

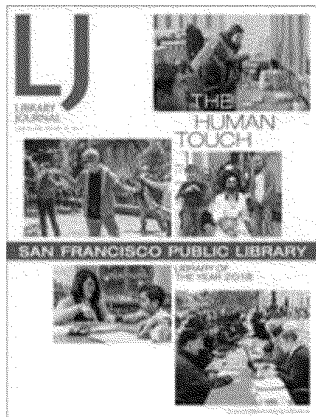
To: SFPL (LIB)[sfpl@sfpl.org]
From: City Librarian, City Librarian (LIB)[/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=13B26633EA1E40C2B365979D7B3765B4-CITY LIBRARIAN]
Sent: Mon 6/4/2018 5:53:02 PM (UTC-07:00)
Subject: Exciting news to be released tomorrow

Good Evening Colleagues,

Congratulations!

Thanks to your dedication to excellence for San Francisco Public Library, we have achieved our goal to be the premier urban library in the nation.

On Tuesday morning, *Library Journal* will announce that San Francisco Public Library has won the **2018 Gale/Library Journal honor as National Library of the Year**. Please do not share this information outside SFPL before Tuesday morning.



Established in 1992, each year the Library of the Year Award celebrates the library that most profoundly demonstrate service to the community, creativity and innovating in developing specific community programs or have seen dramatic increase in library use and leadership in creating programs emulated by other libraries. San Francisco Public Library was noted for its active promotion of San Francisco's values of inclusion, diversity and equality and its ability to create programs and policies to support those democratic values.

San Francisco Public Library's strong fiscal health and its commitment to achieving seven day a week library service across the city (Every Library. Every Day.) were major factors in its selection.

"The people of San Francisco are very lucky to have this excellent library at their fingertips, and the library profession is lucky to have it as a model and inspiration," said Rebecca T. Miller, editorial director of *Library Journal* and *School Library Journal*. "San Francisco Public Library is truly a national leader in developing models of inclusion, demonstrating bold approaches to serving the diverse and underserved segments of its community, and redefining how urban libraries can and should be responsive to the national dialog on democracy."

We look forward to celebrating as a team at our next All Staff meeting on June 29, and celebrating this tremendous honor with our entire community this summer.

Attached is the complete submission application and letters of support submitted on behalf of SFPL.

The cover image of *Library Journal* and Library of the Year badge logo can be accessed here: <L:\SFPL\2018 LOY> to add to your signature lines.

With proudest regards and thanks,

Michael Lambert
Acting City Librarian



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San Francisco Public Library

A WELCOME SANCTUARY FOR THE CITY

At a time when our nation is fragmented and divided, struggling with issues of race, equity and displacement, the public library has become a beacon of democracy, where the values of an open and inclusive society resonate more than ever. The San Francisco Public Library (SFPL), through its services, programs and commitment to inclusion, exemplifies this critical role. The Library is proud to be seen as a national leader in developing models of inclusion, demonstrating bold approaches to serving diverse and underserved segments of our community and redefining how urban libraries can and should be responsive to the national dialogue on democracy during these challenging times. The array of programs and initiatives summarized in this application demonstrate exemplary leadership that models democracy. We are a proud institution that is outstanding among its peers and merits strong consideration for Library Journal's 2018 Library of the Year.

WHO WE ARE

The City and County of San Francisco is a 7x7 mile metropolis with a population of nearly 900,000 that swells to 1.5 million on any given day, thanks to people who commute to or visit the City. More than 6.6 million people utilized our library facilities last year. These include the iconic Main Library in the Civic Center, 27 neighborhood branches spread throughout the City and four mobile outreach vehicles. The branches are varied in size (4,300 – 13,900 square feet) with architectural styles that span more than a century – Carnegies, WPA, mid-century modern and contemporary. The branches were recently transformed through the Branch Library Improvement Program, bringing them up to 21st century standards. The Main Library is 376,000 square feet and serves as a resource library for the entire system as well as the local branch for the surrounding low-income Tenderloin neighborhood.

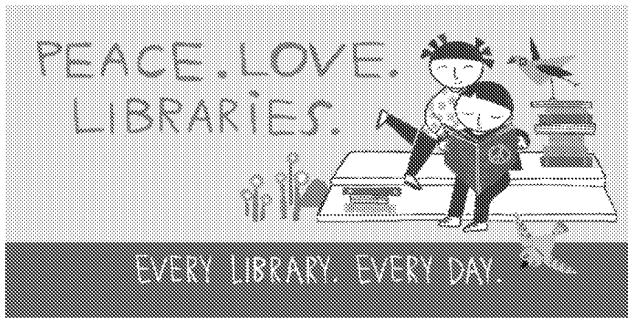
The library system enjoys extraordinary political and fiscal support thanks to a voter led initiative that mandates a funding set aside from the City's property tax revenues each year. This has resulted in an annual budget of \$126 million, or \$144 per capita. Sixty-five percent of the Library's budget covers the labor cost of 872 staff, of which 30.3% are professional librarians. More than 11% of the budget supports materials and collections and last year the Library saw a 6.33% increase in circulation.

In addition, last year the library offered more than 1,500 programs per month with more than 500,000 people in attendance.

EQUITY AND ACCESS FOR ALL – EVERY LIBRARY. EVERY DAY.

"The San Francisco Public Library is full of love and is a welcoming space for all. It is the city's most democratic institution and the largest champion of free information and expression." Sheryl Evans Davis, Executive Director, San Francisco Human Rights Commission

The San Francisco Public Library is realizing its vision of a true sanctuary by working to eliminate barriers to access. It came a step closer to this goal as the City Librarian, working closely with the late Mayor Ed Lee, accomplished a feat that would have been unheard of 25 years ago when the City was threatening to close several branch libraries. As of June



2017, every SFPL library is open seven days a week. All 27 San Francisco neighborhood libraries are open a minimum of 50 hours each week, with some open 55 hours per week. The Main Library is open 60 hours each week. The expanded hours promote increased access to library collections, services and materials for all community members. And the results are impressive – in less than a year, there has been a 5% increase in visits at the branches with new hours.

ALL ARE WELCOME

“The San Francisco Public Library plays a crucial role in supporting our City’s values and policies. Their open doors, immigration and citizenship programs, compassionate staff and community connections reflect our longstanding commitment to being a Sanctuary City.” Mayor Mark Farrell

Immigrants and Citizenship

SFPL celebrates values of open and equal access and the important role that libraries play in a strong democracy. In early 2017, in response to changes in immigration policy, the Library felt compelled to demonstrate these values and began a coordinated effort under the All Are Welcome banner. Signs and posters were created and displayed at library locations, signaling that the library is a friendly and safe space for all. A special staff-led All Are Welcome task force convened to coordinate programs and information for newcomers.

As part of these efforts, SFPL developed an immigration law twist on the traditional ‘lawyers-in-the-library’ model, partnering with an immigration law firm and the San Francisco Office of Civic Engagement and Immigrant Affairs, for an ongoing series of workshops offering one-to-one legal advice about citizenship applications, and free attorney review when the application is complete. Other events included ten “Know Your Rights” workshops presented in partnership with San Francisco Immigrant Legal & Education Network; the workshops, held in English, Spanish and Chinese, outlined the latest immigration policies. The libraries also hosted “Become an Immigrant Ally” programs to educate the concerned public about how policies are affecting the immigrant community. In parallel with these efforts, SFPL ramped up a new one-to-one tutoring program for English language learners and expanded English language conversation groups.

The Library created an All Are Welcome webpage to serve these efforts and updated its Citizenship Resources pages, which are translated into six languages and together receive more than 7,000 visits per year. Staff created YouTube citizenship videos that received 3,658 views. Information about immigrant resources, as well as staff procedures in the



event of a visit from Immigrations and Customs Enforcement officers, was distributed throughout the library system. Also, in partnership with the Human Rights Commission, the Library created a Respect and Love Toolkit and Resource Guide in six languages to address issues of hate, bias and discrimination.



No Shadow Without Light

The Library became a safe space for ongoing dialogue on the issues and challenges facing our nation. It was imperative that the Library actively engage people, and gave them space to contemplate, reflect and think independently and collectively on the local, national and global narratives consuming our society. SFPL brought different communities together in this endeavor. As with much of the Bay Area, authors and artists had been fretting over the unexpected outcome of the presidential election and weren't sure what to do. So, with our partner Litquake, the Library created a literary series called No Shadow Without Light, bringing diverse authors and poets together to speak to our nation's fear, anger and unrest. The six-part series, featuring panels of journalists, cartoonists, women writers, immigrant authors and environmental activists, was extremely powerful. Each night the auditorium was packed and more than 1,200 people participated.



Talking with Kids about Race

Young people are exposed to issues surrounding race, racism, bias and privilege in their daily lives, through the media, Black Lives Matter movement and even the 2016 presidential campaign. Parents and caregivers are often left explaining difficult topics to their children while still trying to understand them themselves. In response, SFPL designed a new four-part series of progressive programs to help parents, educators, and caregivers talk to kids about race. Participants were given tools to discuss race, racism, inequity and injustice, and practiced concrete and developmentally supportive conversation starters about how to create environments for kids that nurture racial justice. Librarian of Congress Dr. Carla Hayden joined the program in San Francisco to introduce the second workshop in the series, which brought together families and educators to reflect on their own understanding of race.



Drag Queen Storytimes

SFPL has been at the forefront of cutting edge programming. In 2015 the Library partnered with Radar Productions to present the first Drag Queen Story Hour in the nation. Since then, libraries around the country have shared the delight, as well as the controversy, that these wonderful story tellers bring to our libraries. Last year, to great acclaim, SFPL expanded Drag Queen Story Hour to branches outside of the traditionally LGBTQIA neighborhoods.

One City One Book

Many library systems have a program where the entire city is encouraged to read a common book. But how many libraries pick a 500+ page non-fiction tome about the Black Panther Party? SFPL chose *Black against Empire: The History and Politics of the Black Panther Party* by Joshua Bloom and Waldo E. Martin, Jr. as the 2017 One City One Book selection. More than 700 people participated in over 20 programs including author talks, bike tours, film screenings and panel discussions reflecting on the similarities between the current Black Lives Matter movement and the 60s Black Panther platform. More than 1,000 patrons checked out the printed book and more than 200 read it via an eBook.

We Love Diverse Books

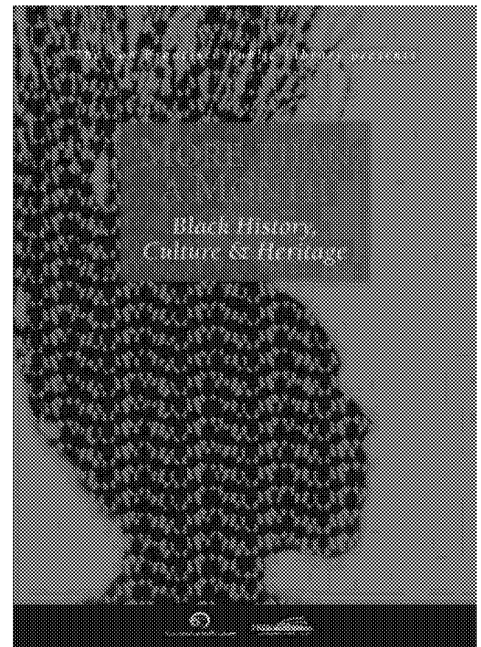


In 2017, in response to national advocacy efforts that have drawn attention to the homogeneity of publishing, SFPL introduced a new series of city-wide programs, titled We Love Diverse Books. The Library sponsored more than 50 programs featuring books that counteract stereotypes and showcase the beautiful array of representation that is available between the pages of the Library's books. Programs included the launch of the Black Comix Arts Festival, cultural cooking classes, book-making and poetry workshops as well as authors and artists sharing their unique stories.

Showcasing Cultural Awareness

Many of these innovative programs are spearheaded by SFPL's Cultural Awareness Committee that highlights multiple themes every year and develops programs, events and exhibitions across all ages and communities. Recent themes have included Middle Eastern Heritage, Pride! SF, Made in SF, Asian Pacific Heritage, VIVA! Latino/Hispanic Heritage, LIVE! At the Library, and More Than a Month: Black History, Culture & Heritage.

SFPL is fortunate to have two full art galleries in the Main Library, plus broad interest for exhibitions and displays throughout the neighborhood branches. The Library strives to develop exhibitions that highlight library resources but also illuminate the diverse communities and interests of San Francisco. The exhibitions also tie into themes developed by the Cultural Awareness Committee. Recent exhibitions include an annual wit and humor show taken from a unique special collection to multiple photography exhibits that have highlighted Palestinian immigrants, nationally recognized poets, and both former and current residents experiencing homelessness. The Library often partners with local artists and community organizations, thus giving them a venue to showcase their work. Over the past two years, two exhibitions created by SFPL and its partners have traveled to other museums and libraries including an exhibit on climate change's impact on wildflowers and an show highlighting native Ohlone elders and youth.



SETTING PUBLIC POLICY FOR A COMPASSIONATE COMMUNITY

"San Francisco is going through a tough time. It's a fractured place right now. The SFPL's main branch is one of the few, maybe the only, place in all of San Francisco where you can go and be part of true cross section of the entire city. The SFPL is a glue that holds us all together - holds together our culture, our minds, and our hearts." Wendy McNaughton, artist and journalist

SFPL has been a leader in developing innovative, compassionate and comprehensive approaches to addressing issues confronting libraries nationally – such as homelessness, and the opioid epidemic. Having to face these tough urban issues has redefined the collaborative and expansive role that libraries play in spearheading social policy.

First Social Worker in a Library

“It is a moral imperative for libraries and other public spaces to help the homeless and other populations in need.” Emilio Estevez, Director of *The Public*

In many cities, people who are struggling with homelessness, substance abuse or mental illness often have nowhere to go besides the public library. Partnering with the Department of Public Health, San Francisco was the first city to put a social worker in the library. Since its inception in 2009, the Library’s social service team has grown from a single social worker to a team of eight, including a social worker, a team leader and six health and safety associates (HASAs). Their focus and commitment is to serve library patrons in need of assistance, particularly those who are indigent or experiencing homelessness and related issues such as mental illness, chronic health issues and substance abuse. HASAs receive opportunities for professional development, as many of them have been homeless. They can take peer counseling training and progress in their career of helping others. The social service team has made great partnerships with other community organizations including Project Homeless Connect and Lava Mae, a nonprofit organization that provides mobile showers in front of the Main Library every week. The Library also hosts a monthly Pop-Up Care Village outside the Main Library, offering food, clothing, backpacks, health care, haircuts, showers and more. Each of these events serve an average of 350 individuals and that’s on top of the team of Health and Safety Workers who daily provide referral services to homeless patrons.



Last year alone, the HASA’s provided resources to people more than 6,500 times, and from 2010-2017, with the Library’s help, 150 people were placed in permanent housing.

SFPL has paved the way for libraries in the US and Canada to provide social services in a library setting to address issues of homelessness, poverty, unemployment, immigration, medical, psychiatric and addiction in its community members. Many libraries have consulted and sought guidance from SFPL as they create their own social service program.

Training Staff to use Narcan

In 2017, SFPL continued the partnership with the Department of Public Health to address another nationwide issue: people dying from opioid overdoses. San Francisco is a leader in the area of opioids and heroin response, with a history of compassionate and innovative approaches to intravenous drug users. Front line library staff approached management asking for the library to stock Narcan and provide training on its use to save lives. The program is voluntary, yet more than 120 staff members have completed the training. The efforts have paid off - in February of this year, in two separate incidences, staff administered Narcan and saved our patrons’ lives.

RADICAL PARTNERSHIPS

“Good partnership represents the pinnacle of leadership and collaboration in civil society. This is what the library builds with its partners.” Doniece Sandoval, Founder/CEO, Lava Mae

SFPL is redefining what it means to partner with a library. The Library is creating new, mutually beneficial, partnerships with major institutions that deepen community engagement and include innovative programs to reach new audiences and achieve each partner’s missions.

Public Knowledge Library at SFMOMA

As the City of San Francisco grapples with an enormous demographic and socioeconomic shift, San Francisco Public Library, in partnership with the San Francisco Museum of Modern Art, decided to truly look at how knowledge is consumed, shared and remembered. In a time when providing access to public information and social engagement, once a key role of public institutions, is now being taken over by technology, the Public Knowledge project ambitiously seeks to examine the historic role of public libraries and museums and reinvigorate their relevance today.



This radical project and partnership brings together artists, librarians and scholars to open up dialogue and site-based art projects at neighborhood libraries about the cultural impact of urban and technological change throughout the city.

Inspired by SFPL as a leader of neighborhood engagement and open and equitable access to all, SFMOMA also has opened up a free space within the museum, called the Public Knowledge Branch Library. This space comes complete with SFPL’s own historic analog card catalog, a browsing collection of books (focused on art, civic engagement, cities, cultural life, education and technology) plus current community newspapers and magazines in multiple languages, listening stations, chairs and tables and program space. Opened in September 2017, this two-year temporary library space is visited by every school group who comes to SFMOMA, serves as the nexus for daily docent tours exploring the free publically accessible artwork surrounding the museum, and serves as a communal space for all visitors who drop by. The Public Knowledge library also serves as host to a unique array of jointly planned public programs such as the Future of Mapping, Reimagining the City and Wikipedia edit-a-thons.

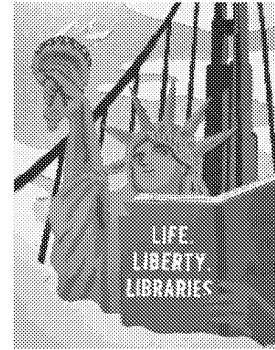
Tales to Trails with the National Park Service



For the last two years, SFPL partnered with the National Park Service and Chronicle Books to bring adventure, reading and amazing new worlds to San Francisco families. This partnership has redefined the traditional summer reading program into a transformative learning experience for children, youth and their families engaging a record number of participants. The program includes free shuttle trips to national parks, Ranger talks in every neighborhood library, StoryWalks (children’s book pages on signs along park trails), park information on “trailheads” in the branch libraries and hundreds of STEM learning programs. Last year the Library organized 1,135

programs for 32,325 participants, a 43% increase in attendance from the previous year. Sixty-three percent of Summer

Stride participants were first time attendees, 82% visited a park and another 63% said they learned something new during the summer. But the stats only tell part of the story - some of the families on the shuttle rides had never visited a National Park, or seen the ocean. Also, the National Park Service was able to expand their outreach into San Francisco via our neighborhood branches. This winning combination leveraged success and garnered national recognition for both SFPL (John Cotton Dana and California Library Association awards) and the National Park Service (Outstanding Public Engagement award from the Public Lands Alliance).



This summer the partnership continues and the Library has chosen Dave Eggers' and Shawn Harris' new book, *Her Right Foot*, an illustrated story about the Statue of Liberty – again emphasizing that all are welcome – for the Summer Stride program inspiration, championing the mantra “Life. Liberty. Libraries.”

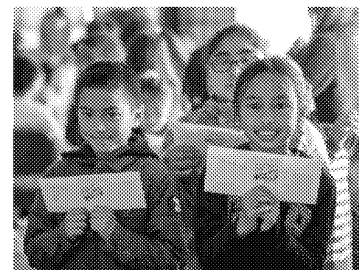
CONNECTING WITH OUR COMMUNITY

“The library has played a critical role in San Francisco and continues to be a true partner for all of our children, youth and families. They have provided excellent educational experiences and opportunities, including free after school tutoring, a state-of-the-art teen digital media lab and Scholar Cards that offer a clean slate for every SFUSD student. The library has helped level the playing field and removed barriers to education and access, while being a warm and welcoming place for families.” Hydra Mendoza, President, San Francisco Board of Education and Deputy Chief of Staff for Education and Equity, San Francisco Mayor’s Office

Though the Library’s materials collection is strong and the eCollections is growing, what makes SFPL unique are the programs and partnerships that address specific issues confronting the community. Whether it’s providing sanctuary to new immigrants, encouraging dialogue on current topics, ensuring students have library cards, developing policy on social issues or teaching struggling children to read, SFPL creates and implements new programs to meet community needs. SFPL holds more than 1,500 programs a month, and from 2008 to 2017, annual programming activity more than doubled. More than 500,000 people attended programs last year. Also, the Library is flexible and able to respond to current affairs and changes in society. But SFPL doesn’t do this alone – its strength lies in partnering with other public agencies, experts in many fields, world class institutions and nonprofit organizations.

Scholar Card

“We are so proud of the great partnership we have forged with our neighborhood libraries. When school is out for the day or for the summer, we know we can count on the libraries which are open every day, in every neighborhood, providing a welcoming space for students to further their learning and get afterschool tutoring. Thanks to the Scholar Card, all our students have a clean slate and full, free access to all the books and resources that the library provides.” Dr. Vincent Matthew, Superintendent, San Francisco Unified School District



Empowered by President Obama’s Library Card Challenge, SFPL was one of the first libraries to sign on and launch Scholar Card during National Library Week in 2017. Teaming up with the San Francisco Unified School District (SFUSD), the Library provided every student with a full access library card and clean slate for pre-existing fines, including enrolling thousands of new library users from at-risk populations. Today 45% of SFUSD students have activated their new library accounts and 64% of those students are showing frequent and regular use of their library cards. SFPL librarians now serve as mentors on how to implement a Scholar Card initiative to public library systems in California and beyond.

A Learning Differences Librarian

SFPL is the first public library to hire a dedicated Learning Differences librarian, who has created a comprehensive program of one-on-one tutoring and reading remediation for young students struggling with their reading skills. Called FOG Readers, the name not only alludes to San Francisco's weather, but to Free Orton Gillingham, an evidence based method of instruction initially developed for individuals with dyslexia. About 50% of San Francisco Unified School District 3rd and 4th graders are reading below their grade level. Parents can receive help through private tutoring services, but these are often cost prohibitive for many families.

The Learning Differences librarian trains volunteer tutors to follow a set curriculum and then matches them with a student that they meet with once a week for an hour at a library location. The student/tutor pairs meet on an ongoing basis, so they form a relationship which can be helpful in overcoming hurdles such as self-confidence and anxiety reading aloud.

Since the start of the program in January 2017, 118 students have been paired with tutors at 22 library locations. 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 on. Parents have reported that these increases are reflected in school work and reading levels used by the school district. They also note an increase in overall confidence and a willingness of their children to read on their own which often wasn't there previously. FOG Readers is an exemplary program and is being used as a model for other library systems.

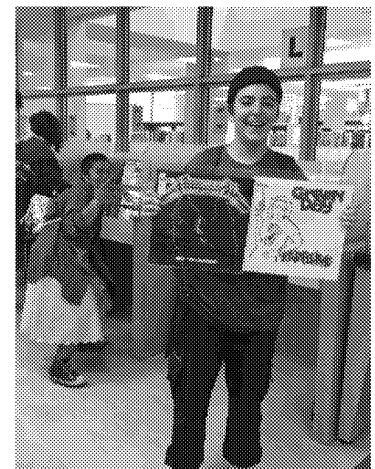
Every Child Ready to Read

"SFPL librarians have been effective and compassionate leaders who have built long-standing relationships within city government, community-based organizations and the community at large to deliver free and equal access to information for all. Their offering of excellent public library services to the residents of San Francisco makes the lives of our residents (particularly our young residents) happy and better every day." Maria Su, Executive Director, San Francisco Department of Children, Youth & Their Families

As part of the Every Child Ready to Read initiative in 2006, SFPL was one of the first libraries to hire a dedicated Early Literacy Coordinator. With this position, SFPL has seen a 101% increase in staff capacity to offer storytimes and a 208% increase in participation by young children and caregivers. SFPL offers 89 storytimes a week, and last year more than 219,000 people participated in 4,144 storytimes. In addition, the Early Literacy Coordinator organizes the annual Big SF Playdate at every library location, Early Literacy Workshops for community organizations, the annual Tricycle Music Fest with Grammy award winning musicians, annual Early Literacy Buffet for Early Childhood Educators and playtimes following most Baby Rhyme and Toddler Storytimes. Annual survey results indicate that parents read, talk, sing and check out more books because of their storytime participation.

Vinyl Destination

Always looking to expand the reach to new audiences, the Library recently increased its vinyl collection by more than 50%, adding 2,000+ newly pressed LPs into circulation. The circulation of phonographic discs has increased more than 80% since launching "Vinyl Destination" in September 2017. In FY17 the Library circulated 1,658 records. In the six months since the launch, 7,276 albums have circulated. More importantly, SFPL provides more than collections – we create experiences. With vinyl's resurgence, the Library is reintroducing a way of experiencing music to a generation or two who never knew the joy of flipping through local music store racks and discovering their next favorite album. Once again, a strong partnership came into play. Much of the LP collection was purchased through local Green Apple Books & Music, supporting San Francisco music and artists.



Biblio Bistro

Residents in low income neighborhoods, such as those surrounding the Main Library, do not always have the knowledge and skills needed to prepare healthy, nutritious food for their families. To address this need, one of our librarians, previously a chef, created Biblio Bistro, a cooking demo cart for farmer's markets and beyond. The program teaches cooking and nutrition skills and finds new audiences, reaching out to those most in need. Street fairs, markets and other sites bring library services to those unfamiliar with the library.

People generally tend to cook or purchase prepared foods that are familiar to them, avoiding variety, especially seasonal greens. At the UN Farmers Market next to the Main Library, staff engage participants by selecting a colorful array of foods and cooking them on site, using the tempting fragrance of onions or garlic to draw people in. They also give out samples of the prepared foods, along with the recipes and booklists from library cookbooks. Last year more than 3,000 people enjoyed Biblio Bistro at the UN Farmers Market. In addition, the program is held with teens in The Mix and families in the Main Children's Center.



This innovative program won both an Urban Libraries Council "Top Innovator" and an American Library Association "I Love My Librarian" award.

DIGITAL INCLUSION

"I would ask anyone to go ahead and benefit from this Library, it is a treasure. And please note that knowledge does have nothing to do with age, we learn and we will keep learning, it is just more opportunities to solve more issues."
Hassan Basbassi, Career Online High School graduate

SFPL was the first public library to provide direct internet connection at 10 gigabits per second access speed, allowing patrons the very best in access and opportunity. But that's not enough. More than 100,000 San Francisco residents lack Internet access at home and/or are not proficient at using the Internet and digital devices. As more basic services are moving online, many are left behind, especially seniors, people with disabilities and low-income families. They lack the knowledge or support to use the Internet and gain digital skills, and view the Internet as difficult, unsafe to use or irrelevant.

Digital Inclusion Week

Last year SFPL spearheaded the first citywide Digital Inclusion Week, in collaboration with more than 20 partners, to promote online access and technology skill building in efforts to bridge the digital divide. More than 2,000 people participated in nearly 60 learning opportunities at 20 locations throughout the City. Library staff, tech workers and industry professionals facilitated 43 free tech-training programs, from basic computer skills to advanced coding classes, throughout the library system and partner locations. Patrons joined a tech expo to learn about resources and services; participated in panel discussions with policy makers, non-profits and Internet service providers to discuss digital equity; were inspired by innovators who use technology to promote social change; and attended a tech fair to fix their broken



devices. The event is back this year, renamed Connect with Tech Week. Along with many of the same basic classes and activities, there will be panel discussions on current issues such as net neutrality and artificial intelligence. Furthermore the Library's popular Tech'd Out service will be rolling out greater access to mobile hotspots for patrons to borrow for connectivity in their home.

Hospital Digital Access

SFPL has begun a new partnership with the UCSF Parnassus hospital providing patients access to library materials without requiring them to come into a branch for a library card. The hospital has approximately 900 patient beds with 20-30 new admissions a day. Due to storage space limitations as well as infection control protocols, their Volunteer and Guest Services were struggling to meet patient requests for reading, viewing and listening materials, particularly in Spanish and Chinese languages.

This new joint Digital Access Program provides applications, library cards and training to the UCSF staff and volunteers who visit each new admitted patient. Completed applications are faxed to the Main Library during business hours, where a patron card is immediately activated, providing same-day (same-hour, in most cases!) access to the Library's extensive collection of eBooks, audiobooks, digital magazines and newspapers, and streaming films and music, including children's materials for visiting families. For patrons without their own electronic devices, UCSF offers iPads which are reloaded with the library's apps between patients, to meet both organizations' privacy and security standards. According to UCSF staff, this is the first joint venture of its kind between a library and a hospital. The Association for Healthcare Volunteer Resource Professionals, the national organization for hospital volunteer coordinators, considers it a significant innovation to warrant an invitation to present at their national conference.

21ST CENTURY LIBRARIES

"While the focus of the BLIP program was to ensure seismic safety and full accessibility, the 24 completed library projects have gone so much further to bridge the technology divide; create safe and welcoming spaces for children, teens, and community; and offer educational opportunities that enable all our residents to succeed in the 21st Century economy. Our civic efforts have provided needed resources so our residents, our youth, our families and our seniors can all share in our City's prosperity." Mayor Edwin Lee

Branch Library Improvement Program

Completed in 2014, the Branch Library Improvement Program (BLIP) renovated 16 branches, replaced four leased facilities with new City-owned buildings, replaced three branches with new buildings, constructed a new branch library (the first in 40 years) and purchased and renovated a support services center. To adequately provide all San Francisco communities with equal access to library services, branches that were constructed over a 100+ year period were all brought up to the same standards.

The cornerstone of the BLIP was the partnership between SFPL, the City's Department of Public Works and Friends of the San Francisco Public Library. Together they reached out to community members in each neighborhood to give them a voice in shaping their new or renovated branch library. BLIP was truly a program, rather than a piecemeal, incremental approach to investing in branches one by one. What might have taken 30 years through regular capital funding was accomplished in an energetic 14-year period, delivering accessible, high performing branches in 24 neighborhoods.

The results of this approach can be seen in the transformations of individual branches and the building of community support. It was essential to maintaining San Francisco's neighborhood based branch system and the equity of access it provides to each community. Though the income, ethnic and other demographics of each neighborhood varied, after the BLIP all branches were seismically safe, technologically updated, code-compliant and ready to offer a full spectrum

of services at all locations. The effects were immediate – patron visits, circulated materials and library card registrations at least doubled at branches within six months of reopening. In addition, a follow up study by the San Francisco controller’s office found that for every \$1 invested in the BLIP, San Francisco realized a return on investment of between \$5.19 and \$9.11 to the local economy.

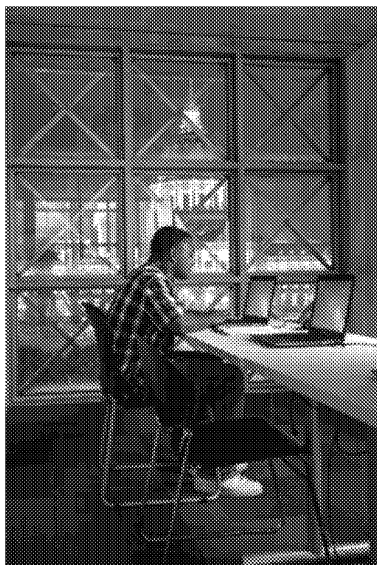
The Mix at SFPL

Opened in 2015, The Mix is SFPL’s innovative, teen-designed, 21st century connected learning space. The Mix provides 4,770-square feet of space and equipment for youth ages 13-18 to explore, create and develop digital media and computer skills as well as engage with the Library’s traditional books and materials. Outfitted with state-of-the-art digital media, video/sound recording, computer and creative maker equipment, teens can expand their imaginations as well as their technology and literacy skills and engage in individual and team projects that promote critical thinking, inventiveness and skill building.

This innovative teen center in the Main Library connects the varied realms of teen life—personal interest, academic and employment opportunities, peer culture—in a rich, teen-centered educational space. Programs are teen interest driven and include video and audio production, makerspace tinkering, coding, 3D printing instruction, gaming and game design, music lessons, robotics, performance, literacy (storytelling, poetry, and reading) and personal development. In addition to more formal programs, the space offers opportunities for self-led maker activities as well as peer-led culinary and art programs. Last year, more than 83,000 teens participated at The Mix and staff coordinated nearly 900 programs.



The Bridge at Main



The Bridge at Main is SFPL’s literacy and learning center for adults, helping individuals achieve their goals by building and improving their skills. Created in 2015 by repurposing a section of the Main Library, The Bridge was designed to encourage learning and deepen connections to library services by co-locating several helping programs in one location. The Bridge provides one-on-one tutoring for hundreds of patrons in adult literacy and English skills, as well as reading help for grade school children with learning differences. The Bridge also develops and coordinates a wide range of programs supporting digital literacies, helping San Franciscans build their skills in everything from computer comfort to coding. In FY17, more than 6,000 people attended Bridge programs such as “Digital Device Drop-ins” (one-on-one help to understand your smartphone); classes for job skills such as mastering Microsoft products; workshops about filing for special education services; and classes to help navigate the modern world of video streaming and digital photo storage. The Bridge’s tutoring programs, and many of its computer classes, are staffed with volunteers, who are often having their first experience with the Library. The Bridge connects its users to services, and connects the community with opportunities to help.

In addition, The Bridge is home to other service and learning programs, such as the Veterans Resource Center, which provides a quiet space for veterans to use a computer, connect with each other and learn about services. The Bridge at Main also manages the library's Career Online High School (COHS) efforts. With 13 graduates and 45 current students, The Bridge works to provide both connection and coordination for its COHS enrollees. Staff provide support with a laptop and hotspot lending program for students, as well as an in-house computer lab dedicated to COHS and other eLearning platforms. Bridge staff also serve as 'guidance counselors' for COHS students, reaching out to help solve problems and connect them to other library services or additional career training programs.

Recently, one of The Bridge's programs, Project Read, held a special event at the SFMOMA Public Knowledge library. After participating in a writers' workshop, several new readers had the unique opportunity to read their original stories out loud at the museum, followed by a free art tour.

RESILIENT FUTURE

First of its Kind Analytics Unit

Launched in 2017, SFPL's Research, Strategy and Analytics unit is one of the first of its kind within the library industry. Its mission is to foster system-wide continuous improvement and decision-making through the use of data-driven strategies and methodologies. Staffed by the Library's Chief Analytics Officer, a new position on the organization's executive leadership team, the unit also employs a Database & Statistician Librarian and a Senior Analyst. Embedded as a support division within the organization, the team provides internal consulting and technical assistance to library management and staff through performance and outcomes measurement, process improvement, systems optimization, data visualization and market segment analytics. The new unit also seeks to serve the library community at large through information sharing to support the proliferation of analytics and actionable data across the industry. The Research, Strategy and Analytics unit is expected to position San Francisco Public Library as a leader in the application of evidence based assessment for measuring the impact of library services.

Engaging our Staff

Libraries nationwide are contending with their relevance to their communities in an era of ubiquitous information. How can libraries grow new audiences, train staff for new activities and raise public awareness, all while still supporting existing core users? And what are the priorities for directing resources and targeting specific audiences to ensure thriving libraries in the future? The Library knows it may not have all of the answers, but recognizes the importance of asking these questions today. SFPL organized a Future of the Library Forum which included a facilitating theory of change process for programs and partnerships staff, initiating new staff engagement initiatives, supporting leadership and growth opportunities for staff throughout the library system, and creating a rapid response team to respond to new library services and initiatives.



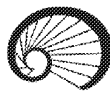
SAN FRANCISCO PUBLIC LIBRARY: A LEADER OF URBAN LIBRARIES

With our nation going through dramatic change and upheaval, libraries are reacting and adapting to the times. This past year has brought much attention to San Francisco and its status as a Sanctuary City. The San Francisco Public Library is actively promoting the City's values of inclusion, diversity and equality and creating programs and policies to support these most democratic values. The library, now more than ever, has become a sanctuary for people to feel more connected with their community, to find a forum to discuss and deal with difficult issues. A place for those who can't afford materials, classes or entertainment in these difficult times and for families who simply want a safe place to learn, grow and have fun along with their neighbors.

The San Francisco Public Library looks forward to continuing its leadership among libraries – forging new partnerships, creating innovative programs, responding to change – and upholding our unifying tradition as the most egalitarian institutions in America.

The San Francisco Public Library has been fortunate to have dynamic and prominent library leadership in the likes of Susan Hildreth and most recently, the 2012 Librarian of the Year Luis Herrera, who served as City Librarian for 13 years and retired in March. They ushered in a new era of dynamism and transformation for the San Francisco Public Library and are proud of its prominence among urban libraries in the nation. Luis and Susan are looking forward to a raucous celebration in New Orleans should SFPL be recognized as the 2018 Library of the Year!

Thank you for considering the San Francisco Public Library for this auspicious honor.



San Francisco Public Library

Find out more about our programs and initiatives by clicking on the following links.

PHOTOS AND VIDEOS

[Social Worker and HASAs photos](#)

[Biblio Bistro photos](#)

[NPS video](#)

[Summer Stride 2018 PSA](#)

[Scholar Card PSA](#)

[Hang Out at The Mix](#)

PRESS HIGHLIGHTS

[Podcast: Yuyi Morales - Is There Someone You Need to Thank?](#)

['Game of Color' spotlights black baseball greats](#)

[ABC7 News 12/27/17: San Francisco librarians trained to treat drug overdoses](#)

[KALW 8/7/17: What's this library book doing in my National Park?](#)

[ABC7 News 6/19/17: San Francisco's public libraries to open 7 days per week](#)

[The Guardian 6/13/17: 'Are you a boy or a girl'? Drag Queen Story Hour riles the right, but delights kids](#)

[Hoodline 2/28/17: SF Public Library Celebrates First 3 Graduates of New High School Diploma Program](#)

[SF Chronicle 2/24/17: SF library begins campaign to support unauthorized immigrants](#)

[SF Chronicle 1/15/17: SF Public Library's quest to put diversity on shelves](#)

[Libraries and Public Knowledge: A Conversation with Michelle Jeffers and Luis Herrera](#)

WEBPAGES AND REPORTS

[San Francisco Public Library](#)

[Annual Report 2016-2017](#)

[All Are Welcome](#)

[Connect With Tech Week May 7-12, 2018](#)

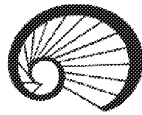
[The Bridge at Main](#)

[The Mix](#)

[SFMOMA Public Knowledge Library](#)

[2018 NEN Award for Most Empowering City Employee Michelle Jeffers](#)

[Reinvesting and Renewing for the 21st Century: A Community and Economic Benefits Study of San Francisco's Branch Library Improvement Program](#)

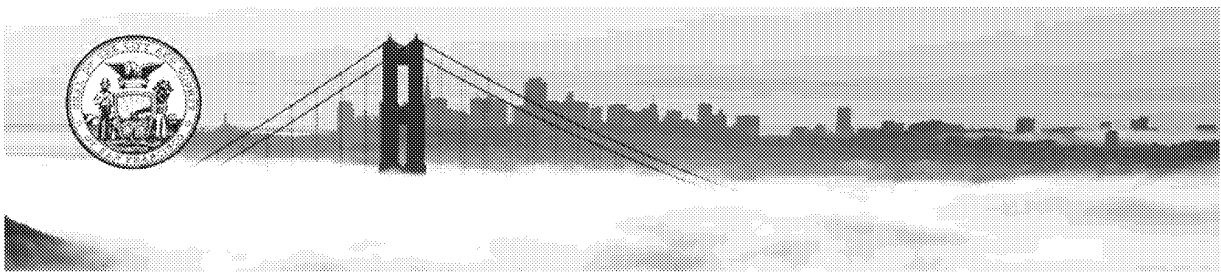


San Francisco Public Library

Letters of Support
from our patrons, colleagues, partners and friends



April 2018



CITY AND COUNTY OF SAN FRANCISCO

OFFICE OF CIVIC ENGAGEMENT & IMMIGRANT AFFAIRS

Mark Farrell, Mayor
Naomi Kelly, City Administrator

Adrienne Pon, Executive Director

March 26, 2018

To Whom It May Concern:

The Office of Civic Engagement & Immigrant Affairs (OCEIA) is thrilled to support the application of the San Francisco Public Library (SFPL) for *Library Journal's* Library of the Year award. Since our office was created nearly ten years ago, SFPL has been a critical partner and active contributor to our vision of creating a safe, engaged and inclusive San Francisco where everyone can contribute and thrive. The SFPL truly exhibits the best in community service, innovative responses to public needs, and leadership excellence. A regional and national role model for library systems, the San Francisco Public Library has been an outstanding champion and support to our local immigrant communities at a time when trust between immigrants and government institutions is at risk.

Under the leadership of former City Librarian Luis Herrera, SFPL launched the incredible 'All Are Welcome' campaign, which integrated a robust range of immigrant services and resources across library branches citywide. Recognizing the importance of libraries as trusted community spaces for learning, resources and community building, this campaign ensured that SFPL remain a welcoming place of sanctuary and hope for immigrant communities. This multi-pronged effort brought a diverse range of services, information, and programming to library patrons, including online tools, collections of immigration resources and reference information, and direct immigration services at library branches through the City. Specifically, the campaign integrated digital immigration referral and screening tools and also offered community-based, multilingual immigrant rights presentations.

In addition to these tools and resources, SFPL has been a longtime supporter of our SF Pathways to Citizenship Initiative, which provides free naturalization services to San Francisco immigrants. Not only has the library partnered with the City and U.S. Citizenship & Immigration Services to offer 'Citizenship Corners' throughout branches with reference and support materials on obtaining citizenship, but they went a step further by leveraging pro-bono legal support to provide free, on-site immigration legal services through the 'Lawyers In the Library' campaign. This recently launched initiative has already helped dozens of residents complete and file their citizenship applications.

While SFPL leads in providing the information, resources, and community programming that are much needed, what truly makes our library system exemplary are the librarians and staff members that share a deep commitment to supporting and serving all residents, especially those most in need. We are happy to support this application, and could not provide a more enthusiastic recommendation.

Sincerely,

ADRIENNE PON

Executive Director | Office of Civic Engagement & Immigrant Affairs
City & County of San Francisco
50 Van Ness Avenue | San Francisco, CA 94102
Telephone: 415.581.2358
Adrienne.Pon@sfgov.org

50 Van Ness Avenue | San Francisco, California 94102
Telephone: 415.581.2360 | Email: civic.engagement@sfgov.org | Website: www.sfgov.org/oceia



San Francisco Department of Public Health

Barbara A. Garcia, MPA
Director of Health

City and County of San Francisco
Mark Farrell
Mayor

March 30, 2018

Library Journal
123 William Street, Suite 802
New York, NY 10038

Dear *L J* Library of the Year Award Committee,

Please accept my recommendation of the San Francisco Public Library for the 2018 Library of the Year Award.

The San Francisco Public Library (SFPL) approached the Department of Public Health in 2006 for advice on how to serve its patrons who are experiencing homelessness, poverty, chronic addiction and mental illness. Since then we have formed a unique and successful partnership.

The current state of housing crisis and rising homelessness make it imperative that health care programs team up with community agencies to address the needs of this vulnerable population. The country's first full-time library social worker, a Department of Public Health (DPH) employee, is embedded at SFPL to provide on-site social services for patrons who are dealing with homelessness, poverty, addiction, criminal justice, immigration and chronic medical health issues.

This successful effort has resulted in many favorable outcomes. Approximately 150 homeless library patrons have been placed in stable housing since 2009. Through the outreach of the social worker and Health and Safety Associates (peer counselors/outreach workers), more than a thousand patrons of the library are linked annually with medical and psychiatric care, housing, employment and public benefits such as Social Security, Food Stamps and General Assistance.

With the social worker's expertise on public health, homelessness and poverty issues, trainings are offered to library staff who interface with the underserved library patrons. These trainings include humanizing homelessness, understanding poverty, mental health and addiction, and equip the library staff with tools to provide effective customer service to library patrons with these issues.

Since its inception in 2009, the library's social service team has grown from a single social worker to a team of seven, including a social worker and six health and safety associates (HASAs), who have experienced homelessness first hand. Some of them were previously outreached at the library by the social worker and were linked with services that they needed in order to recover from homelessness. Now they have returned to SFPL to work as outreach workers. Their focus is to serve library patrons in need of assistance by sharing their own personal stories to inspire and guide the patrons toward recovery.

The ground-breaking partnership between San Francisco Public Library and Department of Public Health is a model of collaboration between two government agencies to address the needs of vulnerable community members we both serve. San Francisco Public Library has become a national model on which other libraries base the development of their own library social service



San Francisco Department of Public Health

Barbara A. Garcia, MPA
Director of Health

City and County of San Francisco
Mark Farrell
Mayor

program. The partnership between DPH and SFPL has created a pathway for the social work and public health nursing professions to work in a non-health care milieu with rural and urban public libraries, and provided a setting to engage other non-health care partners as well.

This past year we've expanded our partnership with the SFPL to provide training to library staff on the use of naloxone (Narcan) to prevent opioid fatalities. Through our harm reduction provider, the Drug Overdose Prevention & Education (DOPE) project, more than 100 librarians, security staff and other library staff have been trained in the safe administration of this life saving drug.

The San Francisco Public Library has shown commitment to caring for our community and leadership in developing programs that can be emulated by other libraries. Please accept my recommendation for the 2018 Library of the Year award. If you have any questions, please do not hesitate to contact me at 415 554-2526.

Sincerely,

A handwritten signature in black ink, appearing to read "Barbara A. Garcia", written over a circular stamp or mark.

Barbara A. Garcia, MPA
Director of Health
City and County of San Francisco



March 29, 2018

The *LJ* Library of the Year Award
Library Journal
123 William St., Suite 802
New York, NY 10038

Dear *Library Journal* Award Committee:

It is with great pleasure that I submit this letter recommending the San Francisco Public Library for the Library of the Year Award. Since forging a partnership with the library three years ago, I have been supremely impressed with the vision and mission put forth by its leadership. It is a place that welcomes and serves all; a place where innovation and creativity shape efforts to build and deepen community, and where collaboration is authentically valued.

As founder of Lava Mae, a nonprofit that began by converting public transportation buses into showers and toilets on wheels to meet the needs of our houseless neighbors, I can say beyond a doubt that the San Francisco Public Library has been instrumental to our organization's ability to reach and thoughtfully serve the city's most vulnerable population. For the past three years, our work with the library has embodied our highest hopes for great partnership.

Under the visionary leadership of the recently retired Chief Librarian, Luis Herrera, we began delivering hygiene service outside the library's steps. One year later when we expanded our service to include Pop-Up Care Villages, which mobile 15-21 partners to the street to increase access to critical services, Luis and the head of social services at the library, Leah Esguerra, championed our vision. They not only agreed to host these bi-monthly events that serve upwards of 350 people, but also allowed us to utilize the entire north side of the building creating a truly festive environment that that transforms all who experience it from our houseless neighbors to volunteers and even passersby.

Good partnership represents the pinnacle of leadership and collaboration in civil society. This is what the library builds with its partners. Their commitment to community, continuous improvement, and openness to new ideas and ways of working make the library the perfect candidate for this award.

Sincerely,

A handwritten signature in black ink, appearing to read "Doniece Sandoval".

Doniece Sandoval
Founder / CEO
415.846.4988

1015 Fillmore Street # 379, San Francisco, CA 94115

MO

3/16/2018

To Whom It May Concern:

I am the Barbara and Stephan Vermut Associate Curator of Public Dialogue at the San Francisco Museum of Modern Art (SFMOMA), and I am writing this letter in support of the San Francisco Public Library (SFPL) for the the 2018 *Library Journal* Library of the Year award on behalf of SFMOMA.

SFMOMA has partnered with SFPL since 2014 to present innovative art projects and public programming for San Francisco. Our work with SFPL allows us to engage San Francisco residents more deeply in programs and projects that activate critical thinking and creative exploration of our urban environment. Through the partnership, we have been able to commission artists, writers and thinkers to conduct archival research at the SF History Center, in branches, and with a wide variety of SFPL staff, and to create innovative and informative public projects.

Together with SFPL staff, particularly Chief of Programs and Partnerships Michelle Jeffers and Chief of Branches Cathy Delneo, we also organize talks, community discussions, workshops and performances, creating numerous opportunities each month for a diverse range of informal adult and youth audiences. In 2017 our major joint initiative *Public Knowledge* was awarded a prestigious two-year Community Conversations grant from the National Endowment for the Humanities.

All of this work has been made possible by the tremendous, visionary leadership of recently retired City Librarian Luis Herrera. His enthusiasm for the partnership provided the foundation for SFMOMA and SFPL staff to create a highly successful and innovative 'hybrid institution,' exemplified by the temporary branch of SFPL at the museum. In recognition of his contributions to community life in San Francisco, SFMOMA has recently appointed Luis Herrera to its board.

We look forward to many more years of partnership, and salute the invaluable work that SFPL does for the city and the Bay Area as a whole.

Sincerely,



Deena Chalabi
Barbara and Stephan Vermut Associate Curator of Public Dialogue
San Francisco Museum of Modern Art

SF

San Francisco Museum of Modern Art
151 Third Street, San Francisco, CA 94103
Tel 415.357.4000 sfmoma.org

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CHRONICLE BOOKS

March 2018

Dear *Library Journal*,

I have had the incredible pleasure, and honor, to work alongside the San Francisco Public Library for the past four years in coordinating original illustrator art for the Summer Stride Program. Led by the inspiring vision of former City Librarian Luis Herrera and his team of dedicated and passionate library staff, SFPL is an integral part of the city's foundation. With its unwavering commitment to servicing the diverse populations of San Francisco, constant innovation and ingenuity in building the program and partnerships, and leadership in sharing its vision with other libraries nationwide, SFPL is truly a library system deserving of the Library of the Year recognition.

In commissioning original art for the Summer Stride program, SFPL vibrantly promotes the spirit of inclusion. SFPL ensures diverse ethnicities, ages, and abilities are represented, so that all feel welcome and invited to participate in the programs. I'm always thrilled to see posters and bookmarks printed in different languages (English, Spanish, and Chinese) to appeal to some of the largest SF populations who use the library.

Each year of our partnership, I've witnessed constant creativity and innovation to make each summer's learning program bigger and better than the last. In 2016, SFPL, in partnership with National Park Service, held an energized kickoff event at Crissy Field, with the many children in attendance taking swearing-in ceremony as "junior rangers"—a landmark day in their memories! Christian Robinson, the Summer Stride featured illustrator that year, joined in the festivities. I was first introduced to Luis Herrera at this event. Even in our brief conversation, I immediately sensed his genuine warmth, cheer, and open heart to all. It was clear to me that his leadership set the standard by which SFPL strives to make a lasting difference to each customer, in the truest spirit of service. In 2017, SFPL, in partnership with NPS, built StoryWalks® in two National Parks in the city, even further promoting an integration of reading, learning, and exploration in diverse locations, and collaborated with Chronicle Books to have a Read Aloud Day branchwide with authors, local luminaries, and Chronicle staff participation. We eagerly anticipate seeing and participating in the launch of the Summer Stride program in 2018!

SFPL makes the city a better place, and I feel so incredibly fortunate to have access to such a lodestar of library services. Chronicle Books is proud to support SFPL as the next *Library Journal* Library of the Year.

Sincerely,

Jaime Wong

Marketing Manager
Chronicle Books
San Francisco

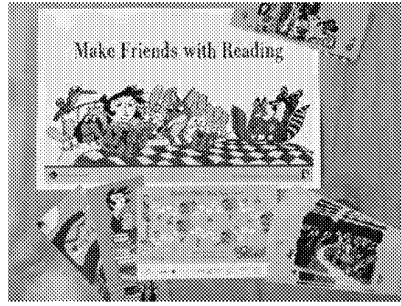
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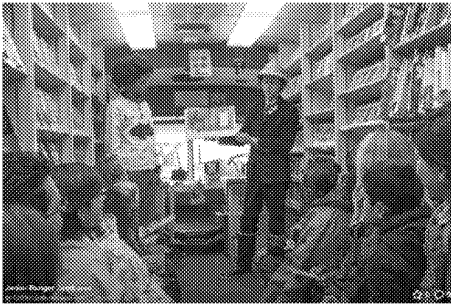
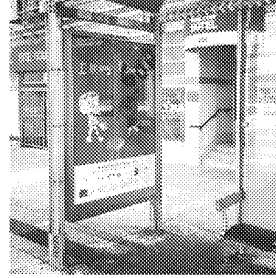
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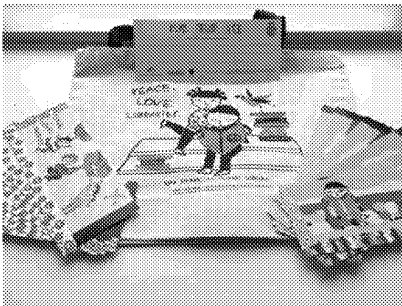
2014 campaign, Shane Prigmore, *Planet Kindergarten*



2015 campaign, Benjamin Chaud, *I Didn't Do My Homework Because...*



2016 campaign, Christian Robinson, *Leo: A Ghost Story*



2017 campaign, Lizi Boyd, *I Wrote You a Note*

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United States Department of the Interior

NATIONAL PARK SERVICE
Golden Gate National Recreation Area
Fort Mason, San Francisco, California 94123

IN REPLY REFER TO:

A34 (GOGA-IN)

March 20, 2018

Library Journal
123 William St., Suite 802
New York, NY 10038

Dear *LJ* Library of the Year Award Committee:

I wish to express my enthusiastic support for the San Francisco Public Library entry of the 2018 *Library Journal* Library of the Year award due to their creativity, innovation and devotion to the community.

As a trusted community partner of the Golden Gate National Recreation Area (GGNRA) for the last 2.5 years, the San Francisco Public Library has demonstrated exceptional leadership, ingenuity, and responsiveness in both their work ethnics and efforts to reach a very diverse audience. They serve a critical role in connecting all members of their community with equal access to knowledge, culture, fun and shared experiences. Their continuous achievements on creating specific community programs for youths and families are widely recognized as outstanding contributions to the developments of other libraries.

Projects like the All Are Welcome initiative, No Shadow Without Light series, and We Love Diverse Books campaign are a few examples of their efforts to provide a safe and neutral space for underserved communities. The highly popular and successful Summer Stride program, in partnership with the National Park Service and the Golden Gate National Parks Conservancy, provided youth and their families from underserved areas in the city a chance to engage in a genuine park experiences with Story-Walks and shuttle ranger programs.

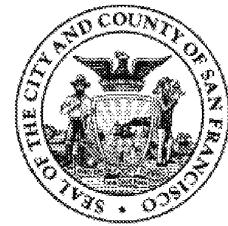
The San Francisco Public Library have shown time and again their commitment to servicing the community with their innovative work. Please accept my sincerest recommendation of the San Francisco Public Library for the 2018 *Library Journal* Library of the Year award. If you have any further inquiries, please contact me at michele_gee@nps.gov.

Sincerely,

Michele Gee
Chief of Interpretation and Education



Maria Su, Psy.D.
Executive Director



Mayor Mark Farrell

March 26, 2018

The Library Journal Library of the Year Award
Library Journal
123 William St., Suite 802
New York, NY 10038

To whom it may concern:

I am honored to submit this letter of highest support for the San Francisco Public Library (SFPL) as the recipient of the 2018 Library Journal Library of the Year. As the Executive Director of the Department of Children, Youth and Their Families (DCYF) in the great City and County of San Francisco, I have worked closely with SFPL for the past 13 years on numerous projects and initiatives for San Francisco's children and families experiencing their deep commitment to increased equity and access.

As the proud steward of the Children and Youth Fund, DCYF is one of the few city departments in the country dedicated exclusively to the needs of young people from birth through 24 years of age. DCYF is a collaborative partner of San Francisco Public Library on the following programs: Summer Stride, an annual summer reading program; Discover and Go, an innovative City pass which allow children and families free access to San Francisco's attractions and museums; Summer Resource Fair, an annual exhibition of over 150 summer programs, camps, classes and other services for children and youth from age 3 to 18, and Youth Advocacy Day, a historic day of civic engagement for San Francisco's youth connecting high school students to city leaders and elected public officials.

I cannot think of any institution more deserving of this recognition than SFPL. They have been effective and compassionate leaders who have built long-standing relationships within city government, community-based organizations and the community at large to deliver free and equal access to information for all. Their offering of excellent public library services to the residents of San Francisco makes the lives of our residents (particularly our young residents) happy and better every day.

Please feel free to contact me at 415-554-3547 or via email at maria.su@sfgov.org if you have any questions or need more clarification.

Thank you for your kind consideration,

Maria Su, Psy D.
Executive Director

Department of Children, Youth and Their Families

1390 Market Street Suite 900 * San Francisco, CA 94102 * 415-554-8990 * www.dcyf.org

LJ LIBRARY OF THE YEAR: 2018
THE LIBRARY STAFF OF SAN FRANCISCO PUBLIC LIBRARY

SUBMITTED BY THE LIBRARY CHAPTER OFFICERS, SEIU, LOCAL 1021

The great traditions of San Francisco—community, compassion, public service, respect for labor—are the hallmarks of San Francisco Public Library. Our mission takes it a step further: “San Francisco Public Library is dedicated to free and equal access to information, knowledge, independent learning, and the joys of reading for our diverse community.” Everyone is welcome!

One of the great pleasures of working at the San Francisco Public Library is witnessing the dedication of our staff. In addition to the Main Library, SFPL has twenty-seven branches throughout the City, and a rejuvenated Jail and Reentry Service, each serving its own distinct community. Staff are committed to their individual branches and departments, developing collections and programs that fit their communities.

EXAMPLES OF MAIN PROGRAMS AND COLLECTIONS

At the Main Library librarians forge new bonds with early readers, late blooming readers, scholars, researchers, artists, students, and readers with universal interests. Our collections are developed by subject specialist librarians in the humanities, arts and sciences, government documents, San Francisco history, and the worlds of early printing, calligraphy & lettering, wit and humor, little magazines and zines. Readers and scholars from the international community visit our San Francisco History Center and Book Arts & Special Collections Center, where they delve into the rich layers of history from these extraordinary collections. They accomplish this with the experienced and knowledgeable librarians who have dedicated themselves to this unique form of public service.

Main Library staff take advantage of the downtown location to develop their own neighborhood programs. Children’s librarians reach out to the immigrant community of the Tenderloin by visiting neighborhood schools, creating a warm and welcoming atmosphere in the Children’s Center, encouraging children to become lifelong readers, to participate in their community, and be creative, thoughtful citizens of the world. Story hours, creative programs, exhibitions, and a diverse collection are the mainstays of our Children’s librarians.

One of our librarians in the Business, Science & Technology Department recently developed an award-winning cooking program in coordination with the nearby Farmer’s Market. *Biblio Bistro* now travels to other areas and residents of the city in need of healthy food preparation.

Government Documents librarians stay on top of the latest publications from the U.S. Government, making them easily accessible to our public. Through the efforts of this department, San Francisco City & County information is made available in a timely manner to provide accurate information for our residents.

Community engagement is realized through the excellent work of the Adult Programming and Exhibitions staff, The Bridge at Mains, where staff offer information and assistance for seniors, persons with learning differences, literary, veterans in need, and computer classes for everyone.

One of our newest centers is The Mix: a creative space for teens ages 13-18 to explore, create and develop digital media and computer skills as well as discover and engage with the Library's traditional books and materials. Outfitted with state-of-the-art digital media, video/sound recording, computer and creative maker equipment, teens can expand their imaginations as well as their technology and literacy skills and engage in individual and team projects that promote critical thinking, inventiveness and skill building.

Behind the scenes, and rarely advertising themselves are the Engineering Department, composed of a team of engineers, carpenter, painter, who keep the library system running in tip-top shape; our Custodial Department cleans and polishes our buildings with a spic-and-span can-do attitude; our Security and first Social Worker in a public library keep us and our patrons safe, with a growing track record of assisting those on the streets find a stable home situation. We work with partners such as *Lava Mae* and *the Pop-Up Care Village*, providing much needed services for those less fortunate and forgotten. The Media Services crew illuminates the library by recording our programs for the world and posterity, or close to it! And our IT Department supports our connectivity, library catalog, and online databases in a forever changing digital world.

A department near and dear to every librarian's heart is the Preservation Department, whose astonishing feats of conservation and repair defy our imagination. State of the art conservation techniques administered every day by this staff further the life of books and materials, minor and rare. Librarians consult with members of this department to find creative archival solutions to the damage created by time or humans. The results are always far more than expected, they are brilliant!

EXAMPLES OF BRANCH COLLECTIONS AND PROGRAMS

Aside from hundreds of innovative as well as long-lasting programs at branches, from mother-daughter, librarian-led, and Great Books book clubs to an annual neighborhood art show at one branch, to a film series with projected reel-to-reel films owned by SFPL, to a series of self-healing classes, our libraries are valued for their ethos of providing truly excellent core library service: a friendly librarian always at the desk to greet patrons and discover their wants and

needs for books and other resources, filling those desires whenever possible, and cheerful circulation staff to handle the vagaries of checking out and returning items.

In the spirit of public libraries everywhere, SFPL provides a refuge from life on the streets. It can be a challenging environment for staff, but they step up. Our resident social worker works with a team of formerly homeless people to diffuse situations and offer resources. Every other month staff works with local organizations and volunteers to facilitate a *Pop Up Care Village*. A recent health-themed Village offered showers, medical and dental treatment, food clothing, and even haircuts to over 400 guests. In our latest initiative, over a hundred staff have volunteered to be trained to administer Narcan in the event of someone overdosing, and already two lives have been saved. This kind of dedication is what makes working here so rewarding. It is the SFPL staff that make our library system so remarkable.

The officers of the Library Chapter of SEIU, Local 1021 highly recommend that the San Francisco Public Library be awarded the LJ Library of the Year award for 2018.

Submitted by,

Andrea V. Grimes, President, Librarians' Guild

Ofelia Moran, President, LEUC

Larry Baumiller, Secretary

Genea Brooks

Eric Hannan, Treasurer

Vanessa Hardy, COPE Representative (Committee on Political Education)

Melissa Riley, Vice President and Intellectual Freedom Chair

Roberta Wenstrom, Chief Steward, LEUC

The Officers of the Librarians' Guild and Library Employee Union Chapter (LEUC)

3 April 2018

March 28, 2018

Library Journal
123 William St., Suite 802
New York, NY 10038

Re: Support for the San Francisco Public Library
LJ Library of the Year Award

To Whom It May Concern:

As the Executive Director of the Friends & Foundation of the San Francisco Public Library and the person honored to represent the vast community of Library supporters here, I submit my unequivocal endorsement of the San Francisco Public Library (SFPL) as the best urban public library system in the country (okay; one of them!).

Friends is the SFPL's partner for life, serving as its community advocates, investors and champions by raising money, ensuring long-term public funding and asking the library to give us everything we need to respond to evolving demands of the 21st century.

SFPL has never failed us in listening, responding and innovating. They have provided a democratic space for community dialogue, lifelong learning, personal connection and discovery — values that we need in our society more than ever. Because of those values, our theme this year has been "Libraries Deliver Democracy".

For over 50 years, SFPL has worked directly with the community through Friends to identify needs and develop responses. These includes building a summer reading program, a citywide One City One Book experience, a teen media center, innovation grants for librarians to experiment with new program ideas, techmobiles, online high school and renovating and/or rebuilding 25 library buildings. This list of responsive programs is endless and secured by annual financial support for a public-private partnership that works because the SFPL ignites the power of that partnership, thanks to the civic leaders committed to listening, leading and developing tangible responses throughout all communities in San Francisco.

SFPL is truly deserving of the Library of the Year Award and we hope that you will see and feel this as we do. This Library delivers democracy.

Sincerely,



Marie Ciepiela
Executive Director

From Hassan Basbassi:

To whom it may concern,

The civic center Library is my favorite place, it had a lot of impact not only on my life but also in my kid's life, we do borrow a lot of movies, books, encyclopediaswhich help enhancing both my knowledge (intellectually and professionally).

Let me tell my story with this place (library), I travelled from Morocco in 2004 to USA, as a new immigrant San Francisco was a Heaven for me, I felt like back home in Africa, while I was visiting the library in 2016 I observed a poster announcing a program sponsored by Library, I went to 5th FL , I checked with Laura, she was very helpful, she answered all my questions and I joined the program called Homeland Security [a Career Online High School major], we graduated in 2017 after 6 months of online classes, the teachers were so knowledgeable, (I wanted to thank Mrs. Koleena in this occasion), we were the first one that graduated in San Francisco, I wanted to Thank all the crew up in the 5th FL Bridge for all their help (Jimmy, Brian, Susan, Kathy....), after graduation, I was promoted from Lobby attendant to a supervisor at my job, the Library give me the tools to excel in my job, my knowledge was shared with all my coworkers, they are more vigilant and productive.

I would like ask anyone to go ahead and benefit from this Library, it is a treasure.

And please note that knowledge does have nothing to do with age, we learn and we will keep learning, it is just more opportunities to solve more issues.

God Bless you and God Bless America.

Best regards,

Hassan



Heartfelt learning at the Bridge at Main

March 21, 2018

Aloha Kate,

I didn't like classrooms and lecture halls because they triggered me with the number of people in the room and the professor / student dynamic felt unkind, and it made me feel like I was turned into a mass producing pizza on a conveyor belt oven. Learning felt cold and I felt dizzy with the number of people.

Learning at Bridge at Main makes me feel welcomed, paid attention to and given ample time for me to learn at my own speed. My veteran senior transgender aunty is happy at Bridge at Main. She is very happy there and it makes me happy to see her happy. Thank you for giving our rainbow Veterans a place to feel safe and welcomed.

I look forward to seeing you at TED soon, I hope.

Yuki



Tibari Bahouche

810 Eddy St., Apt #404, San Francisco, CA 94109 | 415-410-1727 | b_tibari@hotmail.com

Wednesday, March 28, 2018

Kate Eppler
Program Manager, The Bridge at Main

San Francisco Public Library
100 Larkin Street
San Francisco, CA 94102

Dear Ms. Eppler,

When I first came to the U.S. in 2014, I didn't speak English and was taking English classes at City College. One day, when I was in the Main Library I discovered the Project Read office. One of the staff members encouraged me to participate in the program.

My tutor and I have been working together now for three years. Over the years my tutor and I have met weekly and my reading and writing has greatly improved. The library has a lot of resources to help me succeed like books for every reading level, computer access and helpful workshops.

The Project Read staff is very warm and accommodating. If you ever have any questions, they are ready to help. They always greet me by name and have suggestions on helpful resources. They have gone above and beyond to connect me with professional services outside the library, like free legal advice.

Thanks to Project Read, I have achieved a lot. Some of my accomplishments include: getting my security Guard Card, getting a full-time job, completing an EMT (Emergency Medical Technician) course, getting my driver's license and applying for U.S. citizenship.

I'm thankful for the opportunity to participate in Project Read. When I come to the Project Read office I feel like I am with family.

Sincerely,

Tibari Bahouche

March 27, 2018

Library Journal
123 William St., Suite 802
New York, New York 10038

RE: Library Journal Library of the Year 2018 Application: San Francisco Public Library

Dear Library Journal Library of the Year 2018 Selection Committee,

I am writing in strong support of the application of the San Francisco Public Library as the Library Journal Library of the Year 2018. The San Francisco Public Library is one of the most beloved public libraries in our country. They have recently completed the largest building campaign in the library's history. A \$106 million bond measure passed by the voters in November 2000 supported the renovation of 16 branches, the replacement of four leased facilities with City-owned buildings, three branches replaced with new buildings, and the construction of the Mission Bay branch, the first new branch in 40 years. The level of public engagement in the planning and development of all these capital projects was outstanding and provided an opportunity for the community to experience a remarkable level of ownership in their branch libraries.

Often, during major capital projects, libraries limit their focus on public services. This was not the case with the San Francisco Public Library. Over the last several years, many new services have been developed including The Bridge at Main, an adult literacy and learning center located at the Main Library featuring a computer lab, technology classes and a veteran's resource center. The Mix at SFPL at the Main Library is an innovative, teen-designed, 21st century space that provides equipment for youth ages 13-18 to explore, create and develop digital media and computer skills as well as discover and engage with the Library's traditional books and materials.

The San Francisco Public Library is an extremely welcoming institution that supports the needs of all patrons. The All Are Welcome program includes basic information on how to settle in the United States, how to learn or improve English proficiency, how to become a citizen and additional critical resources. The Library's commitment to accessibility services is demonstrated through the provision of a wide variety of assistive technology, the Deaf Services Center, the Library for the Blind, and mobile and home-bound services through the Library On Wheels. The San Francisco Public Library was the first library in the nation to appoint a full-time social worker. Initiated during the late-2000s recession, the social workers have been able to address a wide variety of challenges experienced by patrons and support the library staff in understanding patron needs as well.

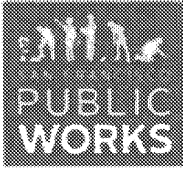
I have highlighted just a few of the significant accomplishments of this great institution. The San Francisco Public Library is an extremely competitive applicant for the national recognition as Library Journal Library of the Year 2018. Thank you for your consideration.

Sincerely,



Susan Hildreth, Distinguished Practitioner in Residence
Former City Librarian, San Francisco Public Library

we make information work



Mark Farrell
Mayor

Mohammed Nuru
Director

San Francisco Public Works
1 Dr. Carlton B. Goodlett Pl.
Room 348
San Francisco, CA 94102
tel 415-554-6920

sfpublicworks.org
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The LJ Library of the Year Award

Library Journal

123 William St., Suite 802

New York, NY 10038

Dear Library Journal,

This letter is in support of the San Francisco Public Library's innovative program that works with homeless patrons for your Library of the Year Award due to its deep impact in our community and in the creativity and innovation in developing a program that libraries across the country that have replicated to great success.

I have worked for 18 years at developing solutions to housing affordability and homelessness. Recently, I was the senior advisor on homelessness to our late Mayor Edwin Lee and currently am the Homelessness Coordinator for San Francisco Public Works. Over my career, I have had the fortune of leading street homelessness efforts in New York City, being on the leadership committee of the National Alliance to End Homelessness, and founded the San Francisco Department of Homelessness and Supportive Housing. It is with this perspective that I want to commend the truly groundbreaking efforts of the San Francisco Public Library's Social Service Program.

San Francisco Public Library (SFPL) faced a crisis of conflict between housed and unhouse patrons and was looking to change rules and enforcement to crack down on problematic behavior. After extensive community dialog and engagement, SFPL decided to create a partnership with the Homeless Outreach Team and hired its first full-time social worker and health and safety associates. This partnership with the San Francisco Department of Public Health and Department of Homelessness and Supportive Housing has become a national model for the libraries in the country seeking to provide services to its chronically homeless and/or severely mentally ill patrons.

The Social Service Program is also a successful vocational model. By hiring people who have a personal experiences of homelessness to work as Health and Safety Associates (peer counselors/outreach workers), many of these individuals are able to develop vocational skills that lead them to obtaining gainful employment in the community including full-time positions in civil service or non-profit organizations.

SFPL has paved the way for libraries in the US and Canada to provide social services in the library setting that include addressing the issues of homelessness, poverty, unemployment, immigration, medical, psychiatric and addiction of its community members. Here are some of the libraries, inspired by SFPL, that have hired social workers or public health nurses:

Pima County in Arizona decided to hire public health nurses instead of a social worker to serve library patrons. They have mentioned in media interviews that the inspiration came from SFPL.

A PBS News Hour article cites: "The Denver Public Library sought advice from the San Francisco Public Library, the first system in the nation to hire a full time social worker."

Brooklyn Public Library and Hennepin County (Minnesota) Public Library have consulted and sought guidance from SFPL as they were creating their library social service program.

San Diego Central Public Library as well as Sacramento Public Library have sent workers to SFPL for training and consultation with the social worker and Health and Safety Associates (HASA).

"The Edmonton Public Library in Canada also hired a social worker, modeled after the San Francisco program. David MacMain, BSW, formerly of the Edmonton Library, was the first social worker in the program, which started in August 2011."

Free Library of Philadelphia has a social worker and nurse on staff.

Washington DC Public Library

Georgetown Texas Public Library

Multnomah County Library (Oregon)

Oakpark Public Library (Illinois)

Evanston Public Library (Illinois)

Thank you for considering this wonderful program,



Sam Dodge

Volunteer & Guest Services

Main line: 415.502.9888

Parnassus Campus
UCSF Box 0208
505 Parnassus Ave., Room M167
San Francisco, CA 94143
fax: 415.353.8943

Mission Bay Campus
UCSF Box 4014
1975 Fourth St., Room C1948
San Francisco, CA 94143
fax: 415.476.4001

www.ucsfhealth.org

March 30, 2018

The UCSF Volunteer Services Program serves 900 beds across 2 locations providing a wide variety of media including books, audiobooks, music CD's, and DVD's. Because of various limitations, I've noticed that Volunteer Services has an ongoing issue with having an inventory of items that met the diversity of our patients, especially when it came to languages. Eventually I decided that the best resource to help with this amenity was through the San Francisco Public Library.

In conjunction with SFPL, UCSF now has The Digital Access Program. Our volunteers are trained on how to present the program to patients, assist in filling out the library card application, and setting up their online access, including the installation of apps on devices. Completed applications typically have a same-day turnaround which gives them near-immediate access to the library's digital media. Additionally SFPL was also able to assist UCSF in building a relation with National Library Service which has filled a long time need at UCSF in providing the sight-impaired with a wide selection of audiobooks and access to the news. All of this was done while maintaining HIPAA.

Best,



Keith Ackerson

To Whom It May Concern (namely, everybody):

I'm an illustrator and a graphic journalist. I tell true stories using pictures and the words of people I interview. I'm asked frequently to speak about my work, my process and why I choose the subjects I do. There is one story I did that I talk about almost every time: "Meanwhile, The San Francisco Public Library in its Own Words"

About five years ago I set out to draw a story about the main branch of the public library. I knew the library provided books, magazines, hard to find publications and access to all sorts of information. But I had no idea that the San Francisco Public Library (SFPL) had hired the first ever full-time social worker within public library walls. Her name was Leah, and she reached out to library patrons who were homeless and coming to the library to find peace and safety. She helped them use library's resources to do things like create a resume, hunt for a job, and find social services. Moreover, she created a program in which individuals who had previously experienced homelessness were trained and then hired to do outreach to patrons currently experiencing homelessness. The SFPL was not only providing shelter, protection and peace for those most in need, it was creating jobs and strengthening the community.

The story was published by a website called the Rumpus. The story got a lot of attention, and caught the eye of a public radio producer in SF. She created a segment on the social worker at the SFPL that was picked up by NPR's Marketplace. That was about 4 years ago. Since then, over two-dozen full time social workers have been hired and placed in libraries across the United States. Imagine all those libraries meeting the evolving needs of their communities. All of them inspired by ground breaking work of the San Francisco Public Library.

The SFPL is also a haven for artists and authors like myself. Resources and collections like the Hormel LGBTQIA archives, the SF historical photography collection, the archives and manuscripts on the infamous 6th floor are a goldmine of inspiration and an endless resource of necessary material. Programming like the RADAR Reading series and the rotating, risk-taking exhibitions and public lecture series cultivate community in SF's art and literary worlds. The staff is the most dedicated, creative, caring, tireless and undervalued group of super-humans in the city.

San Francisco is going through a tough time. It's a fractured place right now. The SFPL's main branch is one of the few, maybe the only, place in all of San Francisco where you can go and be part of true cross section of the entire city. The SFPL is a glue that holds us all together - holds together our culture, our minds, and our hearts.

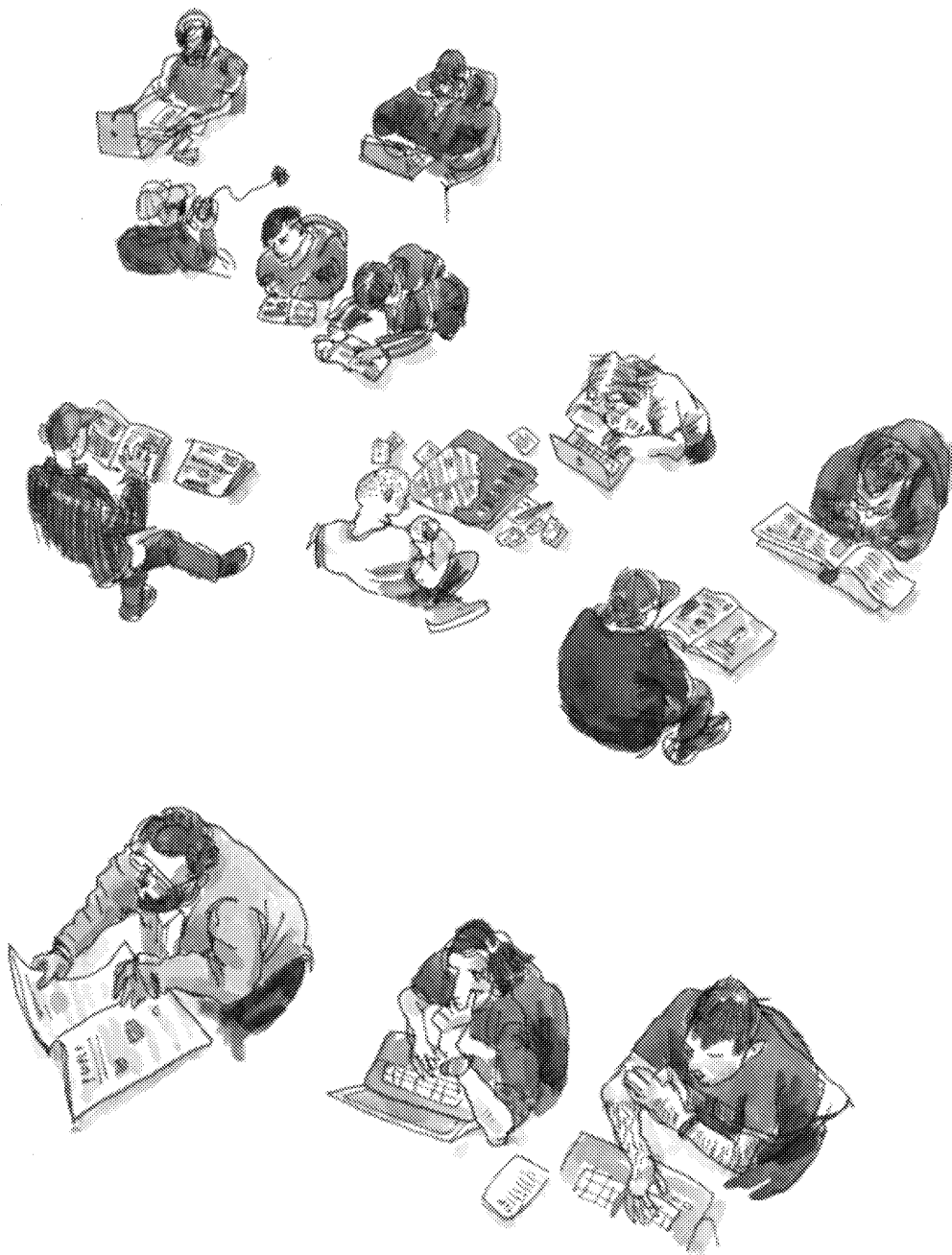
Whenever people tell me they're coming to visit SF, I tell them, "If you want to see the Real SF, go the main branch of the SF public library. It's the soul of the city."

I've attached several images from the story. Please feel free to contact me with any questions.



Wendy MacNaughton
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THE REGULARS COME IN QUIETLY,
SIT IN THE SAME PLACE EVERY DAY



THIS LIBRARY MIRRORS
THE POPULATION WE HAVE IN SF.



74

WE HELP THEM FIND HOUSING,
GENERAL ASSISTANCE OR SHELTER,
FREE EATS + SHOWERS + LAUNDRY.
THERE'S A JOB LAB WHERE NEWLY
HOMELESS CAN WRITE RESUMÉS
+ LOOK FOR A JOB.



CHARLES

(FORMERLY HOMELESS, NOW EMPLOYED
AS A HEALTH + SAFETY ASSOCIATE
AT THE SF PUBLIC LIBRARY'S MAIN BRANCH)

ONE THING I'VE STOPPED SAYING HERE
IS "NOW I'VE SEEN IT ALL."



40*
(XXXX)

To Whom It May Concern,

I write in support of the San Francisco Public Library as Library of the Year.

I've known and have had my family's intellectual life greatly enhanced by the San Francisco Public Library for over 25 years now. I cannot imagine a large-city public library system doing more than the SFPL does. Under the leadership of Luis Herrera, the SFPL has demonstrated an inclusive, activist spirit that has made the library continuously exciting, innovative and deeply responsive to the needs of the community it serves.

In the past year, they opened a new branch in the SFMOMA, to my knowledge the only such library-art museum partnership in existence. (But I could be wrong.)

They also have played a central role in educating newcomers in San Francisco, never more important than during these terrifying time for immigrants.

And they launched a project close to my heart, the FOG Readers program, that provides tutors to kids with learning differences.

On top of all that, they have managed to increase the hours that the branches are open — in an era when libraries are struggling to find the funds to keep the lights on. Now the SF libraries — every branch! — are open 7 days a week.

On a personal level, my friend Mokthar Alkhanshali, a San Francisco native who spent countless hours at the central branch, were able to ride in the Bookmobile all over the city. The librarians aboard signed up about 150 new library-card holders in four stops. Pretty incredible.

This library has real energy. It has real passion. They move quickly on initiatives and they say yes. Contrary to some large institutions, that can be burdened by their own size and history, and which have the alacrity of a cruise ship, the SFPL is nimble, creative, and always inclined to find a way to make things happen. They always say yes first, then find a way. I love them for that.

Please consider them for library of the year.

Thank you for listening.

Dave Eggers

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