



San Francisco Public Library

SAN FRANCISCO PUBLIC LIBRARY COMMISSION

Minutes of the Regular Meeting of January 15, 2015

(As approved at the regular meeting of February 19, 2015)

The San Francisco Public Library Commission held a regular meeting on Thursday, January 15, 2015 in the Koret Auditorium Main Library.

The meeting was called to order at 4:32 pm.

Commissioners present: Dunning, Lee, Nguyen, Ono and Wardell-Ghirarduzzi.

Commissioner excused: Mall

AGENDA ITEM NO. 1 GENERAL PUBLIC COMMENT

Peter Warfield, Executive Director, Library Users Association, said when BiblioCommons was discussed at a previous Commission meeting it was not clear that a contract had already been signed. He said there have been many versions of the draft Privacy Policy and it is very confusing as to what you will be approving.

Leonid Nakhodkin, President United Humanitarian Mission, said he has proposed that they provide a monument in the library in honor of Janusz Kotczal. He said this is the 70th anniversary of the United Nations and he read from a book that he would like to donate to the library.

AGENDA ITEM 2 ELECTION OF COMMISSION OFFICERS FOR 2015

President Ono asked for nominations for Commission President.

Commissioner Nguyen nominated Teresa Ono for President and Commissioner Dunning seconded the nomination.

Public Comment

Peter Warfield, Executive Director, Library Users Association, said this is not necessarily a bad choice but there might be some better choices. He said President Ono has been involved in repeated violations of the Sunshine Ordinance.

Commission Discussion

Motion: By Commissioner Nguyen, seconded by Commissioner Dunning, to approve the nomination of Teresa Ono as President of the Commission.

Action: AYES 5-0: (Dunning, Lee, Nguyen, Ono and Wardell-Ghirarduzzi).

President Ono asked for nominations for Commission Vice-President. She said that Commissioner Mall is not at the meeting but she would like to nominate her for Vice-President. Commissioner Dunning seconded the nomination.

President Ono said that she knows that Commissioner Mall is interested in the position of Vice-President.

Public Comment

Peter Warfield, Executive Director, Library Users Association, said Commissioner Mall has shown a level of interest and a level of activity that has been beneficial to the Commission. He said he would be concerned if she was part of the meeting that was found to be illegal by the Sunshine Ordinance Task Force. He said he would not endorse but he would not object.

Commission Discussion

Motion: By President Ono, seconded by Commissioner Dunning, to approve the nomination of Susan Mall as Vice-President of the Commission.

Action: AYES 5-0: (Dunning, Lee, Nguyen, Ono and Wardell-Ghirarduzzi).

AGENDA ITEM NO. 3 PROPOSED REVISIONS TO LIBRARY PRIVACY POLICY #207 BIBLIOCOMMONS SOFTWARE PRESENTATION

Luis Herrera, City Librarian, said this item was discussed by the Library Commission at the November 6 and December 4 Commission meetings. He said there was an engaged discussion and several questions raised by the Commission at that time. He said there has been a good dialogue with BiblioCommons.

Laura Lent, Chief of Collections and Technical Services, gave a presentation on BiblioCommons. She explained the selection process and gave further information about BiblioCommons and said it has only been around for six years. She said patrons will always have the option of using the classic catalog.

Joan Lefkowitz, Web Services Manager, continued with the presentation on BiblioCommons and explained its improved search features.

Michael Lambert, Deputy City Librarian, gave a presentation on the proposed revisions to our Privacy Policy. He said the policy was originally adopted in 2004 and holds the Library to a high level of accountability. He said there have been no amendments to the Policy since 2004. He explained the proposed changes to the Policy and the purpose of the proposed revisions. He said he attended a webinar last week with BiblioCommons discussing their Terms of Use.

Luis Herrera, City Librarian, said he hopes this addresses the questions raised by the Commission and he will be happy to entertain any other additional questions.

Explanatory documents: [Memo from City Librarian dated January 9, 2015](#); [Draft Revisions to Library Policy #207](#); [Proposed Revisions Privacy Policy Presentation](#); [Terms of Use for BiblioCommons](#); [Privacy Statement for BiblioCommons](#); and [BiblioCommons Presentation](#).

Public Comment

Peter Warfield, Executive Director, Library Users Association, said he has always been interested in improving the catalog. He said he has tried BiblioCommons and it is not at all easy to use. He said the basic problem is BiblioCommons is into data mining and will exploit the library patrons from every bit of information they can get. He urged the Commission to read the letters he has sent.

Commission Discussion

Commissioner Wardell-Ghirarduzzi said she is happy that staff has pushed the envelope to make BiblioCommons a better company. She had concern relating to the BiblioCommons Terms of Use and warning about links to other sites. She said we may need to bring more clarity to that statement.

Laura Lent, Chief of Collections and Technical Services, said we will also be updating our FAQs about the privacy policy.

Commissioner Nguyen said there can be a notification to the user that you are leaving the site.

Commissioner Wardell-Ghirarduzzi said she also had questions about the Disclaimer of Warranties.

Joan Lefkowitz, Web Services Manager, said the Disclaimer of Warranties is pretty standard website language.

Commissioner Wardell-Ghirarduzzi asked how the patrons will be notified about BiblioCommons updating the Terms of Use and Services

Laura Lent, Chief of Collections and Technical Services, said BiblioCommons is updating this section to add a banner notifying users of changes to the Terms of Use.

Commissioner Dunning said it looks like BiblioCommons will be a big win for our patrons. She said she was happy that concerns over parental review have been resolved. She said she would like to wait for the rollout until we are comfortable that BiblioCommons has made that change in their Terms of Use.

Luis Herrera, City Librarian, said they will definitely hold off the launch until that change has been made.

Michael Lambert said that BiblioCommons announced that they would be making these changes the first week in February.

Commissioner Lee said he was concerned with the data and how that is shared and who keeps the data.

Laura Lent, Chief of Collections and Technical Services, said when data is asked to be deleted or if the library no longer uses BiblioCommons, the user generated data is deleted except in messages that have been sent to other BiblioCommons' users.

Commissioner Lee confirmed that BiblioCommons is an option and is not required. He said this is a cyber space for book clubs. He wanted to make sure that there is no censorship.

Joan Lefkowitz, Web Services Manager, said the main reason that people tag remarks is because of spoiler alerts.

President Ono thanked everyone for working on this and she said we are one of the few systems that is allowing patrons to opt in.

Motion: By Commissioner Lee, seconded by Commissioner Wardell-Ghirarduzzi, to approve the revisions to the Library's Privacy Policy #207.

Action: AYES 5-0: (Dunning, Lee, Nguyen, Ono and Wardell-Ghirarduzzi).

AGENDA ITEM NO. 4 CONTROLLER'S CUSTODIAL SERVICES ASSESSMENT

Luis Herrera, City Librarian, said there is a memo in your packet regarding the custodial services assessment and the Controller's office will be making a presentation.

Randle McClure, Controller's Office, gave a presentation on the Custodial Services Assessment Update. He said the general finding is that the library can improve staff deployment, accountability and improve management and distribution of supplies to more effectively optimize

coverage and maintain the cleanliness of facilities. He explained the methodology used in the study.

Celeste Berg, Analyst in the Controller's Office, said they looked at the current custodial branch coverage and the aggregate square footage per week. They looked at the production rate and the gap calculation. She said they developed branch assignments by Tiers 1 and 2 and based on this she explained Recommendation 1 the Ideal Branch Coverage Deployment Strategy. She said Staffing Recommendation 2 is to maintain custodial staff at the Main. She said Staffing Recommendation 3 is addressing the two day gap in the current coverage.

Randle McClure, Controller's Office, said there are additional recommendations to improve accountability and quality control and improve management and distribution of supplies.

Roberto Lombardi, Facilities Director, said the Library has formed a custodial task force which is comprised of custodial staff, union representatives and Facilities Office staff. He said the charge of the task force is to look at the Controller's recommendations and how to implement them. He said the library will also be hiring a Senior Inventory Manager.

Luis Herrera, City Librarian, thanked the Controller's Office for their work on this study and said he is confident that we will work with labor so that we can implement this in the best way.

Commissioner Nguyen left the meeting at 6:00 pm.

Explanatory documents: [Controller's Memorandum dated October 28, 2014](#); [Custodial Services Assessment Summary](#); [Controller's Custodial Service Assessment Presentation](#).

Public Comment

Peter Warfield, Executive Director, Library Users Association, said he has not heard basic practical stuff. He wanted to know what started this review. He said it seems as though the branches have a high level of cleanliness and it is the Main that is a pigsty. He said it is not clear what the workers do when they clean or how often they clean.

A woman from the audience said she is a frequent patron of the Main and several branches and she said the custodians are working their butts off. She said they are cleaning constantly in dangerous conditions. She said the patrons should have some say in this.

Betty Williams, labor representative, said she is part of the custodial task force. She said the custodial staff is doing their level best to keep this system clean. She said what the task force is looking at is how to redistribute and redo how things are done so that the custodians can do their work in a more efficient way.

Commission Discussion

Commissioner Wardell-Ghirarduzzi thanked the Controller's Office for their hard work on this. She said the recommendations seem to be on target. She said we should use the data for benchmark data for further improvement.

Randle McClure, Controller's Office, said they also wanted to thank Catherine Omalev from the Controller's Office who also worked on this project.

Commissioner Dunning said she loves numbers and this was a lot of fun for her. She asked about the 25% that is not available in the study.

Celeste Berg, Analyst in the Controller's Office, said that is sick leave, vacation, breaks, lunch, training, etc. She said this is right on par with other City Departments.

Commissioner Dunning asked about the two branches per person and asked if that includes travel time and how that will be used optimally. She asked if the additional amount needed is included in the budget.

Luis Herrera, City Librarian, said it is an additional amount and we will be discussing this further in the budget presentation and we will look at future capacity in future years.

Commissioner Lee said he enjoyed the analysis. He asked if the recommendations include input from the stakeholders. He asked about the service agreements.

Roberto Lombardi, Facilities Director, said that the idea is to have labor, staff and management all together to work on this issue. He said our staff is very supportive of the custodial staff. He said other staff need to understand what the custodial duties are. He said we have heavy training for urban environments.

President Ono asked about the survey questionnaire. She asked if it was multi-lingual.

Roberto Lombardi, Facilities Director, said the survey is geared towards the library staff.

Luis Herrera, City Librarian, said we need to be more sensitive to multi-lingual.

President Ono thanked everyone for their work on this.

AGENDA ITEM NO. 5 CITY LIBRARIAN'S REPORT

Maureen Singleton, Chief Financial Officer, gave a presentation on the FYs 2015 and 2016 budgets. She said a presentation was also made to the Commission in December where they went over the strategic priorities

and budget background. She said the Library is one of the few departments with a fixed two year budget. She said we cannot do a reallocation of more than 5% of total approved FY 16 budget without Mayor and Board approval. She explained the key budget drivers and the FY 16 budget investment review and the FY 16 approved budget and the FY 16 base budget. She said we have more sources than anticipated expenditures. She explained two options that have been prepared for the Commission to reallocate some of that money. She said the next steps will be to update the current city budget unknowns and to bring the budget back to the Commission in February for approval of expenditure reallocations that will then be submitted to the Controller.

Luis Herrera, City Librarian, said the 2013-2014 Annual Report is available. He went over some of the highlights from the report including increases in events and attendance. He said in the area of digital strategy we saw some strong increases. He said when we benchmark with other cities we showed the highest circulation for registered borrower and above average visits per hour. He said we completed the BLIP program and expanded hours by 13%. He said there is a memo on the Fulton Street Shelving that explains why the materials were removed from the Fulton Street entrance. He said we are looking for a suitable location for the newspapers and it is a work in progress.

Explanatory document: [FY 14/15 and 15/16 budget presentation, attachment #1](#); http://sfpl.org/pdf/about/administration/statistics-reports/annualreport2013_2014.pdf ; and [Memo from Chief of Main](#) on Fulton Street Newspaper Shelving dated January 12, 2015.

Public Comment

Peter Warfield, Library Users Association, said these should be separate items. He said the budget seems to be represented in vague generalities. He said regarding the Fulton Street shelving, when you create a public forum you can't just take it away. He said that is illegal and it certainly is not right.

Commission Discussion

Commissioner Wardell-Ghirarduzzi said she would like to see the investment in the extra funds go to additional custodial.

Commissioner Dunning asked about the \$2.1 Million going into the reserves and if that is a standard.

Maureen Singleton, Chief Financial Officer, said there actually is not a standard but we want to be prudent with these reserves.

Luis Herrera, City Librarian, said this is the highest fund balance we have had.

Commissioner Dunning asked if there is a time frame on the materials from the Fulton Street entrance that we are relocating.

Karen Strauss, Chief of Main, said we want to be thoughtful and find a good place that will serve the public. She said right now they are located at the desk of the Magazines and Newspaper Center.

Commissioner Lee said he is happy to hear the City Librarian is being conservative about the storage.

President Ono asked about the approval process for the budget and she said she likes the new format of the Annual Report.

Luis Herrera, City Librarian, said that one thing in the Annual Report that needs to be noted is the contributions by the Friends of the Library. He said our public needs to be aware of that.

AGENDA ITEM NO. 6 LABOR UNION REPORT

Andrea Grimes, SEIU, said she wanted to reiterate what Betty Williams said on the Controller's Report on the Custodial Services Assessment. She said it is important to note that the Controller's Report on page 10 talks about the increase in hours without the appropriate staffing. She said in the short term, the use of Real Estate custodians is a good stop gap only measure. We need to think about increasing the staff of librarian custodians. She said the hours, square footage and traffic have all been increased in the branches.

Public Comment

Peter Warfield, Library Users Association, said he agreed with the previous speaker about providing the necessary staffing for any increased hours. He said the custodial problems seem to be at the Main and with the management.

AGENDA ITEM NO. 7 APPROVAL OF THE MINUTES NOVEMBER 6, 2014

Public Comment

Peter Warfield, Executive Director, Library Users Association, said his comments under general public comment are not at all clear. He said he would like that clarified. He said his comment under public comment on page 3 needs to be clarified on self-service pick-ups. He said his comments on item 6 approval of the minutes were not specific.

Commission Discussion

Motion: By Commissioner Lee, seconded by Commissioner Wardell-Ghirarduzzi, to approve the [Minutes of November 6, 2014](#).

Action: AYES 4-0: (Dunning, Lee, Ono and Wardell-Ghirarduzzi).

**AGENDA ITEM NO. 8 ADJOURNMENT IN MEMORY OF MERLA
ZELLERBACH AND FORMER LIBRARY EMPLOYEE JOHN GUARINO**

Luis Herrera, City Librarian, said we are asking that you adjourn in memory of Merla Zellerbach, the wife of former Library Commissioner Lee Munson and John Guarino a long time SFPL staff member.

Public Comment

No public comment.

Motion: By Commissioner Wardell-Ghirarduzzi, seconded by Commissioner Dunning to adjourn the regular meeting of January 15, 2015, in memory of Merla Zellerbach and John Guarino.

Action: AYES 4-0: (Dunning, Lee, Ono and Wardell-Ghirarduzzi)

The meeting adjourned at 7:04 pm.

Sue Blackman
Commission Secretary

Explanatory documents: Copies of listed explanatory documents are available as follows: (1) from the commission secretary/custodian of records, 6th 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).