MINUTES
Council of Neighborhood Libraries
July 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)	x	Edna James (OVI)	
Katherine Hsieh (CHI)		Nicky Trasvina (OVI)	x
Lena Yu (CHI)	x	Johanna Lopez Miyaki (OVI)	
Penni Wisner (EVA)		Chuck Moody (ORT)	x
Marcia Parrot (EXC)		Marcia Erlich (PAR)	
Nora Dowley (GPA)	x	Diane Silver (PAR)	
Lindy Chris (GPA)	x	Peter Linenthal (POT)	
Chloe Rounsley (GGV)	x	Jessica Hyman (POT)	x
Leonie van den Berg (GGV)		Elaine Cahn (RIC)	
Sonia Moscardon (ING)	x	Heather Gonzalez (RIC)	x
Deirdre Merrill (MAR)	x	Jen Fingal (RIC)	x
Phil Lesure (MAR)	x	Joan Walton (SUN)	
Judy Blanchard (MER)	x	Deborah Oppenheim (SUN)	x
Kathy Mallegni (MER)	x	Ryan Johnson (WPO)	
Sharon Chien (MBA)		Monica Herbert (WSA)	x
Crystal Lê (MBA)			

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

Library Administrators: Michael Lambert (City Librarian)
                                    Dolly Goyal (Chief of Public Services),
                                    Margot Shaub (Library Commission Affairs Analyst)
Guest: Natalie Enright (The Bridge at Main Literacy Manager)

Housekeeping

Upcoming Meetings
➤ The next **Library Commission Meeting** will be on **Thursday, August 15, 2024**
   at 4:30 p.m., *Hybrid – virtual and in-person*

➢ The next **Council of Neighborhood Libraries Meeting** will be on **Thursday, August 22, 2024** at 4:00 p.m., *SFPL Virtual Library*

Announcements
- We welcomed two new CNL members, Lindy Chris, representing Glen Park Branch, and Phil Lesure, representing Marina Branch.
- Congratulations to Michael Lambert! Michael was elected President of the Public Library Association (PLA) in April 2023. His term as president began in June, with his inauguration taking place at the American Library Association Conference in San Diego.

Minutes
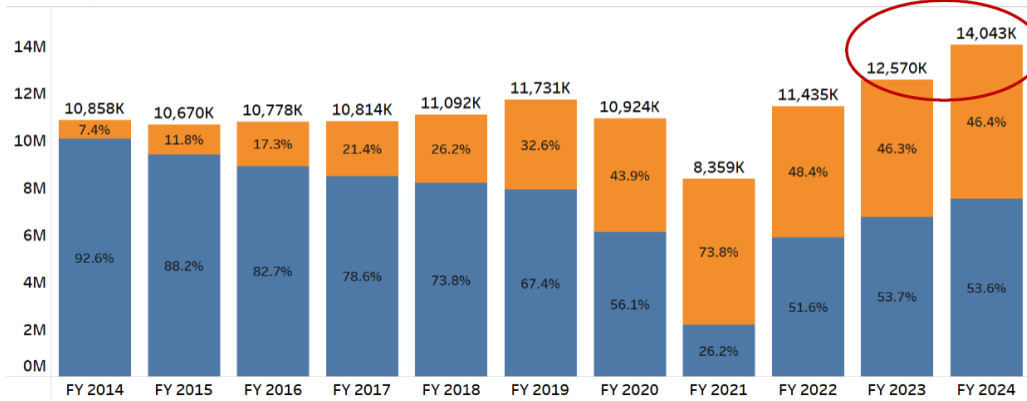- The June 27, 2024 minutes were approved.

City Librarian's Report – Michael Lambert
- Patron satisfaction in library services rates consistently high as we continue to meet the needs of the community.
- SFPL's recovery can be seen in the FY24 trend data below:
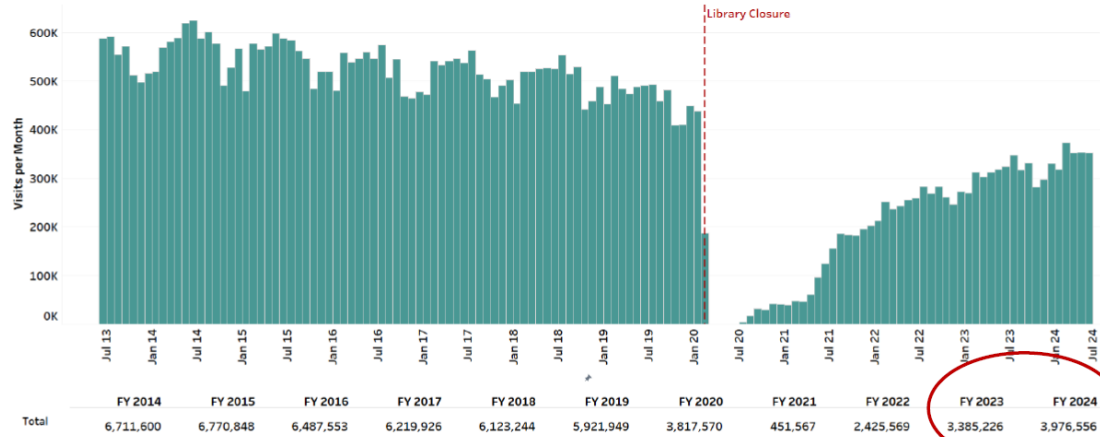
Programs

SFPL offered 60% more programs in FY24

SFPL Youth vs Adult Programs

Public Computers

Hours used by patrons at public computers increased by 14% from FY23

Wifi Usage

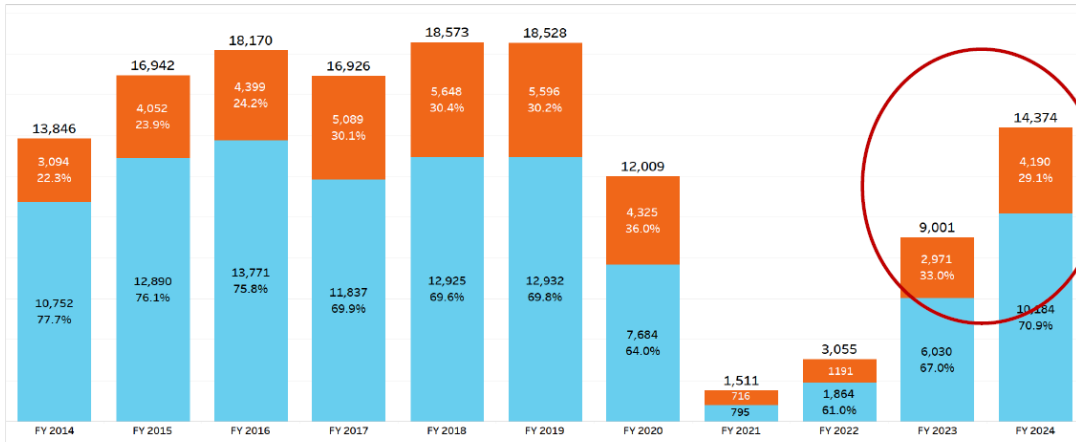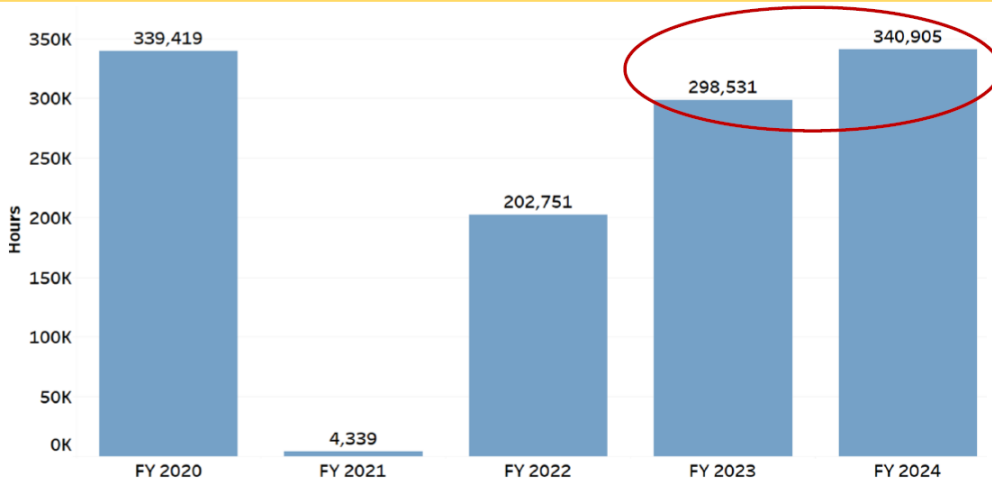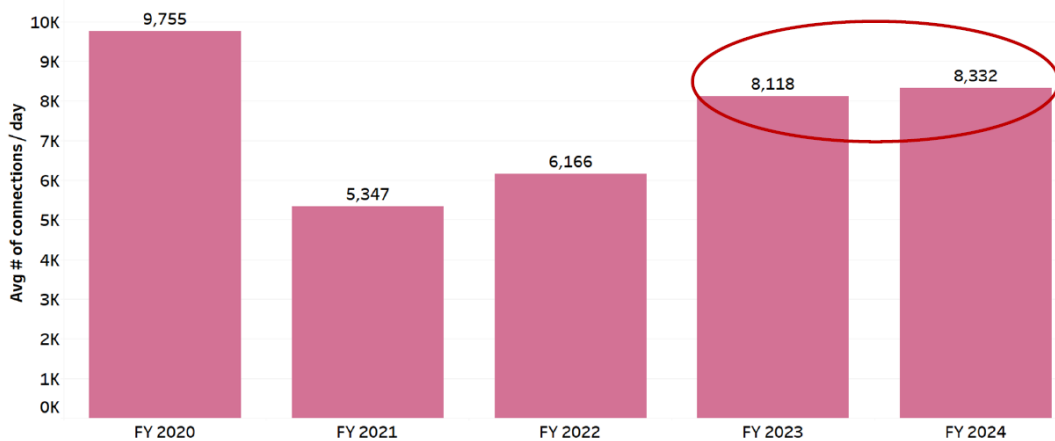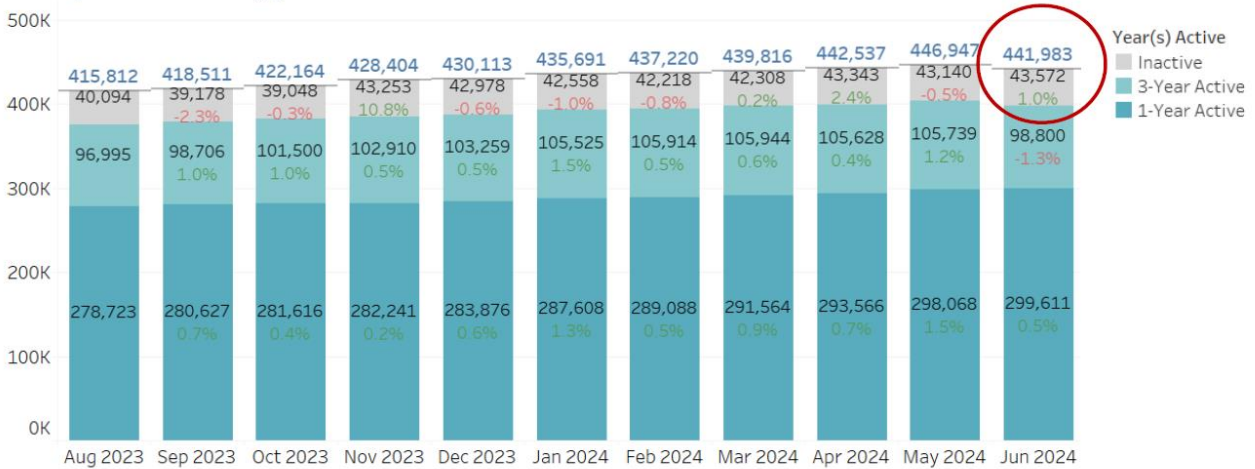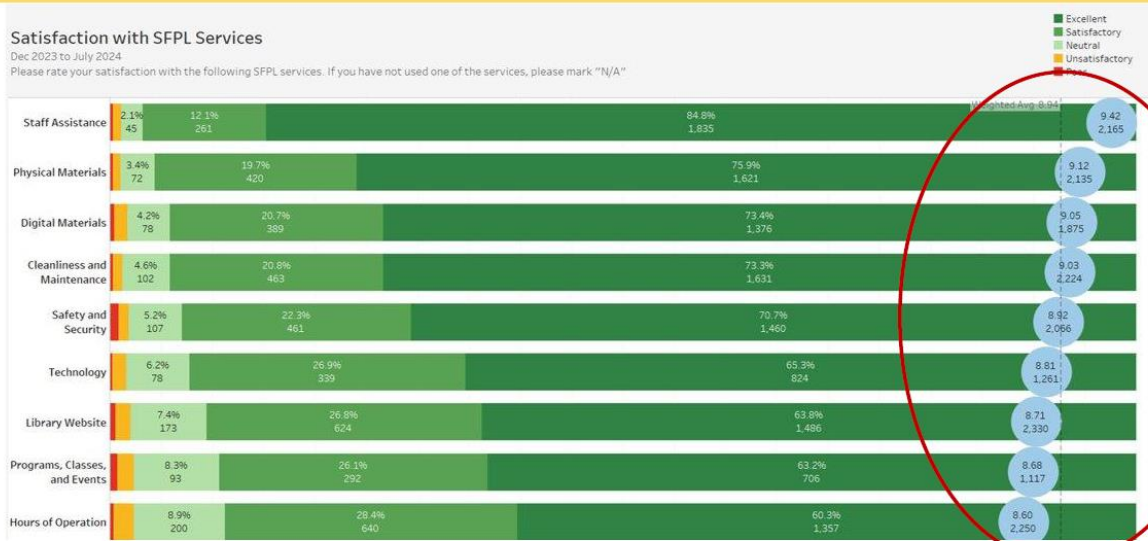WiFi connections increased by 3% from FY23

Cardholders

of Cardholders by Year(s) Active
SFPL Population 2022: 808,998

Legend — Year(s) Active:
- Inactive
- 3-Year Active
- 1-Year Active

Month	Total	Inactive	3-Year Active	1-Year Active
Aug 2023	415,812	40,094	96,995	278,723 (0.7%)
Sep 2023	418,511	39,178 (-2.3%)	98,706 (1.0%)	280,627 (0.4%)
Oct 2023	422,164	39,048 (-0.3%)	101,500 (1.0%)	281,616 (0.2%)
Nov 2023	428,404	43,253 (10.8%)	102,910 (0.5%)	282,241 (0.6%)
Dec 2023	430,113	42,978 (-0.6%)	103,259 (0.5%)	283,876 (1.3%)
Jan 2024	435,691	42,558 (-1.0%)	105,525 (1.5%)	287,608 (0.5%)
Feb 2024	437,220	42,218 (-0.8%)	105,914 (0.5%)	289,088 (0.9%)
Mar 2024	439,816	42,308 (0.2%)	105,944 (0.6%)	291,564 (0.7%)
Apr 2024	442,537	43,343 (2.4%)	105,628 (0.4%)	293,566 (1.5%)
May 2024	446,947	43,140 (-0.5%)	105,739 (1.2%)	298,068 (0.5%)
Jun 2024	441,983	43,572 (1.0%)	98,800 (-1.3%)	299,611

Patron Satisfaction

Satisfaction with SFPL Services
Dec 2023 to July 2024
Please rate your satisfaction with the following SFPL services. If you have not used one of the services, please mark "N/A"

Legend:
- Excellent
- Satisfactory
- Neutral
- Unsatisfactory
- Poor

Weighted Avg 8.94

Service	Neutral	Satisfactory	Excellent	Rating
Staff Assistance	2.1% / 45	12.1% / 261	84.8% / 1,835	9.42 / 2,165
Physical Materials	3.4% / 72	19.7% / 420	75.9% / 1,621	9.12 / 2,135
Digital Materials	4.2% / 78	20.7% / 389	73.4% / 1,376	9.05 / 1,875
Cleanliness and Maintenance	4.6% / 102	20.8% / 463	73.3% / 1,631	9.03 / 2,224
Safety and Security	5.2% / 107	22.3% / 461	70.7% / 1,460	8.92 / 2,056
Technology	6.2% / 78	26.9% / 339	65.3% / 824	8.81 / 1,261
Library Website	7.4% / 173	26.8% / 624	63.8% / 1,486	8.71 / 2,330
Programs, Classes, and Events	8.3% / 93	26.1% / 292	63.2% / 706	8.68 / 1,117
Hours of Operation	8.9% / 200	28.4% / 640	60.3% / 1,357	8.60 / 2,250

- **Q&A**
  - **Nora (GPA) – Can you go into more detail about the programming statistics?**
    Lambert – The statistics go back ten years, showing year over year growth. The Library has recovered to 2014 levels, and we are striving to reach pre-pandemic 2019 levels.

  - **Nora (GPA) – What is the biggest challenge in getting programming back to 2019 levels?**
    Lambert – The ability to offer programs is affected by staffing. It took four years for the Library to get staffed up. We will continue to see more programs as our vacancies return to a normal rate of 9-10%.
    Alcalá-Veraflor – It also takes time to get staff trained to do programs.

- o **Nora (GPA) – Do we have data by branch?**
  Alcalá-Veraflor – Yes, we can have the information by branch and put it in a presentation for the next meeting.

- o **Lindy (GPA) – Can you share these statistics with the newspapers?**
  Lambert –These statistics were shared early with this group and are usually found in our annual report. I'll talk to our Public Relations team.

- o **Chuck (ORT) - Rather than take up time in this meeting, is there a better way to track the progress of work being done at the branches?**
  Lambert – We appreciate you letting us know about any concerns you have at your branches, and you can always send an email to me (citylibrarian@sfpl.org) or Rebecca (chiefofbranches@sfpl.org). We will follow-up with the Facilities Department regarding the issues at Ortega Branch, such as the living roof, and the surveillance cameras.

- o **A.J. (ANZ) – What kind of trainings does the Library have for high school students? It would be great if students could engage with tech. developers to gain a perspective on AI.**
  Alcalá-Veraflor – The Library doesn't have formal trainings in tech., but we do participate in job readiness programs such as SF Youth Works, the Mayor's Youth Employment and Education Program (MYEEP), Opportunities for All, and Youth Engaged in Library Leadership (YELL). We have a wide range of tools and workshops to help support their studies and future career plans.

- o **Nicky (OVI) – Will the Library bring back the weekly genealogy program?**
  Alcalá-Veraflor – We were able to host a weekly program online, but since we are focusing on in-person programming, it is no longer weekly.

Library Commission Report – Margot Shaub

- The agenda and minutes from the July 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/watch?v=Gi5AAuX2tPM
- Presentations included:
  - o Capital Projects Update
  - o Pride and Hormel LGBTQIA Center
  - o Career Online High School
  - o Public Library Association President
  - o Adjourn in honor of Marcia Popper
- August meeting:
  - o Information Technology Report
  - o Collection Trends
  - o FY26 Budget
  - o Junior Giants
  - o San Francisco Unified School District (SFUSD) Freedom to Read
- Q&A
  - o Lambert – Thank you to Nicky for speaking up in support of the library and to Nora for saying a few words about Marcia Popper. The times were different when Marcia first became a CNL member in the early 90's. CNL had to fight for the Library in order to prevent budget cuts and closures.

Career Online High School (COHS) – Natalie Enright

- https://sfpl.org/sites/default/files/2024-07/ITEM-4.2-Career-Online-High-School-July-2024-Final-Draft.pdf
- COHS is a fully accredited program to earn a high school diploma and career certificates that is free for San Francisco residents and SFPL patrons.
- 100 graduates since launching in 2015.
- Key features:
  - Flexible
  - Competency-based, allowing students to retake assessments
    - Reduced educational trauma
    - Move at own pace
  - Assigned academic coach
- Strategies to increase participation:
  - Alumni network for mentoring and creating relationships
  - Partnerships with local businesses
  - Community outreach to meet students where they are
  - Marketing campaigns such as ads at the Department of Motor Vehicles
- Q&A
  - **Nicky (OVI) – Do students consider higher education after graduating?**
    Enright – According to the exit survey, the students' goals are mixed. Some have jobs. Some have master's degrees from other countries and need the diploma to continue in their career. Some who hadn't considered higher education change their minds. A large percentage of graduates go on to higher education.

  - **Heather (RIC) – Is the program available for English language learners?**
    Enright – We are in the process of translating the program into other languages. We encourage folks to sign up for ESL tutoring with a Library volunteer.

  - **Judy (MER) – How is the curriculum determined?**
    Enright – The Library isn't a part of Career Online High School; we just host the program. The program details can be found on their website: https://sanfrancisco.careeronlinehs.org/

  - **Sonia (ING) – What are the acceptance requirements?**
    Enright – Potential students fill out an online survey and if they meet the program requirements, they can enroll in a prerequisite course. Students need to complete the prerequisite course within two weeks and score 70% or higher before they can enroll in the program.

  - **Sonia (ING) – Is the program comparable to getting a GED?**
    Enright – No, it is different. The program is fully accredited, and students receive a high school diploma. The GED tests are a group of subject tests certifying a high school graduate's level of knowledge.

Adjournment: 5:00 pm
Respectfully submitted by Florinda Battad