



San Francisco Public Library

MINUTES
Council of Neighborhood Libraries
October 26th, 2017
4:00 p.m.
Meeting Notes
CALL TO ORDER

Meeting Location: Latino Hispanic Room

CHAIR: Cathy Delneo, Chief of Branches

Attendees: Larry Ware (BAY), Nina Yourkelson (BHE), Lena Yu (CHI), Marcia Parrott (EXC), Nora Dowley (GPA), Jules Older (GGV), Laura Chummers (GGV), Laura Bernabei (ING), Mailine Chew (MBA), Ruth Maginnis (NVA), Kathleen McClay (NBE), Tyrone (Ty) Robinson (NBE), Edna James (OVI), Marcia Popper (PRE), Kaitlyn Tran (PRE), Anne Jones (WPO), Penni Wisner (EVA) Excused, Ruth Grabowski (EXC) Excused, Judy Strebel (MIS) Excused, Rosa Quinones (MIS) Excused, Pinkie Bolden (OVI) Excused, Vanessa Wallace (OVI) Excused, Bessie Hahn (ORT) Excused, Diane Silver (PAR) Excused, Vanessa Wallace (OVI) Excused, Marcia Ehrlich (PAR) Excused, Diane Silver (PAR) Excused, Michael Leahy (PSI) Excused, Don Thielges (POR) Excused, Elaine Cahn (RIC) Excused, Deborah Oppenheim (SUN) Excused, Joan Walton (SUN) Excused, Rochelle Fort (VVA) Excused, Maryam Roberts (WPO) Excused, Callen Taylor (WSA) Excused

Library Administrators: Michael Lambert (Deputy Librarian); Catherine Delneo (Chief of Branches);

Guests: none

HOUSEKEEPING

- The next regular CNL Meeting will be on **Thursday, January 25th, 2018, 4:00 p.m. in the Latino Hispanic Room B, Main Library, Lower Level.**
- The next **CNL Steering Committee Meeting** will be on **Tuesday, January 16th, 2018, 4:30 p.m. in Room 601 – Main Library.**
ACTION - Member participation is highly encouraged and needed at the Steering Committee meetings. Your virtual attendance is also welcome – email your ideas for agenda topics to cathy.delneo@sfpl.org
- The next **Library Commission Meeting** will be on **Thursday, November 16th, 2017, 4:30 p.m. at the Koret Auditorium, Main Library.** The October meeting was canceled because there was no quorum. Edna James (OVI) and Jules Older (GGV) will try to attend the November meeting.

ANNOUNCEMENTS

- The CNL Holiday Party will be held on Thursday, December 7th, 2017, 4:00 p.m. in the City Librarian's Office, Main Library, 6th Floor.
- Introduction of the CNL members were made. We have new CNL representative for the following branch:
 - o AJ Cave, representing Anza Library
- Introduction of new COB staff was made – Michael Roman – Jr. Management Assistant
- Schedules were shared for the upcoming Open Hours Meetings.
- Upcoming Branch Open Houses:
 - o Parkside – Sunday, November 5th from 2:00 – 5:00pm
 - o Ingleside – Saturday, December 2nd from 2:00 – 5:00pm
 - o Bernal Heights – Wednesday, December 13th from 5:30-8:30pm
- CNL member acknowledged and thanked the Chinatown community for paying tribute to Isaac Jordon from Park & Rec.

UPDATES

City Librarian's Report – Michael Lambert

- Luis Herrera was in St. Paul for Urban Library Council forum.
- Michael attended the Urban Libraries Council meeting in October and received an award on behalf of the Library as a Top Innovator for Digital Inclusion. Additional information on the award was distributed to CNL members.
- The San Francisco Library signed on to the Statement on Race & Social Equity. Copies of the statement were distributed to CNL members.
- Michael discussed how the San Francisco Library is leading on a national level in its inclusion efforts, and shared examples of what other libraries are doing in this area.
 - o In Gwinnett County Georgia patrons are allowed to use the library before staff arrives and after staff leaves.
 - o Video describing Madison, Wisconsin's hip-hop architecture program was shown.
- The library partnering with Treasurer's Office and Tax Collection Bureau on a "soft and benign" 6 month pilot campaign to restore borrowing privileges to patrons and to help collect the several million dollar liability that the library has in delinquent fines and fees. At the end of the campaign the library will have demonstrated due diligence in collecting the fines and fees and shown that the remaining liability is unrecoverable and can be written off. There will be 3 letters and 3 emails sent and the proposed letter was shared with CNL members.

Questions from CNL members:

Q. Will the letter be translated? A. Still working on how other languages will be accommodated.

Q. What does "fine free" mean? What is its purpose? A. Fine free does not mean replacement cost free. Underserved communities are often disproportionately impacted by fines. Need to look at other ways to mitigate bad behavior such as reducing number of items to be borrowed.

Q. Do you need to own property in order for tax collector to collect? A. Treasurer has charter authority to collect. Will be "soft" campaign.

- Q. Have there been any early lessons from laptop lending? A. Laptop lending has been very successful. Returns are on time and there has been minimal loss. Will be expanding the program.
- Q. How much time will there be between receiving letter and pursuit of debt by the city? A. 30-45 days.
- Q. Does staff remind patrons about fines and fees? A. They should as best practice but depends on circumstances, amount owed, etc. Focus is on higher threshold of \$100 or more.

SFPL Friends

- Marie Ciepiela spoke briefly about the work of SFPL Friends and brought copies of the Annual Report for distribution.

District Roundtable Sharing

- Prior to start of district roundtable sharing Ty Robinson (NBE) reported that he is working with North Beach Branch on a display of Native American Artifacts that will be up in November for Native American History Month.

Notes from SW and NW Breakout Sessions:

- In what ways do you feel your branch really shines?
 - o They all have in common,
 - o “staff are friendly, welcoming.”
 - o “A place where everyone knows each other.”
 - o “Ocean View branch library is the highlight of the Ocean View community!”
 - o Anza “Open access”
 - o -accommodate different types of the people
 - o -WPO: Laughther Yoga program
 - o “A street safe place”
 - o “24/7 wifi!”
 - o “program room”
- What would you like to see more of at your branch?
 - o They all mentioned would like to see more teens use the library.
 - o Offer more programs that attracts teens
 - o Perhaps Silicon Valley fieldtrips for teens
 - o Get teens engaged via programs such as skits, competitions, gaming, provide free food etc.
 - o Discover & Go fieldtrips
- Is there a group or community you’d like to see us reach out to more?
 - o Newcomers-introduce them to the services that library offers. Help them ease into the community

Notes from NE breakout Session:

- Members Present: Lena Yu (CHI), Jules Older (GGV), Laura Chummers (GGV), Mailine Chew (MBA), Kathleen McClay (NBE), Tyrone (Ty) Dana Robinson (NBE), Marcia Popper (PRE), and Kaitlyn Tran (PRE).

- Based upon conversation prompts, members shared where their branch shines and concerns they have about their branch.
 - **Chinatown:** The branch shines as a place for immigrant families and those with crowded living spaces it serves as a living room (3rd space); the FREE asset is wonderful; the separate floor for children and the community room allow multiple needs to be met at the same time. An area for improvement is a space for teens; they really need their own space; they can be seen eating their snacks outside afterschool before they go inside (GGV member Laura suggested Parklets at libraries would be good for this purpose and to allow teens to hang out.)
 - **Golden Gate Valley:** The branch shines as a place for families, children and an informal gathering space for the neighborhood including a writers group that Jules participates in. Areas of concern was whether the branch successfully served teens and whether the right balance was reached between families/children and the needs of other patrons. Both Jules and Laura praised Alejandro for making the branch more accessible and relevant to the community.
 - **Mission Bay:** The branch continues to get busier as more and more new residents move into the area especially children and families; Lori offers many creative programs. The children's area is too small and in the middle of the branch sometimes causing friction or noise issues; there is also an issue with homeless encampments in the area. The branch needs more space. Sad Fact: MBA neighborhood has more dog parks than parks for children (according to ____).
 - **North Beach:** The branch shines due to its branch manager, Richard, and the wonderful staff and the separate areas for each age group (adult, teen, children, plus the community room; highlights include the tech support, Tuesday poetry nights, genealogy programs. An area for improvement is the glare through the windows which makes reading a computer or device screen impossible; suggestions were made for shades or other ways to block the light/glare.
 - **Presidio:** The branch shines with its rain garden, separate children's room, beautiful facility, separate and large community room; it is a good place to go afterschool to study; there is good attendance at programs. Areas for improvement would be programming around the beautiful rock garden/drainage, re-configuring the new bench placement (It seems inelegant and somewhat confrontational.).

Adjournment: 5:30 pm

Respectfully Submitted by Michael Roman