



## *San Francisco Public Library*

**DRAFT**

### **SAN FRANCISCO PUBLIC LIBRARY COMMISSION**

#### **Minutes of the Regular Meeting of December 15, 2016**

The San Francisco Public Library Commission held a regular meeting on December 15, 2016 at the Koret Auditorium, Main Library.

The meeting was called to order at 4:34 pm.

Commissioners present: Dunning, Mall, Nguyen and Wardell-Ghirarduzzi

Commissioner Lee arrived at 4:35 pm.

Commissioner excused: Ono

#### **AGENDA ITEM NO. 1 GENERAL PUBLIC COMMENT**

Peter Warfield, Executive Director Library Users Association, said he sent the Commission two letters last week requesting that two separate issues be placed on the agenda which have not been addressed. He said one is the MTA plan to move the Polk 19 bus line stops away from the entrance to the Main Library. He said he is opposed to that change. He said the MTA postponed a decision on that for three months. He said the City Librarian sent a letter in opposition and he was hoping that the Commission would have taken a position as well. He said he had also asked the Commission to place on the agenda the issue of patron privacy. He said the library has ended anonymous searching on the internet for patrons.

#### **AGENDA ITEM NO. 2. CAPITAL PROJECTS FEASIBILITY STUDY**

Luis Herrera, City Librarian, said we have Julia Laue, Principal Manager and Architect with the Department of Public Works (DPW) with us to discuss three branches, which were non-BLIP projects.

Julia Laue, DPW, gave a presentation on the Branch Capital Improvement Feasibility Update for the Ocean View, Mission and Chinatown branch libraries. She said they conducted a Survey Monkey and held design charrettes for each branch. She showed photographs of each branch and the changes that have been made. She explained the

results of the survey and the words that were most frequently used. She explained the results of the charrettes including ideas for future renovations. She said the next steps will be community engagement and feedback, conceptual feasibility analysis and establishing priorities and options.

Explanatory document: [Capital Projects Study](#)

#### Public Comment

Peter Warfield, Executive Director, Library Users Association, said this looks like another set of projects to guarantee jobs for fundraisers. He said a lot of the wishes seem to be very vague and unspecific. He said he is happy the public will be brought into the discussion. He asked about the budget and the purpose of this.

#### Commission Discussion

Commissioner Mall asked about the Carnegie Libraries in the system.

Julia Laue, DPW, said that two of the libraries being looked at are Carnegie Libraries.

Luis Herrera, City Librarian, described the Carnegie Libraries in more detail.

Commissioner Dunning asked about the conceptual feasibility and how that is considered.

Julia Laue, DPW, said it is the beginning of the design process. She said the budget has not yet been determined.

Commissioner Dunning asked about the approval process for the projects.

Luis Herrera, City Librarian, said the Commission will be heavily involved in the approval of the design and the budget and will be the final decision makers on the projects.

Commissioner Dunning asked about the timeline for the projects.

Luis Herrera, City Librarian, said we do not want to do all the projects at the same time so they will be sequenced. He said it is a minimum of three to five years. He said the next year will be a planning phase.

Commissioner Nguyen said he is happy that we are considering the proper entry for both the Mission Branch and the Chinatown Branch.

President Wardell-Ghirarduzzi asked who participated in the Survey Monkey.

Julia Laue, DPW, said the Survey Monkey was sent to all the staff in the three branches.

President Wardell-Ghirarduzzi said she wants to emphasize the importance of the community's involvement in the process.

Commissioner Nguyen said he wants to make sure that safety and ADA requirements are fully met.

Commissioner Mall asked about what is acceptable for the visual appearance of the interior.

Cathy Delneo, Chief of Branches, said she is concerned about this issue and she is working with the branch librarians on maintaining an appropriate visual appearance on the interiors of the branches.

### **AGENDA ITEM NO. 3 FYS 2018 AND 2019 BUDGET**

Maureen Singleton, Chief Financial Officer, gave the FYs 2018 and 2019 Budget presentation. She explained the budget calendar. Pursuant to the Commission's request, she showed the budget by Division and gave some branch budget samples for small, medium and large branches. She explained the budget background and climate including the Mayor's budget instructions. She explained the SFPL strategic and budget priorities with the new addition of Facilities, Maintenance and Infrastructure as a separate priority. She explained the strategic priorities and the additional investments included in Premier Urban Library, Literacy and Learning, Youth Engagement and Digital Strategies.

Luis Herrera, City Librarian, explained the investment under Partnerships for Excellence and the Library's support for the Civic Center Commons.

Maureen Singleton, Chief Financial Officer, explained the additional investments for Organizational Excellence and Facilities Maintenance and infrastructure. She explained the overall Strategic Priorities summary of proposed investments. She explained the amount they would need to take from the fund balance in order to meet these investment needs and asked the Commission for their input. She went over the other budget considerations including the branch capital projects, the public service staffing study and the Radio Frequency Identification (RFID) project. She said the next steps will be to bring back the budget proposals review and Library Commission approval of the budget in February and she showed the budget calendar.

Explanatory document: [Budget FY 2018-19](#)

#### **Public Comment**

Peter Warfield, Executive Director, Library Users Association, said he is generally in favor of increased hours but he said there has been no community or Commission input into where the hours are going. He said the public wants hours and the collection to be a priority. He said he would like to see the Main Library open later. He said he would like to see the collection budget increased. He said RFID is a very serious privacy

threat. He said he would like to see more homeless services and public health aspects.

Andrea Grimes, Special Collections Librarian and Officer of the Librarians Guild SEIU, said when you are increasing library hours you need to increase the library staff. She said Labor needs a better understanding of what the Mayor's request for a 3% reduction in staffing entails. She asked that Maureen Singleton come to the Labor Management meeting. She said many of the library staff protested against RFID when it was previously recommended because of the privacy issues. She said it would be a great idea to have the Electronic Frontier Foundation (EFF) come and discuss this with the Commission. She said they are having discussions about the Civic Center Commons and the 19 Polk bus route. She said she would like to see City Hall pay more attention to public safety.

#### Commission Discussion

Maureen Singleton, Chief Financial Officer, said it was helpful to break the budget down by Division.

Commissioner Mall said she doesn't understand how the cost breakdown was calculated.

Roberto Lombardi, Facilities Director, explained how the breakdown of costs are determined.

Commissioner Mall said it is a great idea to put the At the Library (ATL) in the Chronicle.

Commissioner Lee asked about the Civic Center Commons,

Roberto Lombardi, Facilities Director explained the agencies that are involved with the Civic Center Commons and how we anticipate it will function.

Commissioner Lee asked about how this investment is included in the budget.

Maureen Singleton, Chief Financial Officer, said once they investment is made additional years will automatically be included in future budgets.

Commissioner Lee asked about the payroll capacity and how it relates to decentralization.

Luis Herrera, City Librarian, said that decentralization means that duties are coming to us from the City's Department of Human Resources.

Commissioner Lee asked about staff turnover.

Luis Herrera, City Librarian, said we will come back with more information on staff turnover.

Michael Lambert, Deputy City Librarian, said that part of the staffing study did look at staff turnover.

Commissioner Lee asked about opportunities under existing services and efficiencies that can be made.

Commissioner Dunning asked about the bathroom issue in the Main Library.

Roberto Lombardi, Facilities Director, said that the equipment needed for the repair of the bathrooms has already been funded so it is not in this budget.

Commissioner Dunning asked about ongoing costs versus one time expenditures.

Maureen Singleton, Chief Financial Officer, said they will look at that more with the Controller's Office. She said the collections budget is ongoing.

Shellie Cocking, Collections and Cataloging Manager, said there is a survey that comes out every year about the costs of the average book.

Commissioner Dunning asked that staff do the exercise that was done last year where we develop a wish list and a hit list.

Maureen Singleton, Chief Financial Officer, said we will do that and bring it back to the Commission.

#### **AGENDA ITEM NO. 4 OVERVIEW OF THE USE OF RADIO FREQUENCY IDENTIFICATION (RFID) TECHNOLOGY IN LIBRARIES**

Luis Herrera, City Librarian, introduced the team who are working on this issue. He referred to a memo to the Commission explaining that the Library is considering future investments to modernize the Library's equipment and systems for circulation functions.

Shellie Cocking, Collections and Cataloging Manager, gave a presentation on RFID. She gave the background of the issue in San Francisco. She said there were issues regarding privacy at that time.

Bill Kolb, First Floor Manager, explained the two components of RFID. He explained the benefits to the public through efficiency. He said a huge component of the benefits to the public is customer service.

Shellie Cocking, Collections and Cataloging Manager, said another benefit of RFID is accuracy. She explained other benefits to the Library

and staff. She said there is a task force that is looking into this and they will continue to gather information.

Explanatory documents: [RFID memo](#) ; [RFID presentation](#)

#### Public Comment

Peter Warfield, Executive Director, Library Users Association, said approximately 10 years ago he worked with other groups to have the public understand the privacy risks of RFID and the Board of Supervisors rejected funding for RFID. He said Luis Herrera started a Technology and Privacy Committee (TPAC). He said that was a highly biased process in favor of RFID. He said he would like to see what has changed since the earlier discussion of RFID.

Melissa Riley, Officer of the Librarians Guild, said she thinks we need to discuss this more before adding this to the budget. She said she was on the TPAC and she would like to know more about the improvements that have been made since that time. She said the cost is a consideration and privacy is still an issue.

#### Commission Discussion

Commissioner Nguyen asked about the libraries in the bay area that have RFID.

Bill Kolb, First Floor Manager said he has worked for a couple of library systems in the Bay Area that have RFID.

Commissioner Nguyen asked about the specialized equipment and what maintenance is involved.

Shellie Cocking, Collections and Cataloging Manager, said it is the same company that we currently use.

Bill Kolb, First Floor Manager, said that is actually less expensive to maintain RFID because it has become the industry standard.

Commissioner Lee asked about the transition period.

Shellie Cocking, Collections and Cataloging Manager, said that all of the RFID materials would be installed prior to RFID being turned on.

Commissioner Lee asked if we knew how much of the staff time would be saved.

Shellie Cocking, Collections and Cataloging Manager, said they are looking into that, but the biggest benefit is to the patron.

Luis Herrera, City Librarian, said we are still vetting numbers. He said it is a multi-year proposition at about \$7.5 Million. He said we look at it as an investment.

Michael Lambert, Deputy City Librarian, said a lot remains to be seen on the budget and we still have a lot of work to do.

Commissioner Dunning asked that we take into account equipment costs, training of staff and public, and labor so that we have a full picture.

Commissioner Dunning left the meeting at 6:35 pm.

#### **AGENDA ITEM NO. 5 CITY LIBRARIAN'S REPORT**

Michelle Jeffers, Chief of Community Programs and Partnerships, gave the presentation on the Fine Amnesty Program. She explained the program and goals and will be holding a fine forgiveness raffle. She explained the fine amnesty promotion and marketing plan.

Luis Herrera, City Librarian, introduced the Annual Report for 2015-2016.

Michelle Jeffers, Chief of Community Programs and Partnerships, gave the presentation on the Annual Report with some key numbers and highlights of the year.

Michael Lambert, Deputy City Librarian, said the Library Commission approved numerous revisions to the Library's Fines and Fees Ordinance earlier this year. He said the Board of Supervisors Budget and Finance Committee unanimously approved the proposed revisions and the full Board approved it earlier this week.

Explanatory documents: [Fine Forgiveness](#) ; [Annual Report 2015-16](#)

#### **Public Comment**

Peter Warfield, Executive Director, Library Users Association, said he was disappointed that there was not a mention of the City Librarian's Report sending a letter to the MTA about the 19 Polk Northbound bus stop. He said the MTA voted not to approve the reroute and he thanked the City Librarian for his letter. He said he is disappointed that there is no anonymous searching anymore. He said he supports no fines and no fees.

#### **Commission Discussion**

Commissioner Mall asked how the Library determines if patrons are coming in to see an exhibit.

Michelle Jeffers, Chief of Community Programs and Partnerships, said some of our galleries have counters.

Commissioner Mall asked about the Friends budget and said direct library support should be broken down between grants and in-kind support.

Commissioner Lee said he enjoyed the Annual Report and the way it is broken down by the numbers.

Luis Herrera, City Librarian, said we are developing an Analytics Unit which will help us break down the numbers and make the data more meaningful.

President Wardell-Ghirarduzzi said the Annual Report presentation is pulled together very nicely.

**AGENDA ITEM NO. 6 APPROVAL OF THE MINUTES OCTOBER 20, 2016**

Public Comment

Peter Warfield, Executive Director, Library Users Association, said his comments on page one, two and five need to be clarified.

Motion: By Commissioner Mall, seconded by Commissioner Lee, to approve the [October 20, 2016 minutes](#).

Action: AYES 4-0: (Lee, Mall, Nguyen and Wardell-Ghirarduzzi).

**AGENDA ITEM NO. 7 ADJOURNMENT**

Public Comment

Peter Warfield, Executive Director, Library Users Association, said that before adjournment there should be some item relating to new business. He said he would like to see on a future agenda the 19 Polk bus line is proposed for reroute by SFMTA and he would like to see the Commission take a position on that. He said he would like the Commission to discuss the issue of privacy in the Library. He said he would like to see a serious forum about the RFID issue.

Motion: By Commissioner Mall, seconded by Commissioner Lee, to adjourn the meeting of December 15, 2016.

Action: AYES 4-0: (Lee, Mall, Nguyen, and Wardell-Ghirarduzzi)

The meeting adjourned at 7:01 pm.

Sue Blackman  
Commission Secretary

Please note: These are draft minutes subject to revision by the Public Library Commission. Copies of commission minutes and handouts are available in the office of the secretary of the San Francisco Public Library Commission, 6th floor, Main Library, 100 Larkin Street, San Francisco, CA 94102-4733.

Explanatory documents: Copies of listed explanatory documents are available as follows: (1) from the commission secretary/custodian of records, 6<sup>th</sup> floor, Main Library; (2) in the rear of Koret Auditorium

immediately prior to, and during, the meeting; and (3), to the extent possible, on the Public Library's website <http://sfpl.org>. Additional materials not listed as explanatory documents on this agenda, if any, that are distributed to library commissioners prior to or during the meeting in connection with any agenda item will be available to the public for inspection and copying in accordance with Government Code Section 54954.1 and Sunshine Ordinance Sections 67.9, 67.28(b), and 67.28(d).