

# Future of Libraries

PACIFIC LIBRARY PARTNERSHIP STAFF DEVELOPMENT COMMITTEE

## Future of Libraries 2023: Enhancing User Experiences

Tuesday, October 3, 2023 | San Francisco Public Library, Koret Auditorium, 100 Larkin St.

- 9:00am Welcoming Remarks**  
Carol Frost, *CEO, Pacific Library Partnership*  
Dolly Goyal, *Chief of Public Services, San Francisco Public Library*
- 9:15am Artificial Intelligence and the Library: The Current Landscape**  
Nick Tanzi, *Digital Librarian*
- 10:45am Break**
- 11:00am Navigating First Amendment Audits**  
Bill Kolb, *Berkeley Public Library*  
Anh Tran, *San Jose Public Library*  
Kara Sheetz (Moderator), *Contra Costa County Library*
- 11:45 Lunch**
- 1:00pm Successful Programming Beyond the Library**  
Nick Tanzi, *Virtual Outreach and Hybrid Programming*  
Caitlyn Lung, *Livermore Public Library*  
Ben Fernandez, *San Jose Public Library*  
Chris Ota (Moderator), *Pleasanton Public Library*
- 1:45pm Price is Right: Negotiating Prices to Reduce Performer and Speaker Rates**  
Kyle Hval, *Mountain View Public Library*  
Cheryl Lee, *Contra Costa County Library*
- 2:15pm Break**
- 2:30pm Responding to Hate: Lessons Learned about LGBTQIA+ Programming**  
Yosmay del Mazo, *Alameda County Library*  
Molly Hitchings, *Alameda County Library*
- 3:15pm Policy Enforcement Through an Equity Lens**  
Leah Esguerra, *San Francisco Public Library*  
John Cunha, *San Francisco Public Library*

**Please scan the QR code to complete our evaluation form:**  
Evaluation forms are also available in print at the registration table.



Thank you to the Pacific Library Partnership & San Francisco Public Library staff members, and thank you for attending today. See you at Future of Libraries 2024!

## Speaker Bios (in order of appearance)

### **Keynote Speech – Artificial Intelligence and the Library: The Current Landscape**

*Even as artificial intelligence continues to develop as a technology, its influence can already be felt in libraries. Nick Tanzi will explore the basics of AI, the present state of the technology specific to libraries, and popular applications ChatGPT, Midjourney, AI-powered search engines, and their potential uses. He will also address ethical concerns; privacy, intellectual property rights, bias and considerations for libraries using AI (policy, procedure), before preparing attendees for what advancements lie ahead.*

**Nick Tanzi** is a nationally recognized library technology consultant, and author of the books *Making the Most of Digital Collections Through Training and Outreach* (2016) and *Best Technologies for Public Libraries: Policies, Programs, and Services* (2020). Tanzi is a past column editor for Public Library Magazine's "The Wired Library". His work has also been featured in publications including *Computers in Libraries*, *Library Journal*, and *Marketing Library Services*.

### **Panel – Navigating First Amendment Audits**

*Are you prepared for a 1st Amendment Audit? Learn from the experiences of library leadership who have recently encountered and mitigated issues incited by auditors. Topics of discussion will include best practices around policy and enforcement, effective communications, the role of security and local law enforcement in these interactions, and how to prepare your staff.*

**Bill Kolb** currently serves as the Central Library Services Manager at the Berkeley Public Library. He has been striving to balance the sometimes-competing goals of providing free, open access to information and resources with maintaining a safe, welcoming library environment for everyone in Bay Area public libraries for almost 18 years. He never imagined the worst students from his high school Civics class would be 'teaching' him about the Constitution. He looks forward to sharing his experiences and lessons learned during this panel discussion.

**Anh Tran** manages Capital Planning/ Facilities, Security and Logistics operations at San Jose Public Library. Previous to joining the SJ Public Library, she was an award-winning Emergency Planner in the City Manager's Office of Emergency Management. Anh holds a B.S. Degree in Healthcare Administration & Management and an M.S. Degree in Healthcare Policy & Law from UCSF-UC Law SF.

**Kara Sheetz** (she/her) has worked in libraries since 2007 and received her MLIS from San Jose State University in 2009. She Joined CCCL as a Librarian in 2016, served as a Community Library Manager during the Pandemic, and is now the Collection Development and Technical Services Manager. She lives in the East Bay with her family.

### **Panel – Successful Programming Beyond the Library**

*Join us for a lively and timely discussion on library programming beyond the walls of the building. Our panel of specialists will bring examples of programming successes outside the library, and discuss the community needs of library programming in the current new normal.*

**Nick Tanzi** is a nationally recognized library technology consultant, and author of the books *Making the Most of Digital Collections Through Training and Outreach* (2016) and *Best Technologies for Public Libraries: Policies, Programs, and Services* (2020). Tanzi is a past column editor for Public Library Magazine's "The Wired Library". His work has also been featured in publications including *Computers in Libraries*, *Library Journal*, and *Marketing Library Services*.

**Caitlyn Lung** got her start in libraries in high school as a young adult volunteer, then as a Page at the Livermore Public Library. After getting her bachelor's degree from UC Davis, she worked as a substitute library assistant for the Napa County Library while she studied for her master's degree at San José State University. In 2014, she got a job as a library assistant at the Livermore Public Library. She has been a librarian there since 2015. She is the branch librarian for the Springtown Library, and until recently, she was also the teen programming librarian. Now, in addition to her duties at the branch, she also plans programming for children, primarily in partnership with the local park districts.

**Ben Fernandez** is a Library Clerk for the San Jose Public Library's Expanded Learning Unit, and the lead pilot for the Maker[Space]Ship, the library's mobile classroom for Science and Technology. He supports Librarians in delivering quality STEAM programs to underserved communities. He has a bachelor's degree in Child and Adolescent Development from San Jose State University, and completed his ALA-APA Library Support Staff Certification. He enjoys teaching children, and strives to help connect families with library resources and services. He plans on becoming a Librarian.

**Christopher Ota** began his library career in 2007 and has worked for six library organizations. He co-chaired the Pacific Library Partnership Staff Development Committee from 2022 to 2023. He loves performing storytimes, building community partnerships, and laughing. As a gen Xer, he has an inherent distrust of many established institutions.

#### **Panel – Price is Right: Negotiating Prices to Reduce Performer and Speaker Rates**

*Programming budgets are continuously shrinking, and library staff need to be able to adapt with less money. Libraries rely on popular speakers and performers to entice more visitors into the library. Learn how to negotiate prices with presenters and speakers to effectively manage programming budgets.*

**Kyle Hval** is a librarian at Mountain View Public Library in the Customer Experience and Technology division. He's been working at Mountain View Public Library since 2017.

**Cheryl Lee** is the Library Services Manager at the Contra Costa County Library, where she oversees 8 library locations. She has guided managers and staff on how to negotiate performer and speaker fees. In her spare time, she enjoys watching *The Price is Right* and is dreaming of winning a brand-new car.

#### **Panel – Responding to Hate: Lessons Learned about LGBTQIA+ Programming**

*In June 2022, San Lorenzo Library's Drag Story Time, planned in honor of LGBTQ Pride Month, was disrupted by the Proud Boys, a known hate group. Unfortunately, such disruptions are increasingly common in public libraries around the country. Join us as we share our experience of that day, the impacts on our staff and community, lessons learned from this attack, and how we continue to reclaim our space for our community. We will examine and explore how this event became a catalyst for rethinking our LGBTQ-centered programming throughout our library system.*

**Yosmay del Mazo** (they/them) is a Bilingual Library Technician with Alameda County Library. Centering equity, community need, and intentional collaboration, they have always been a storyteller and community focused organizer. Working mostly in Bay Area non profits, they worked for LYRIC, the Disability Visibility Project, StoryCorps, Voice of Our Nation Arts Foundation, Family Violence Law Center, and as a high school leadership teacher.

**Molly Hitchings** (she/her) is an Adult Services Librarian at the San Lorenzo Branch of Alameda County Library. She has been working in libraries since 2011, received her MLIS from University of Illinois in 2015, and has served as an Adult Services Librarian for 7 years. Molly's interests and expertise include LGBTQ+ advocacy, comics, tabletop gaming, and everything about animals. She lives in Oakland, CA with her partner, 5 cats, and an assortment of reptiles.

#### **Panel – Policy Enforcement Through an Equity Lens**

*Libraries increasingly find themselves on the front lines of addressing growing needs around homelessness, mental health challenges, substance use and more in our communities. In 2009, San Francisco Public Library hired a social worker and Health and Safety Associates (HaSAs) to assist in responding to the challenges within our libraries. Leah Esguerra, SFPL's social worker and supervisor, will speak about best practices, particularly in the realm of working with HaSAs who have lived experience that reflect the community that we serve. She will discuss community partnerships and resources to better equip libraries to serve staff and patrons experiencing life challenges.*

**Leah Esguerra** is a California Licensed Marriage and Family Therapist (LMFT). She is the nation's first full-time library social worker with San Francisco Public Library. Leah supervises the SFPL Social Service Program which consists of a team of Health and Safety Associates (HASAs) who are library outreach workers with lived experience. Prior to working at the San Francisco Public Library, Leah worked as an Intensive Case Manager and clinical supervisor for the Department of Public Health. She also worked as a child therapist and children's advocate at a domestic violence shelter in San Francisco. Leah served as a co-chair with the Public Library Social Work Task Force from 2018-2020. The library social service team under Leah's supervision has received national and international attention in the library community and has proved to be a model on which other libraries have created their own programs. Leah speaks internationally on providing social services in a library setting and as an advocate for people experiencing homelessness and mental health issues.

*We all want to feel safer in today's world while we are working in an industry which is at the forefront of what some call a social crisis. How does the presence of a security team support the mission of the library and public service in general? In this discussion we will look at how the San Francisco Public Library utilizes a well-trained team of building and grounds patrol officers to work collaboratively with staff, other city departments and patrons to provide a safe and positive library experience for everyone consistent with the core values of the library and the City of San Francisco.*

**John Cunha** has a long work history in the construction industry. He has managed his own company as well as ran major projects for other construction companies in the private sector. In 2014 he joined the City and County of San Francisco where he has worked for the Public Utilities Commission, The Department of Recreation and Parks and is currently the Director of Facilities for the San Francisco Public Library. Security is one of the five units he manages within the Facilities Division.