	
Sharon Chien (MBA)		Deborah Oppenheim (SUN)	x
Crystal Lê (MBA)	x	Monica Herbert (WSA)	

COB Office			
Christy Estrovitz	x	Anne Vannucchi	x
Ana Elisa de Campos Salles		Denise Sanderson	x
Genevieve Feldman		Florinda Battad	x
Regan Gong	x	Michael Roman	

Library Administrators: Michael Lambert (City Librarian), Maureen Singleton (Chief Operating Officer), Dolly Goyal (Chief of Public Services), Margot Shaub (Library Commission Affairs Analyst)

Guests: John Cunha (Facilities Director), Alfonso Hinojosa (Admin. Analyst Trainee-SF Fellow)

HOUSEKEEPING

Upcoming Meetings

➤ The next **Library Commission Meeting** will be on **Thursday, May 16, 2024**

at 4:30 p.m., *Hybrid – virtual and in-person*

- The next **Council of Neighborhood Libraries Meeting** will be on **Thursday, May 23, 2024** at 4:00 p.m., *SFPL Virtual Library*

Upcoming Branch Open Houses

Branch	Date	Time
West Portal	5/25/24	1-4 pm
Potrero	5/25/24	6-9 pm
Eureka Valley	6/8/24	11am – 3pm
Portola	6/8/24	1-5 pm
Excelsior	6/12/24	1-5 pm
Chinatown	6/15/24	2-4 pm

Announcements

- Ocean View Branch Manager, Jaena Cabrera has been invited to speak at the Florida Statre Library Conference in May
- There will be three Ocean View Community Meetings in May to provide a project update and to get community input on the design and services they want to see for the new branch :
 - Thursday, May 2, (6-8 pm) I.T. Bookman Community Center
 - Tuesday, May 7 (5-7 pm) Ocean View Branch Library
 - Saturday, May 11 (10am-12pm) Ocean View Branch Library

City Librarian’s Report – Michael Lambert

- Volunteer Appreciation Breakfast (April 23)
 - CNL representatives Judy, Leonie, Sonia, and Nicky attended the annual event acknowledging the commitment and support from the Library’s many wonderful volunteers.
- Día de los Niños/ Día de los Libros (April 30)
 - Annual festival celebrating children, books, and literacy in the Mission with free books, activities, music, and performances.
- Tenderloin Branch Open House
 - I Love Tenderloin Week (April 21-27) put a spotlight on the positive energy found in the Tenderloin neighborhood. The week of community building events ended with an Open House at the Main Library.
 - Patrons enjoyed food, giveaways, an Arabic Story Hour, a Resource Fair, and a streaming music listening party.
- Small Business Boogie (April 23)
 - During I Love Tenderloin Week was an opportunity to support the small businesses in the neighborhood. Participants had fun visiting 826 Valencia, the Tenderloin Museum, the Phoenix Hotel and other businesses to hear their story and receive prizes.
 - The Library hopes to bring similar experiences to the branches and connect folks to the small businesses in their neighborhoods.
- Upcoming May events
 - Programs throughout May celebrating Asian American, Native Hawaiian & Pacific Islander (AANPHI) Heritage Month

- SFPL's citywide book club, Once City One Book, kicks off on May 4th with a talk with Kathryn Ma, author of this year's selection, *The Chinese Groove*.
- Safety and Security
 - Lately, there has been less than flattering media coverage regarding safety at the Library, and a rally by SEIU 1021 calling for more Security staff.
 - The Library is committed to providing a safe and welcoming environment for staff and patrons. The Library's Facilities Director, John Cunha, will provide context and information in his presentation.

Safety and Security – John Cunha

- Highlights from John's presentation:
 - Security staffing has been increasing steadily since FY20.
 - Building and Grounds Patrol Officers has grown from 25.5 FTE to 32 FTE.
 - Training focuses on customer communication, de-escalation, diversity, and mindfulness.
 - Year-over-year statistics show that the number of incidents has decreased, including severe incidents.
 - The Exploratorium's Middle Ground Exhibit on the Larkin Street steps is maintained by Urban Alchemy staff, who also perform wellness checks and provide a safe environment for all staff.
 - Safety is a comprehensive team effort with the Library's partners: SFPD, onsite SF Sheriff Deputies, Urban Alchemy Community Ambassadors, and the Library's Health and Safety Associates (HASAs).
- Q&A
 - **Crystal (MBA) – Who facilitates the security team's training? Does SFPL bring in external partners or are they led in-house?**
Cunha – Trainings are vetted by me, the Manager of Security Operations, and our Human Resources Department. Trainings are done by external vendors and are experts in their field.
 - **A.J. (ANZ) – How are incidents reported and ranked?**
Cunha – All staff can take the Incident Report Writing training and write an incident report. All incident reports go to Security and are based on the [Patron Code of Conduct](#). The Patron code of Conduct is guided by the penal code. It's important to have it tied to a document that carries some weight to back it up.
 - **Diane (PAR) – What is the training/background of the Urban Alchemy team members?**
Cunha – [Urban Alchemy](#) is a workforce development program for formerly incarcerated people. I don't know the specifics of their training; I can only speak to their performance. There are two people from Urban Alchemy who are now employed by the Library and a third who is in the hiring process.
 - **Marcia (EXC) – What is the general background experience of the security guards?**
Cunha – They come from a wide range of backgrounds. I've found that former correctional officers and bartenders are successful in this position because they have developed their listening, problem solving and de-escalation skills. We want staff who have emotional intelligence and can connect with people.

- **Marcia (EXC) – How is the security staff ratio determined for each branch?**
Cunha – We look at the data and see where we have the most severe incidents. Deciding to support a branch with permanent staff is based on what the incident reports tell us. Branches without a permanent security guard are serviced by our mobile unit, which can respond to incidents in twenty minutes or less.
- **Deirdre (MAR) – Is there a protocol for reporting incidents in the branches?**
Alcalá-Veraflor – Patrons who observe an incident are encouraged to report it to branch staff, who will then assess the information. There are different ways to respond to a situation and staff may or may not always file a report.
- **A.J. (ANZ) – Are incidents reported in real time or after the fact?**
Alcalá-Veraflor – It depends on the capacity of the employee, the severity of the incident, and when it happens. Ideally, incident reports are filed as soon as possible, and at least by the end of the day, but sometimes that is not possible.
Cunha – Security staff will try to get a statement as soon as possible, especially if there is a victim.
- **Marcia (EXC) – How many security guards speak other languages?**
John reported back to the group that sixteen security guards speak one of the following languages: Cantonese, Spanish, Samoan, Tagalog, Algerian, French, Arabic, Hindi, and Mongolian.
- **A.J. (ANZ) – At what point do you call SFPD? What is the policy if a patron is assaulted?**
Cunha – The decision to involve SFPD will be on a case-by-case situation. Security staff will first try de-escalation, which is the key component in keeping everyone safe.
Alcalá-Veraflor – Branch staff are instructed to call 911 if they feel a life is in danger.
Lambert – If a patron is assaulted, our staff will support them by calling SFPD.
- **Marcia (EXC) – Does training include role play?**
Goyal – Yes, we try to use real situations so that staff can practice.
- **Penni (EVA) – How often are the trainings repeated? Are there opportunities to practice de-escalation?**
Cunha – De-escalation training is done annually, and Security staff practice the techniques every day.
Alcalá-Veraflor – Branch staff don't necessarily need an incident to practice the skills required to handle one. When staff use good customer service skills, such as situational awareness and active listening, they are already practicing the skills needed for de-escalation. There is also training for staff that introduces them to what the HASAs do, the resources they provide, and how to direct patrons to HASA. Eureka Valley, Mission Bay, Western Addition and Park have a HASA at their branch.
- **Nicky (OVI) – Does the Library have a role in the changes to the traffic scenario that will be made near the West Portal Branch?**
Lambert – The Library is an important stakeholder, and we will make sure that the Library's needs are met and accounted for.

Library Commission Report – Margot Shaub

- The agenda and minutes from the April 18th meeting can be found here: <https://sfpl.org/about-us/library-commission/library-commission-agendas-minutes-resolutions>
- The meeting recording can be found here: https://www.youtube.com/playlist?list=PLQH-ihCu17QLV0fvFUcY8CnNO_5nyK5-
- Highlights:
 - Research, Strategy & Analytics (RSA) gave an update on key performance measures
 - North Beach Branch Manager, Richard Le gave a presentation on the all-day Genealogy Conference in May
 - Richmond Branch Manager, Lyn Davidson gave a presentation on the Effie Lee Morris BIPOC Kid Lit Fest

Adjournment: 5:00 pm

Respectfully submitted by Florinda Battad