

SAN FRANCISCO PUBLIC LIBRARY ANNUAL REPORT FY19-20

SF Library Commission

December 17, 2020

The Library Leader

A1

San Francisco Public Library Annual Report Fiscal Year 2019-2020

eLibrary Interest Explodes

With Covid Shutdown, Library Pivots to Provide Digital Access

From the moment San Francisco went into shelter-in-place mode in March, usage of the Library's eResources skyrocketed. While stuck at home, residents made good use of the Library's rich and varied collection of online resources, from streaming movies to music and magazines to books.

As Electronic Resources Librarian Daniel Matsumoto was quoted as saying in an article about the upswing in eCirculation that appeared in the *San Francisco Chronicle*, "During the last two weeks of March we were getting 80 to 100 e-card requests a day. These are people who did not have regular library cards. They are surprised that the library is open, and even more surprised when they get online and realize there is so much content available."

Overall, eResource usage has jumped 63 percent this year with some electronic resources increasing even more. Kanopy, the Library's free streaming service for classic movies, documentaries and independent films, has seen its usage increase 105 percent. Hoopla, another streaming platform for movies, music and books for all ages, has seen its checkouts jump 84 percent. From Van Halen to the *Hamilton* soundtrack, folks are listening to what they like from the library more than ever.

As people turn to the library to save money, they are catching up on their magazine reading online thanks to Flipster and RBDigital, where they can read everything from *Vogue* to *Dogster*. And the always popular eBook providers like Overdrive, Axis360 and

SimplyE grew 50-100 percent or more in usage.

For those without library cards before the closures started, SFPL pivoted to a quick access model that enabled any San Francisco resident to obtain an eCard online so they, too, could enjoy the Library's wide selection of electronic resources. From spring to fall, some 13,500 new library cardholders were added to SFPL's users via the online application. And that interest remains strong, with some 50 to 70 new library card holders added every day.

ScholarCard, SFPL's effort to make sure all pre-K-12th grade students have library cards, also brought immediate access to students during the pandemic. While in the past students needed to visit the library



to access their library account, SFPL granted electronic access immediately, helping to support distance learning for 61,000 San Francisco Unified School District students as well as thousands more independent school students who reached out via their school librarians.

Those students are making great use of all the Library's eBook, music and movie resources as well as Brainfuse, the Library's live online homework help service, plus the vast array of online encyclopedias, dictionaries, biographies, math and reading practice resources and more.

Library Steps Up in City's Time of Need

As employees of the City and County of San Francisco, all Library staff are required to work as a Disaster Service Worker to serve in a variety of capacities to support the City and its citizens in a time of extraordinary need. The last major crisis faced by the City was the 1989 Loma Prieta earthquake, but that does not compare to the arrival of the coronavirus, which instigated the largest disaster service response in the City's history.



The Show Must Go On! Storytimes Continue Despite Library Closure

San Francisco Public Library Youth Services team pivoted fast after the shutdown to ensure that the Library's beloved storytimes could continue to entertain and educate early learners, and let's be honest, also provide a little break for parents and caregivers to find work and childcare.

accounting for social distancing and other safety measures that would enable storytellers to be filmed safely. Librarians, working remotely, also set up their own home studios to record storytimes.

Sweet Stories debuted on April 7, 2020. ...

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One City One Book Events Draw Record Crowds



From standing-room-only and then into the annual winter weather, thousands of San Francisco residents gathered for the One City One Book event on October 16, 2019. © David Howell/Photo.com

Author, Sabina Poonjari, and community members celebrating the completion of the first stage of the One City One Book event. In addition to the book, the library also offers a variety of programming, including a book discussion and a book signing. © David Howell/Photo.com

Author, Sabina Poonjari, and community members celebrating the completion of the first stage of the One City One Book event. In addition to the book, the library also offers a variety of programming, including a book discussion and a book signing. © David Howell/Photo.com



Members of the author's team, community members, and library staff celebrating the completion of the first stage of the One City One Book event. In addition to the book, the library also offers a variety of programming, including a book discussion and a book signing. © David Howell/Photo.com



Author, Sabina Poonjari, and community members celebrating the completion of the first stage of the One City One Book event. In addition to the book, the library also offers a variety of programming, including a book discussion and a book signing. © David Howell/Photo.com

COMMUNITY

Library Spreads the Love of Reading at Mayor's Annual Toy & Book Festival



SFPL holiday elves get ready to distribute free books.



Happy attendees show off their free books.

"We hope that the sense of joy this event generates inspires children and their families to read together and to create more happy memories with San Francisco Public Library."
—City Librarian Michael Lambert

to more than 1200 San Francisco children, including classes from SFUSD elementary schools, family

A Night to Remember



The library was the main event for a series of evening performances over the course of the evening including live music, DJ sets, drag performances and more. Photo by Alexander Kim.

More than 1,200 readers from all corners of the Bay Area, and even as far as Portland, Oregon, flocked to the Main Library on February 1, 2020 to enjoy the City's annual Night of Ideas. Once again, San Francisco Public Library joined forces with the French Consulate in San Francisco, KQED and SFMOMA to produce an unforgettable FREE seven-hour marathon of debates, lectures, music, performances, screenings, music, and a special live broadcast of KQED's Forum. The year's interactive format

was designed to spur dialogue and participation on the 2020 theme *Living on the Edge* as adaptations of the international Forum. The event! The day after the event, Children's Librarian Ben Inker reported that he encountered three completely different families who all said they attended Night of Ideas, and it was either their first time in the library or their first time seeing our wonderful Main Children's Center. They all came back the next day with kids in tow to explore

One of the biggest draws of the night was the live two-hour broadcast of KQED's Forum with host Mina Kim. The first segment was dedicated to a discussion on how living in constant chaos can affect us and the second part focused on how to channel disorder into creative endeavors.



Live broadcast of KQED's Forum with Mina Kim.

PRE-PANDEMIC HIGHLIGHTS

FASHION

From Drab to Fab — SFPL.org Gets a Makeover



According to Chief Information Officer Michael Liang, “The new site boasts

In January 2020, San Francisco Public Library unveiled its redesigned website, [sfpl.org](https://www.sfpl.org). This update represented the first major revision to the Library’s site since 2010.

SFPL Goes Fabulously Fine Free



On September 16, 2019, SFPL had exciting news to share: it eliminated overdue fines for all Library patrons, a monumental step in reducing barriers and living up to its commitment to free and equal access to its communities! In addition, the Library erased all outstanding overdue fines from patrons’ records, thereby restoring access to many patrons who have need of the Library’s resources.

Nationwide, elimination of overdue fines in libraries had several positive outcomes:

- Increased patron access to materials and services
- Reduction of the inequitable impact of overdue fines
- Improved patron relationships with their library
- Optimization of library staff time and increased staff efficiency

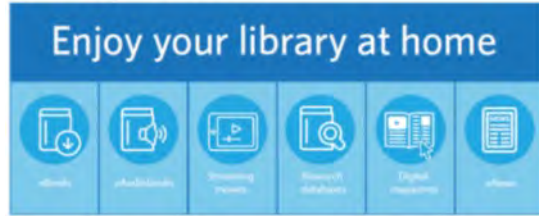
This move was made possible through SFPL’s partnership and work with the San Francisco Financial Justice Project of the Treasurer’s Office. The two resolutions went before the Board

“Your efforts at inclusiveness of our whole community, not just some of us, is an ongoing inspiration. (Am very clear that this requires a whole lot of wisdom and on-going hard work for the staff from top to bottom.)”

—Linda Morrow, patron

[Continued on A3](#)

New Virtual Library Lets Patrons #LibraryfromHome



When the Library closed its doors in March 2020 in response to the COVID public health emergency, we moved swiftly to support our patrons who immediately needed access to our vast online resources. Enter the SFPL Virtual Library sites. Some of the most essential library resources were bundled up into one-stop sites for [adults](#), [teens](#) and [youth](#). Each Virtual

Library features hand-curated, easy-to-find eresources, book and film lists, event listings and YouTube videos. Since the closure, the Virtual Libraries have received almost 6,000 site visits. One important benefit of our Virtual Libraries is that they are open 24 hours a day, 7 days a week, guaranteeing access around the clock.

Additionally, our teams mobilized to set up and provide temporary digital access cards to SF residents, City and County of San Francisco employees and City College students. Over 13,500 people have signed up for a digital access card, allowing us to provide virtual services and resources to new patrons even while our doors are closed. •

Library Steps Up in City's Time of Need

As employees of the City and County of San Francisco, all Library staff are required to work as a Disaster Service Worker to serve in a variety of capacities to support the City and its citizens in a time of extraordinary need. The last major crisis faced by the City was the 1989 Loma Prieta earthquake, but that does not compare to the arrival of the coronavirus, which instigated the largest disaster service response in the City's history. With the closure of our buildings, many staff found themselves furloughed, however, soon they were reassigned to various roles supporting all facets of the City's disaster response.

"A lot of people in SF are in need right now of basic food items and it feels good to be helping the SF Marin Food Bank meet this need... As a librarian I try to help people and I am glad for the opportunity to



SFPL staff at the SF Marin Food Bank.

Summer Stride Celebrates the Outdoors



Summer Stride participants enjoy the outdoors.

Summer Stride is a community program that encourages people to get outdoors and enjoy the outdoors. It is a great way to stay active and healthy during the summer months. The program is open to everyone and is held in various locations throughout the city. Participants can enjoy the outdoors and get some exercise at the same time. The program is a great way to spend the summer months and enjoy the outdoors.



Summer Stride participants enjoy the outdoors.

City Park's 10th Anniversary activity program was held in a park setting. The program was held in a park setting and was a great way to celebrate the park's 10th anniversary. The program was held in a park setting and was a great way to celebrate the park's 10th anniversary.

We are grateful for our 10th year of partnership with the National Park Service and Golden Gate Park. It is a pleasure to offer a weekly Nature-Based program, added to our existing program, which supports our long-standing relationship with the National Park Service and Golden Gate Park.

Additionally, we have been able to offer a variety of programs and activities to our patrons. We have been able to offer a variety of programs and activities to our patrons. We have been able to offer a variety of programs and activities to our patrons.

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Summer Interns Step Up to Help Their Community During Shutdown



The STEM Challenge Yo Self Teen Takeover is a community program that encourages teens to get involved in STEM activities. The program is open to all teens and is held in various locations throughout the city. Participants can enjoy the outdoors and get some exercise at the same time. The program is a great way to spend the summer months and enjoy the outdoors.

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VOWS: Reunited and It Feels So Good

It's a tale as old as time. A love story for the ages. Proof that absence truly does make the heart grow fonder.



Excitement in the air as the library staff and patrons reunite.



Reunited and it feels so good as the library staff and patrons reunite.



Excitement in the air as the library staff and patrons reunite.



Excitement in the air as the library staff and patrons reunite.

POST-PANDEMIC HIGHLIGHTS

QUESTIONABLE QUESTIONS

The TIP Line (415) 557-4400 is a telephone ready-reference service where librarians at the Main Library are available Monday through Saturday, 10 a.m. - 6 p.m., and Sunday, 12 - 6 p.m. Once in awhile, we receive some interesting and curious questions.

Illustrations by Michelle McNeil



"I've been mistakenly reported dead. Is my library card still good?"



"Can you look up my address on Google Earth and see if it looks like I am growing weed?"



"Do you have any cookbooks on the subject, Balled Side Dishes?"
No. She calls back a minute later.
"Can you try this search: Filled Balls Recipes?"



"Is it shorter to raft from SF to Alcatraz or SF to Treasure Island, and what's the phone number for the Coast Guard because I think they should come with me."



"Can you give me the phone number for the people who invented vinegar?"



"What year did doctors stop slapping babies on the butt when they are born?"



Dear Susan

What we gain by preserving the present

Dear Susan: I'm grappling with how we, as a society, will be able to explain this extraordinary time to future generations. Please help.

—STUCK INSIDE IN SF

Dear Stuck: It's true, we often don't fully grasp the significance of the current events that shape us and our city, but when we look back at images and documents, we get a sense of what we lived through and its historic legacy. It's a good thing that San Francisco Public Library thinks about these things for us so that we don't have to.

Located in the Main Library, the San Francisco History Center is the repository of the City's collective memory. Right now, the Center is actively archiving all types of materials, in multiple formats, to build a collection that documents and preserves the collective experiences of San Francisco residents in the coronavirus era.

They want to know what is happening to you, your neighborhood, your schools and your workplaces. I suggest you channel your anxieties by putting on your archivist's hat and help them capture what is different in our world today, what we miss, what we've created to reflect our new reality and how we

are communicating and living now. The kinds of items they're looking for include photographs, blog posts, video or audio recordings, notices, signs or posters, including government notices or signs from private businesses, personal correspondence such as letters, emails or postcards, community newspapers and personal journal entries. You should also go ahead and send documentation about protests for racial equity and the horrible wildfires too. It's all part of our world today, and we need multiple perspectives to tell the story about what we are living through.

All submissions will be preserved in the City's official COVID-19 Community Time Capsule to be shared with the public, as well as remain in the City and County Archives of San Francisco (part of the [San Francisco History Center](#)), for long term preservation. If you are interested in sharing digital content, there is a submission form [on their website](#).

I hope you consider sharing your experience with the Library. Perhaps you can start with this letter?

Sincerely,
Susan Goldstein,
the City Archivist for San Francisco

The I Love My Librarian Award goes to... JANET TOM



Award recipient, Librarian Janet Tom.

“We could not be more proud of Janet Tom. She is an exceptional librarian, focused on meeting patrons’ needs for valuable information and resources, and is most deserving of this award,” said City Librarian Michael Lambert.

Reference librarian at San Francisco Public Library, Janet Tom received a 2019 I Love My Librarian Award, administered by the American Library Association. Recognized for her leadership in her community and commitment to transforming lives, she is one of only 10 librarians in the country to receive this national honor.

Tom was nominated for her ability to bring taboo subjects out of the dark and discuss them with care and respect. Her innovative “Death and Dying” program series was instrumental in helping community members deal with grief and dispelling the stigma around discussing mortality. Her nominators also noted Tom’s work with San Francisco Chinese Alzheimer’s Association to create a Cantonese/English bilingual forum for elders and their caregivers. According to one of her nominators, through community engagement, Tom “brings the best of the Bay Area together.”

2019 Library of the Year Winner Talking Books and Braille Center Continues Service while Sheltering in Place

Each year the Library of Congress recognizes the work of state and local libraries that provide braille and talking-book services to people who cannot use print materials. [The Talking Books and Braille Center \(TBBC\)](#) was awarded [Subregional Library of the Year for 2019](#) for great programming and attention to individuals and the community.

TBBC Program Manager Jane Glasby described the unique work her department does: “Like the rest of SFPL, we offer great programming and exhibitions—including music jams, book clubs, audio-described movies, craft, games, braille storytimes, tech workshops and school visits. But another way we stand out is in offering intensive 1-on-1 attention and we know many of our patrons very well. We look for other sources for audiobooks and work out how to play them on various devices. We regularly spend upwards of half an hour on the phone with a patron, particularly



- 815 active individual patrons
- 65 institutional partners, e.g. the Jail and Reentry services, the Veterans’ Administration, schools, elder residences and day centers and SFPL branches
- Circulation FY19–20 - 29,706
- Circulation during COVID: more than 5200 books including ILL and BARD
- Library by Mail circ = 1,374
- Patron contacts: approx. 3000

shelter of their homes. They also offer virtual programs. **Sheltering In Place**

also further complicated due to the fact that many websites do not meet

AWARD-WINNING INITIATIVES

Advancing Racial Equity at the Library and Beyond

"Not everything that is faced can be changed, but nothing can be changed until it is faced." —James Baldwin

Public libraries have a unique and vital role to play in advancing equity and addressing racial divides. This means taking a closer look at our services and being honest about how our institution has failed to help advance racial equity. In recent years, San Francisco Public Library has made a concerted effort to face the racial inequities both within and outside the organization. Since 2018, the Library has had an active internal Racial Equity Committee comprised of diverse staff representing various levels of the organization.



Racial Equity Committee co-chairs Shawna Sherman and Alejandro Gallegos.



Talking with Kids About Race panel featuring Alison Collins, Gabriela López and Mariposa.

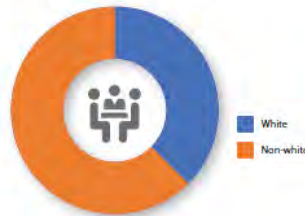
The Committee's mission states:

SFPL will use a racial equity lens to identify and respond to past and current disparities in order to better serve the needs of our communities. We believe the library space belongs to everyone and will work on policies and programs to promote race equity so that all people feel welcomed in the library to fully participate and benefit from our services.

Racial Equity Committee

- Alejandro Gallegos, co-chair
- Shawna Sherman, co-chair
- Charles Coleman
- Chela Lucas
- Denise Schmidt
- Eun Lee
- Gregory Hom
- Janine Mogannam
- Jennifer Woo
- Jimmy Tran
- Kate Patterson
- Maureen Singleton, Management Team Liaison
- Melissa Mendiola
- Meredith Steiner
- Michelle Waddy
- Michele Williams
- Queenena Chen
- Tramaine Johnson

Racial Diversity of SF Library Commission



Demographics of Library's Senior Management Team



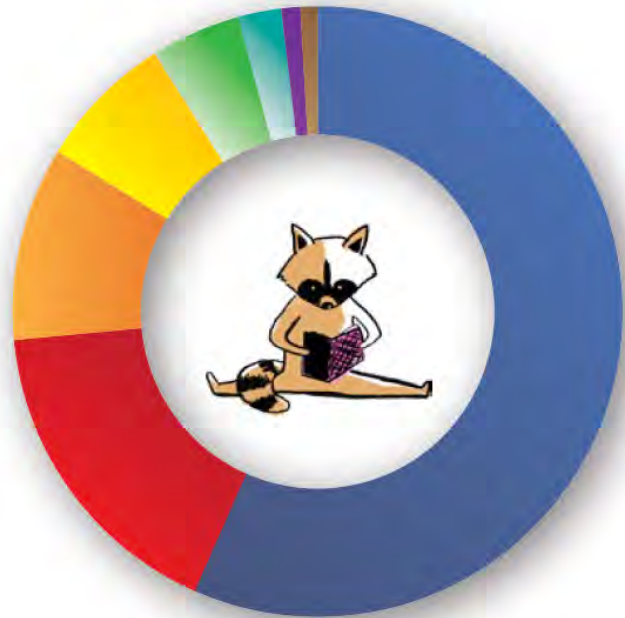
"Race Equity is not simply a black and white issue. It involves all of us," said Shawna Sherman. "We hope to really dig into the data to see where inequities exist in our library culture so that we can address them. We are in this together. We all have to work together if we want to make change."

Office issued a citywide Racial Equity Framework, a document outlining the City's vision, goals and overarching strategies to address racism and racial disparities and advance racial equity in the City, with a focus on the work of City government. The framework includes metrics by which departments, through Racial Equity Action Plans, can measure

After attending the workshop, one participant said that she would "step up" her conversation about this topic with her child and "get more involved at school for implementing change." Another attendee said, "I will search for a structured guideline that can be used to explain [to] small children [that] race is a social construct, a brief overview of how race is used to oppress

with Commission President Dr. Mary Wardell-Ghiraduzzi, took the lead on drafting a statement championing racial equity and supporting the #BlackLivesMatter movement. In the statement, Dr. Wardell-Ghiraduzzi stated that, "Our black colleagues, neighbors and friends have spent lifetimes living with anxiety and uncertainty while too many leaders

Fiscal Year 2020 Budget (in millions)



\$97.14	Labor
\$29.01	Capital
\$17.62	Collections
\$12.41	Services of Other Depts.
\$8.20	Non-Personnel
\$3.94	Materials & Supplies
\$1.72	BLIP Debt Service
\$1.55	Equipment
\$171.59	Total

FRIENDS OF SFPL

Grant Expenditures FY 19-20

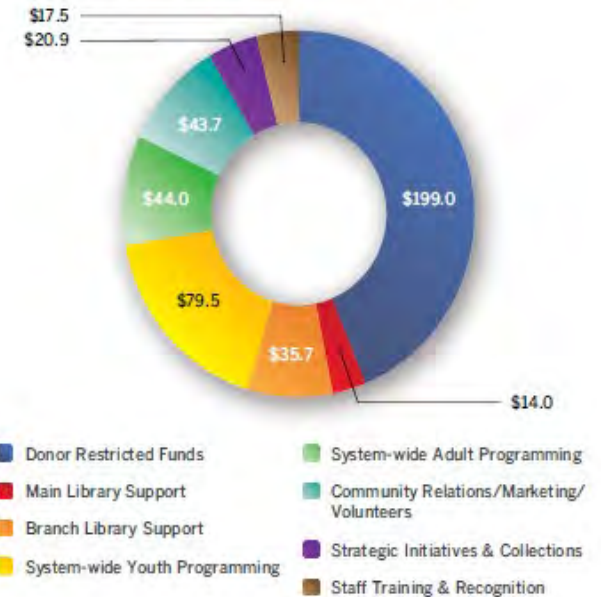


Friends of the San Francisco Public Library provided \$454,450 in direct support for programs, services, equipment and fiscal sponsorship in the following areas:


- Children and youth programs, including Summer Stride
- The Mix at Main teen media center
- Connected Community, system-wide adult programs
- Grants to branches for crafts, wellness and cultural programs
- Professional development training for library staff
- One City One Book and the Effie Lee Morris Lecture
- Collections and programs at affinity centers at the Main (The Bridge, Hormel LGBTQIA, Latino Hispanic, Chinese American, Filipino and Stegner Centers)
- History, art and literary exhibitions
- Enhanced marketing of Library programs and services, including *At the Library*
- Emergency expenditures for PPE for SFPL staff

Friends-supported programs at SFPL were impacted in the fourth quarter due to the City health orders and branch closures, beginning in March.

Friends of SFPL Grant Expenditures
Fiscal Year 2019 – 2020 (in thousands)



THANK YOU SFPL STAFF




JESSICA JARAMILLO
District Manager

ESSENTIAL WORKER WEEK

Contact tracing is one of the most powerful tools we have to move towards reopening more safely.

It feels good to take part in the effort to protect San Francisco and the Bay Area, especially reaching out to the Latinx community who has been among the hardest hit economically and health-wise in this crisis.

#EssentiallyYoursSF



YUEN CHAN
Cantonese Language Translator

ESSENTIAL WORKER WEEK

It's my honor to become a DSW at SF Emergency Operations Center, where I can support the community with my translation expertise and spread the message throughout the City!

Stay home and save lives!

#EssentiallyYoursSF

