



San Francisco Public Library

**MINUTES**  
**Council of Neighborhood Libraries**  
**August 27, 2015**  
**4:00 p.m.**  
**Meeting Notes**  
**CALL TO ORDER**

**Meeting Location: Latino Hispanic Room**

**CHAIR: Cathy Delneo**

**Attendees:** Michael Lambert (Deputy City Librarian-Main), Miriam Pavis (BAY), Larry Ware (BAY), Ellen Egbert (BHE), Marcia Parrott (EXC), Nora Dowley (GPA), Laura E. Bernabei (ING), Rosa M. Quinones (MIS), Nina Youkelson (NVA), Ruth Maginnis (NVA), Marcia Ehrlich (PAR), Diane Silver (PAR), Don Thielges (POR), Linda Hughes (PRE), Elaine Cahn (RIC), Kenny Chin (WPO)

**Excused:** Luis Herrera (City Librarian), Sue Blackman (Library Commission Secretary), Deborah Doyle (Friends of the Library), Marcia Popper (PRE), Joan Walton (SUN), Deborah Oppenheim (EXC), Harriet Sollod (MER), Judy Strebel (MIS),

**HOUSEKEEPING**

- The next regular CNL Meeting will be on **Thursday, September 24, 2015**  
4:00 p.m. – 5:30 p.m., Latino Hispanic Room, Main Library, Lower Level
- The next Steering Committee Meeting will be on **Tuesday, September 15, 2015,**  
4:30 p.m., Room 601 – Main Library
- The Library Commission Meeting will be held on **Thursday, September 17, 2015,**  
4:30 p.m. Koret Auditorium, Main Library.
- Volunteers are needed to attend the Commission Meeting on:  
Thursday, October 8 – Ortega Branch  
Thursday, November 5  
Thursday, December 3

Commissioners really appreciate CNL members attending the meetings.

**ANNOUNCEMENTS**

Cathy welcomed back *Mariam Pavis* who has been away from CNL since March 2015.

The Branch Division will be hiring a number of new librarians in September.

An announcement will be made in the upcoming week on the new Acting South West District Manager.

*Ileana Pulu* is officially the branch manager at Visitacion Valley Branch Library  
*Anne Vannucchi* is officially the branch manager at Eureka Valley Branch Library  
*Mary Ellen Massa* is officially the branch manager at Potrero Branch Library.  
*Cristina Mitra* from Visitacion Valley was promoted to Family Engagement Coordinator with Community Programs and Partnerships at the Main Library.

Cathy announced that *Ellen Egbert*, Bernal Heights Branch representative will be stepping away from her position with the CNL and with the CNL Steering Committee. Ellen has been a gem and instrumental in all the work involved with the CNL and at Bernal Heights and will be greatly missed. We look forward to seeing her at events at the Bernal Heights Library in the future.

Michael Lambert added that Ellen has been a tireless advocate for the public libraries, attending Commission Meetings, Task Force and Sunshine Meetings.

*Elaine Cahn*, Richmond Branch representative, and *Laura Bernabei*, Ingleside Branch representative, will continue on the Steering Committee. *Rosa Quinones* from Mission Branch expressed interest in joining the Steering Committee.

Cathy and Michael announced that Bayview / Linda Brooks Burton Branch Library was selected by the Library Journal as one of eleven New Landmark Libraries. This is quite an honor, as there were eighty (80) entries honoring public libraries built between 2010 and 2014. The article can be found at:  
<http://lj.libraryjournal.com/2015/08/buildings/library-buildings/new-landmark-libraries-2015-the-reveal/>

### **Review of Minutes – Cathy Delneo**

Cathy asked if members had any changes, questions or comments to the minutes from August 27, 2015. Hearing none, *Ellen Egbert* motioned to approve the minutes.

The group seconded the motion.

The minutes were unanimously approved.

### **Friend's Report – Deborah Doyle**

- Deborah could not attend the meeting today.
- Cathy announced the Friend's Fall Book Sale on September 16 – 20, 2015. The Friends are seeing volunteers to assist with the sale. Visit their webpage to volunteer: <http://www.friendssfpl.org/get-involved/volunteer.html>
- The next Imbibe event (an after-hours cocktail party for members of the Friends) will take place at Golden Gate Valley Branch on Friday, October 23 from 7 – 10 pm. The event will have a "Halloween theme."

### **City Librarian's Report – Michael Lambert**

- Michael Lambert, stood in for Luis Herrera, who was not able to attend today.
- All CNL members are invited to attend the Library Commission Meeting on Thursday, September 17<sup>th</sup> at 4:30 pm in the Koret Auditorium, Main Library. The topic of "Safe and Welcoming Libraries" will be discussed and CNL reps are invited to share their experiences.

- Michael was pleased and proud to report that the total number of incidents at the Library decreased by 50% over the past year.
- Luis will be sharing the Controller's report on "Library Investment Return" at the Library Commission Meeting on September 17<sup>th</sup>.
- Michael also made a second call for all to come and help out at the Friend's Fall Book Sale, September 16 – 20, 2015.
- A lively conversation followed Michael's report. **Kenny Chin**, West Portal questioned Michael on what the main incidents were at the library. Michael responded that there are five top disturbances which are:
  1. Noise disturbance
  2. Obscene and threatening language
  3. Abuse or harassment
  4. Theft or vandalism
  5. Under the influence of alcohol
- **Don Thielges**, Portola stated that he felt that a year ago, the disciplinary conducts were too strict. He asked how many incidents are of higher magnitude. Michael explained that there are approximately 129 incident reports per month. Less than 5% are severe violations, 33% of incidents are moderate and 62% of incidents are minor.
- Emphasizing service excellent and providing training to the staff on this topic and security matters has really helped improve the atmosphere in many locations.
- Everyone is welcome at the Library, and special efforts have been made at the Main Library, Park, and Eureka Valley Branches to connect people with social services through the Health and Safety Associate and Social Worker program.
- Tracking data on when and where the incidents occur the most allows Security to schedule their patrol officers to needed branches at certain times of the day has been beneficial.
- Patrons will soon have increased access to the Appeals Hearing Process, as the related paperwork has been updated and is now available in English, Russian, Tagalog, Chinese, and Spanish
- Michael applauded Cathy Delneo and Rebecca Alcala-Veraflor for all their efforts and hard work in leading the Task Force on Code and Conduct for these incident procedures.

### **What's Happening at Your Library – All**

- **Larry Ware**, Bayview mentioned that he has been doing documentary work on Bayview Branch. He says that every neighborhood has its own particular history and when a building is torn down, the history goes with it. Larry also stated a library is a place for wisdom, continued learning with a thirst for knowledge.
- **Elaine Cahn**, Richmond Branch invited all to the Richmond Branch Open House on Saturday, October 10<sup>th</sup>. There will be a jazz band there.
- **Rosa M Quinones** said Mission Branch will offer needlework in knitting classes on Wednesday, September 2<sup>nd</sup> and 9<sup>th</sup> at 5:15pm

- *Miriam Pavis* asked about the sister library. *Michael* responded that books were sent to Vietnam from SFPL.

**Tour of the Mix at the Main Library**

- The CNL members were given a tour of the Mix on the second floor of the Main Library.

**Adjournment: 5:00 pm**

**Respectfully Submitted by Josephine Lee**