

SFPL Annual Report FY 20 - 21

Library Commission
November 18, 2021

Kate Patterson
Director of Communications



**A Year in the Books
2020 - 2021**

Milestones

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



March
 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.

April
 With the libraries closed, hundreds of Library staff were deployed as Disaster Service Workers (DSW) assisting the community with services in collecting, mail prep, food bank distribution, disaster monitoring, translations, public relations/communications, graphic design and more.

May
June
July

August
 August 10, SFPL To Go launched at Excelsior

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

September
 September 1, SFPL To Go opened at:

- Lureka Valley
- Marina
- Marcell
- Mission Bay

October
 October 5, Community Hubs opened at:

- Kernal Heights
- Richmond
- Ocean View - 1000
- Ocean View - 1000
- Treasure Island

November
 November 5, Community Hub opened at:

- Western Addition

December
 December 2, Community Hub opened at Ingleside

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 Highly 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 day time 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



Disaster Service Workers on the job

"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 clipboard, 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."

— Shellee Coking, 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, Sheriff—who I previously didn't know very well. Those 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 DSW workers at the City's Covid Command Center at Mission Collection 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 reshelved, 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



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!"

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.



Librarian at Excelsior

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

— Instagram @joannabgould

"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

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.



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.

"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 Sunset Heights

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.



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 40 thousand patron visits! And our breakroom has many items that were given as gifts from happy patrons."

— Casey Grumpacker, Branch Manager, Eureka Valley Branch



SFPL To Go-Go Ingleside



Read the titles from top left clockwise—arranged by a librarian. Simply brilliant!

"Yesterday were so many smiles and downright giddy people!"

— Richmond Branch staff



SFPL To Go-Go Visitation Valley

milestones continued

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



2021

January	February	March	April	May	June	July	August	September	October
January 21, SFPL To Go opened at • Catholic Charities in Cockin View January 26, Community Hub opened at Golden Gate Valley	February 16, Community Hub opened at • Ortega • Sunset February 16, SFPL To Go opened at • Bayview • Park February 23, SFPL To Go opened at • Redwood • Roosevelt Middle School	February 3, SFPL To Go opened at • Richmond • Roosevelt Middle School	April 6, SFPL To Go opened at Potrero April 21, SFPL To Go opened at • Potrero • West Portal April 21, SFPL To Go opened at • Potrero • West Portal	May 3, Main Library opened its doors for Browse & Bounce, in-person browsing. May 11, Browse & Bounce opened at • Chinatown May 18, Browse & Bounce opened at • Mission Bay	June 21, SFPL To Go opened at • Bernal Heights • Golden Gate Valley • Ingleside • North Beach • Sunset • Westside Addition June 21, Browse & Bounce opened at • Ortega • Richmond • Visitation Valley July 22, Browse & Bounce opened at • Excelsior	July 19, Browse & Bounce opened at • Western Addition July 20, Browse & Bounce opened at • Bayview • Eureka Valley • Glen Park • Noe Valley • Ocean View • Parkside • Presidio 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) Full in-person service was restored at • Park (8/10) • Potrero (8/10) • Potrero (8/10) • Golden Gate Valley (8/16) • Merced (8/20)	September 3, Main Library reverts to restored regular hours After the Main meeting and study rooms reopening resume	October 3, 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

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.

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.



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, reading 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."

— Uyanaga Aromin, Supervising Building and Circulation 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.



Alex at the Main reopening



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 @lntarconnie



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.



Potrero 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.



CULTURAL AWARENESS EVENTS

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, "iViva!" 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.

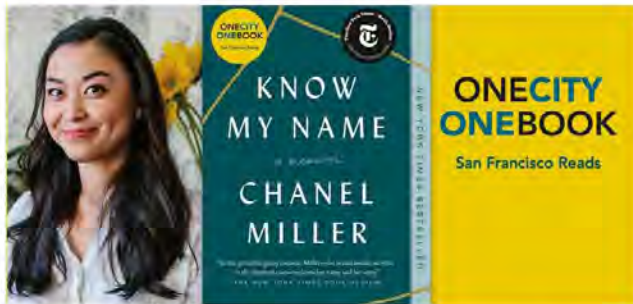
More Than a Month

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



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

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.



Work it: Jobs, Business and Finance

Work it

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



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.

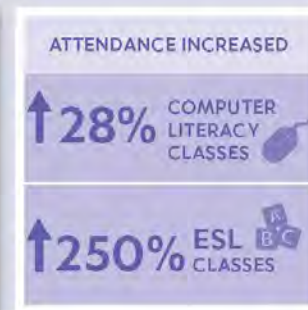
PUBLIC VIRTUAL PROGRAMS BY NUMBERS



2020-2021



Summer Stride participants signed up on beanstack.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 MoMAGIC

and the San Francisco Human Rights Commission in the Western Addition, Bayview, Tenderloin, Visitation 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 MoMAGIC and the San Francisco Human Rights Commission in the Western Addition, Bayview, Tenderloin, Visitation 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 bingeworthy 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,
Blanca



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 119,185 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



San Francisco College Preparatory
 • Private Schools in San Francisco: Urban, St. Ignatius, SF Christian, Sacred Heart Cathedral Prep, Lycee Francaise 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

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
- Digindo Labs
- Electronic Frontier Foundation (EFF)
- Felton Institute Family Service Agency of San Francisco (FSA)
- JVS
- Mapbox
- Missionbit
- San Francisco Office of Digital Equity
- St. Anthonys
- 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 Epple, 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.
 —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.

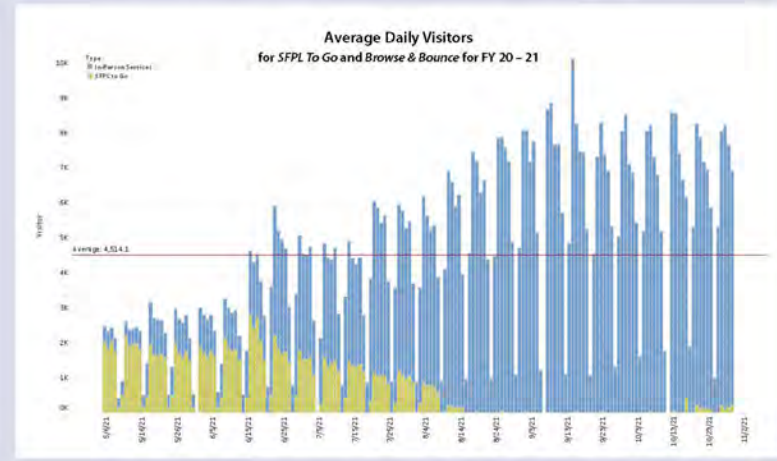
The Library continues to be an ideal place for formerly incarcerated people to find support, information and training to help during their transition away from incarceration. SFPL participates in monthly meetings for individuals who have recently paroled, and the Library offers an array of programs to 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

SAN FRANCISCO LIBRARIES



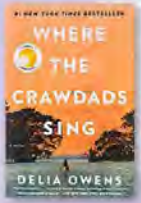
Not surprising, SFPL saw an increase in the circulation of electronic materials during the pandemic. SFPL To Go daily visits remained steady throughout, and it was clear that patrons really missed accessing our physical spaces as evident by the spike in visits after our reopenings.



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



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



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



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>



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



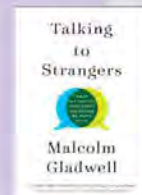
JUVENILE FICTION

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



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



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 Freighter 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 Visitation 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.



GRADUATING CLASS OF DISASTER SERVICE WORKERS

Thank you for supporting the City!

Tiya Addison
Bart Admonius
Adilza Aguilár
Lydia Torres Aguirre
Evelyn Alvarado
Jennifer Ambulevich
Ernesto Angulo
Ricardo Antón
Wai Ao
Maya Archer
Mary Armentrout
Lorena Arroyo
Joanna Artesaga La Spina
Jean Astier
Ximelal Ayala
Marina Bacchetti
Clare Bain
Ruben Balderras
Dianyu Banerjee
Tiffany Barba
Amanda Barben
Joaquin Baros
Florinda Battad
Aileen Bender
Quindi Berger
Marie Bergman
Carlyle Betz
Anthony Boruch-Cornstock
Jennifer Bowman
Mhritzy Bradford
Ned Bresnahan
David Brink
Genes Brooks
Rachel Brooks
Marlene Buzenbaur
Janca Calmetta
Michael Callejas
April Calvazo
Peter Camarda
Kathryn Camarata

Briana Campbell
Josefina Campos Navarrete
Martha Campos-Hernandez
Dimitri Camasal
Irene Carbajal Gonzalez
Luis Cardona
Norman Carlota
Robert Carlson
Kevin Carpenter
Dean Carrig
Ashley Carlskaddon
Stephen Carson
Andrew Casler
Brian Catagnone
Joie Castro
Yajaira Cavazos
Dianyu Banerjee
Jose Ceada
Wing Chan
Amanda Barben
Joaquin Baros
Florinda Battad
Aileen Bender
Quindi Berger
Marie Bergman
Carlyle Betz
Anthony Boruch-Cornstock
Jennifer Bowman
Mhritzy Bradford
Ned Bresnahan
David Brink
Genes Brooks
Rachel Brooks
Marlene Buzenbaur
Janca Calmetta
Michael Callejas
April Calvazo
Peter Camarda
Kathryn Camarata

Marina Chu
Jack Chu
Nhi Chung
Martha Campos-Hernandez
Dimitri Camasal
Irene Carbajal Gonzalez
Luis Cardona
Norman Carlota
Robert Carlson
Kevin Carpenter
Dean Carrig
Ashley Carlskaddon
Stephen Carson
Andrew Casler
Brian Catagnone
Joie Castro
Yajaira Cavazos
Dianyu Banerjee
Jose Ceada
Wing Chan
Amanda Barben
Joaquin Baros
Florinda Battad
Aileen Bender
Quindi Berger
Marie Bergman
Carlyle Betz
Anthony Boruch-Cornstock
Jennifer Bowman
Mhritzy Bradford
Ned Bresnahan
David Brink
Genes Brooks
Rachel Brooks
Marlene Buzenbaur
Janca Calmetta
Michael Callejas
April Calvazo
Peter Camarda
Kathryn Camarata

Kenya Dumetz
Winnie Duong
Julie Duong
Bryan Duran
John Eby
Kayla Elizabethe
Natalie Enright
Ewert Erlanson
Hector Escobedo
Ramon Escobedo
Brandon Ertayo
Katherine Eto-Hokin
Lisa Fagundes
Wendy Farina
Madelaine Falder
Georgine Feldman
Giovanna Ferruti
Petra E. Ferruti
Christine Fiezt
Rachel Fiezt
Susan Fink
Maribel Fonseca
Julietta Fox
Kevin Franke
Lucy Friedland
Sara Fu
Carlos Fuentes
Yiya Gao
Joseph Garcia
Jeremy Garver
Robert Garcia
Yoon Gette
Howard Chen
William Chen
Shirley Chen
Felicja Dowdard
Emily Dzurick-Bedran
Ernesto Diaz Infante
Leah Dittulio
Yegorina Dravva
Rachel Drayden
Lizette Duarte

Hannah Grubetz
Andrea Grimes
Min Guan
Ellen Guan
Jose Gulato
Johanna Guo
Angela Gutierrez
Brendan Gutierrez
Jerry Ha
Anthony Hamilton
Michelle Hampton
Jenna Hamze
Phi Hang
Bao Hang
Eric Hannan
Vanessa Hardy
Kirstie Harless
Alexis Harper
Pauline Harris
Bon Harris
Liesel Harris-Boundary
Lupul Hayes
Yin Qiang He
Paula Heany
Celeste Helke
Ramon Hernandez
Cintiya Hernandez
Karina Hernandez
Malytta Herrera
David Hicks
Renes Hill
David Hill
Jason Hill
Michael Hinson
Angelo Hjelm
Andrew Ho
Dao Ho
Elise Inarid
Hochhalter
Nicholas Hogan
Susan Hom

Gregory Hom
Sean Hopkinson
Dorcen Horstin
Gloria Houston
Penelope Houston
Jing Yi Huang
Wen Faug Huang
Chao Qin Huang
Diane Huang
Caoling Huang
Mai Hung
Yesica Hurd
Brian Huynh
Khai Huynh
Nghia Huynh
Eric Huynh
Jamilla Hyatt
Abraham Inguico
Miles Ingraham
Linda Jackson
Shironda Jackson
Cherlene Janzen
Jessica Jaramillo
John Jasper
Christena Jenkins
Jeremiah Jenkins
Dale Jenne
David Jenne
Kenneth Jensen
James Jessie
Leticia Jones
David Jones
Charles Jorge
Ruben Juarez
Frank Juarez
Marissa Juarez-W
Terree Kaloti
Jillian Kam
Sarah Kamimori
Gerald Carpenter
Anna Karasak
Yelena Karkova

Sean Kawa
David Karmarscak
Craig Kellher
Benson Kha
Eric Kha
Dorlene Kilzer-Hill
Ai Kim
Nhu Kim
Walter Kimball
Nzugu Kitenge

Finny Li Wong
Benny Liang
Lan Lien
Dusha Lin
Shawn Lin
Melissa Zhao Mei Lin
Hui Lin
Connie Lin
Wanyi Lin
Matthew Lipson

Daniel Molina
Christian Molina
Meghan Monahan
Kyle Moon
May Moore
Eddy Morales
Guacolda Morales-Nunez
Otelia Moran
Christina Morsetta

Tatiana Rivera
Zitlali Flores
Robert Roach
Spencer Rohrer
Marisol Roman
Jill Anne Romero
Roberto Romo Jr
Sylvia Rowan
Lea Rude
Antonia Ruiz Koffman

Annie Tang
Elaine Tamman
Laura Taranago
Lisa Taylor
Daniel Tennewo
Elizabeth Thacker
Nghia Thai
Duc Thai
Mireya Thai
Toan Thai

Shanti Williams
Rahima Ayyan Williams
Michele Williams
Timothy Wilson
Jayne Wilson
Lucia Wong
Betty Wong
John Wong
Gin Heong Wong



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 worked City events providing information on COVID-19.

— 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 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.



Lilian Quicho at SF-Marin Food Bank

or 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-person 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

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

Yuen Chan, Cantonese Translation Coordinator

Left: Covid Command Info & Guidance team including SFPL staffers Quindi Berger, Trent Garcia, Marcel Gambo Murphy, Jason Gibbs and Jamilla Hyatt.

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,

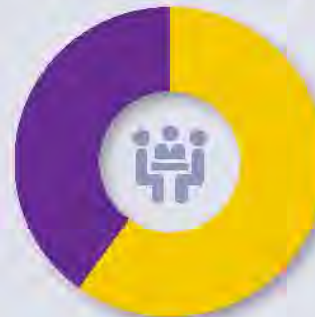
equity in all the Library's programs, policies and services. It also calls upon the Library to champion racial equity issues in partnership with other City agencies and on the regional, state and national levels to ensure that communities of Color and low-income communities have equitable access to funding,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

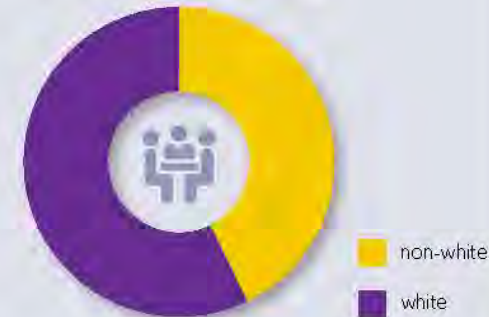
Thank you to the Racial Equity Committee for your awesome work.

- 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



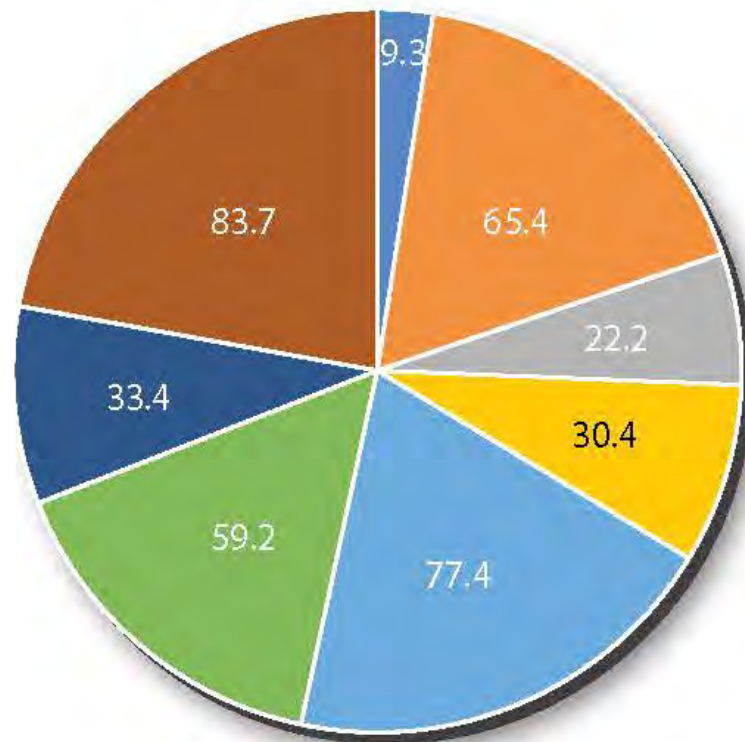
Demographic of Senior Management Team



■ non-white
■ white

WE GET BY WITH A LITTLE HELP FROM OUR FRIENDS

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



- Strategic Initiatives & Collections
- Branch Library Support
- Main Library Support
- Staff Training and Recognition
- Systemwide Adult Programming
- Systemwide Youth Programming
- Community Relations/Marketing/Volunteers
- Donor Restricted Funds

Total Expenditures: \$378,000



“

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