



## *San Francisco Public Library*

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

#### **Minutes of the Regular Meeting of January 16, 2014**

#### **(Approved at the regular meeting of April 17, 2014)**

The San Francisco Public Library Commission held a regular meeting on Thursday, January 16, 2014 in the Koret Auditorium Main Library.

The meeting was called to order at 4:35 pm.

Commissioners present: Gomez, Lee, Mall, Munson and Ono.

Commissioner Randlett arrived at 4:43 pm.

Commissioner Nguyen arrived at 5:39 pm.

President Gomez said that Item No. 6 the City Librarian's Report will be heard before No. 5 the Bond Program Manager's Report. She said because there are a lot of items on the agenda today we are going to limit public comment to two minutes. She read a section from the Mayor's Policy on Discriminatory or Harassing Remarks made at public meetings. She said this includes the Commissioners. "City policy prohibits discrimination or harassment of its employees on the basis of: Race, color, ancestry, national origin, ethnicity, place of birth, sex, age religion creed, disability or medical conditions, HIV/AIDS status, sexual orientation, marital or domestic partner status, gender identity, parental status, pregnancy, weight or height, or any other characteristic protected by state or federal employment discrimination laws or by the San Francisco Charter or local ordinance." She said some recent behavior by members of the public making comments has been quite unpleasant and we will be talking later about zero tolerance and this Commission will have zero tolerance towards uncivil discourse. She said any comments that are construed as racist, sexist, or anti-Semitic, which we heard at our last meeting or any veiled intentional or unintentional reference to violence whether they are metaphorical or not, will not be tolerated in this Commission.

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

Steven Krolik, Coordinator Presidio Heights Residents for Public Safety, said he has been coming to the Commission so many times the Commissioners are changing. He said this is about the sickness that the white noise produces with your security system at the Presidio Branch. He said there are two fans on each of the security systems and he said you can hear them echoing and reverberating. He said some can hear and some cannot hear. He said he is sensitive to the soundscape. He said our libraries are supposed to be a peaceful place. He said do you remember "silence is golden?" He said he is disappointed to be back here again and there has been no action on the Commission's part. He said the residents of Presidio Heights would like to see this taken out or the technology updated.

Peter Warfield, Executive Director, Library Users Association, said he is sorry we had to hear a criticism of the public which is not within the reading of the Mayor's guidelines. He said he did not hear anything offensive at the last meeting as was claimed and he said he would like to know what was being referred to. He said two minutes for public speakers in unconscionable without having a sense about how many folks would like to speak on each item. He said the Library Commission is unfortunately sinking into a lawlessness that is most unfortunate. He said it seems the Commission does not care about the law or follow the law when it suits the Commission's convenience. He said Library Users Association was successful last year with others in stopping the library from cutting evening hours to 8:00 pm as well as some planned cuts to Saturday morning hours. He said long time advocate James Chaffee filed a complaint with the Fair Political Practices Commission that the City Librarian had not properly filed a statement about gifts he had received and there was a fine and refiling imposed.

Ray Hartz, Director, San Francisco Open Government, said Happy New Year in Hawaiian. He said as members of the Library Commission you are responsible for looking out for the best interests of the Library and its patrons. He said as regards the \$60 million expended by the Friends since 2000, you have unquestionably failed. He said City Librarian Luis Herrera and the leadership of this commission President Jewelle Gomez and Vice President Lee Munson have allowed the Friends to perpetrate what he considers a fraud on both the donors and the citizens of San Francisco. He said in fact, the public records show that they have actively participated in the deception. He said these are charges that he and other members of the public have been making for years and at no time have they made any effort to refute it because they can't. He said to make matters more egregious, they show no sign of changing those behaviors. He said they are going to continue to allow the Friends to raise millions of dollars every year and expend money and the Commission will have absolutely no idea how much of that money actually went to benefit the library or its patrons. He said they have violated the public trust placed in them when appointed to this Commission and they seem determined to continue to do so. He said he received documents after a two year struggle with the City Librarian who consciously and willingly withheld public records, which were discloseable under both the Sunshine

Ordinance and the California Public Records Act to hide the fact that he was receiving thousands of dollars of benefits from the Friends and at the same time was not making any time whatsoever to provide oversight.

*The following written summary was provided by the speaker, Ray Hartz. The content is neither generated by, nor subject to approval or verification of accuracy by the Library Commission.*

As members of the Library Commission you are responsible for looking out for the best interests of the Library and its patrons. As regards the \$60 million expended by The Friends since 2000, you have unquestionably failed! City Librarian Luis Herrera and the leadership of this commission Pres. Jewelle Gomez and VP Lee Munson have allowed The Friends to perpetrate a fraud on both donors and the citizens of San Francisco. In fact, the public records show that they have actively participated in the deception. These are charges that I and other members of the public have been making for years and which at no time they have made an effort to refute. To make matters more egregious, they show no signs of changing those behaviors! They have violated the public trust placed in them when appointed to this commission, and they seem determined to continue to do so.

## **AGENDA ITEM 2 RESOLUTION COMMEMORATING PROJECT READ 30<sup>th</sup> ANNIVERSARY**

Luis Herrera, City Librarian, said we are presenting a draft resolution for the Commission to adopt commemorating Project Read's 30<sup>th</sup> Anniversary.

Randy Weaver, Project Read Manager, said Project Read celebrated its 30<sup>th</sup> Anniversary in 2013. He said since 1983 Project Read's professionally trained volunteers, tutors and staff have assisted thousands of adults in San Francisco improve their literacy skills and their lives. He gave a presentation showing photographs of the programs offered by Project Read. He said on December 10 Project Read celebrated the 30<sup>th</sup> Anniversary by recognition by the Board of Supervisors and a celebration in the Skylight Gallery.

Jerry Powell said it is an honor and a privilege to have this opportunity to express his thanks to the organization that has helped him do wonders with his life. He told his life story and how Project Read impacted his life. He said he got his high school diploma and is gainfully employed. He said he is currently studying at City College of San Francisco. He said he attributes his success to the Project Read staff and his tutor.

John Gildersleeve said he has been a volunteer with Project Read for over 20 years. He said like most of the volunteers at Project Read, he was born into a family where reading was both valued and encouraged. He said he went through the process and training to become a

professional tutor. He said many improvements have taken place since he has been involved with them. He said that Project Read is a family and there is heart behind this project. He said the staff is truly the best at what they do. He said his work with Project Read is incredibly rewarding. He said there is now a book club and they read 10 books and one play a year. He thanked the Commission for its support of Project Read.

Explanatory document: [Project Read Presentation](#); and Draft [Project Read 30<sup>th</sup> Anniversary Resolution](#)

#### Public Comment

Ray Hartz, Director San Francisco Open Government, said he cannot think of anything that is more crucial to improving lives than being a better reader. He said there are so many things that reading does for people's lives. He said he thinks this program is exceptional. He said the people that run the program and the volunteers deserve our unqualified thanks. He said every citizen of San Francisco should thank them because it improves all of our lives. He said he would like to thank those persons who have participated in the program.

Carol Dimmick said she is a tutor with Project Read and she just wanted to echo everything that has been said about it.

Peter Warfield, Library Users Association, said literacy is extremely important and anyone who values libraries knows that literacy is a key to open the doors to the pleasures and the benefits of being able to read or read better. He said he thinks it is worth reading the resolution which we support. He said he has tried to find out about measures of success but there does not seem to be an objective measure of progress that is supplied with this reading program and perhaps other programs as well. He said that is not to say that the benefits are not there and he thinks that any effort is worth doing. He said it is most unfortunate that the library has chosen to put Project Read where the bound magazines have been ever since the library opened on the Fifth Floor. He said he thinks that is most unfortunate.

Scott Staub, Executive Director, Friends of the San Francisco Public Library, said that Project Read was started by the Friends 30 years ago and until the Library took it over as a regular program the Friends funded it. He said the Friends continue to help Project Read.

#### Commission Discussion

President Gomez read the Draft Resolution celebrating Project Read's 30<sup>th</sup> Anniversary.

Motion: By Commissioner Munson, seconded by Commissioner Mall, to approve the Resolution that on this day, January 16, 2014, the San Francisco Public Library Commission, in recognition and honor of Project Read and its staff's dedication and hard work for the City and County of San Francisco, does hereby recognize, honor, commend and thank Project Read.

Action: AYES 6-0: (Lee, Gomez, Mall, Munson, Ono, and Randlett).

Commissioner Randlett said she is so proud and pleased about what the reader has accomplished and it is fantastic to hear that great news. She said thank you to the volunteers who participate. She said thanks to the Friends for starting the program as well.

### **AGENDA ITEM NO. 3 POTENTIAL SITE FOR BROOKS HALL STORAGE AND OTHER SPACE NEEDS**

Luis Herrera, City Librarian, said today's discussion will be on a potential site for Brooks Hall storage and other space needs.

Roberto Lombardi, Facilities Director, gave a presentation on Brooks Hall and other space needs. He outlined the current uses of Brooks Hall and other space needs for the library. He said they have located a potential site at 2000 Folsom and showed photographs of the sites and outlined the benefits of the site.

John Updike, Director of Real Estate talked about the process for acquiring or renting the site for the library and said a feasibility study would be done with the Real Estate Division and the Library.

Roberto Lombardi, Facilities Director, gave information on funding for the 2000 Folsom site. He said 190 Ninth operations would move to 2000 Folsom and the equity in 190 Ninth could go towards 2000 Folsom purchase. He said a possible timeline would be: feasibility studies in the spring of 2014; design and tenant improvements in the late fall 2014; phased move in starting winter 2014 and lease of 190 Ninth in the winter of 2014.

Explanatory document: Potential Site for [Brooks Hall Storage](#) and Other Space Needs.

#### Public Comment

Peter Warfield, Executive Director, Library Users Association, said this represents one of the saddest and most shocking of breakages of democracy. He said he doesn't recall this ever being discussed by the Library Commission and here it is essentially a fait de complete. He said there has been no discussion of what the library's needs are for more space and how that space might be used. He said this already has all the details provided. He said this is 15 minutes from the Library and 190 Ninth is three blocks away. He said a key question is what is the square footage of the new place and how does that compare to 190 Ninth. He said one of the most important things that has been glossed over here is that Brooks Hall does hold materials, but there is no browsing and no access for the public. He said the eviction of the bound magazines suggests maybe extra space would be useful, but what kind of space, located where and what kind of public access.

#### Commission Discussion

Roberto Lombardi, Facilities Director, said he transposed some figures in his report. He said the proposal is for the Library to occupy 70,000 sq. ft. of the building and the Film Commission to occupy 30,000 sq. ft.

Commissioner Ono asked about the square footage in Brooks Hall and at 190 Ninth.

Roberto Lombardi, Facilities Director, said the library uses approximately 40 – 45,000 sq. ft. at Brooks Hall and approximately 45,000 sq. ft. at 190 Ninth. He said the actual useable space at 190 Ninth is considerably less.

Commissioner Mall asked why we keep the old card catalog.

Luis Herrera, City Librarian, said that as we transitioned into the automated system there was a commitment from the Commission and staff to keep the card catalog. He said we can come back with some additional history.

President Gomez said there was concern about keeping the card catalog because of its historical value.

Roberto Lombardi, Facilities Director, said the card catalog occupies around 1600 sq. ft.

Commissioner Mall said she would urge someone to relook at keeping the card catalog because we would be just dragging stuff from one place to the other.

President Gomez said she has a personal historical attachment to the card catalog.

Cathy Deleno, Assistant Chief of Main, said when the library moved to the new building there was some staff concern about keeping it. She said people do on occasion request specific cards from the catalog. She said it is still accessible.

Commissioner Mall said she thinks when people move they often get rid of things.

Luis Herrera, City Librarian, said we should at least reexamine the need to retain the card catalog.

Andrea Grimes, Special Collections Librarian, Sixth Floor, said she knows the value of the old card catalog. She said it still needs to be used. She said we are not completely cataloged. She said it is a beautiful piece of furniture. She said she would be against auctioning off any part of it. She said it is an historical artifact of our history.

Commissioner Lee said if the catalog is still being used keep it, but if it is not being used don't keep it.

Commissioner Randlett said one of the National Galleries in Washington, D.C. had an exhibit of notes. She said we might be able to display the card catalog somewhere and she said the furniture is historic.

Luis Herrera, City Librarian, said this is a study with a lot of complexities and we do need to look at long term storage issues and archival materials. He said we will report back to the Commission as it evolves.

Commissioner Randlett said she would like to see what other comparable cities have as their solution to storage issues. She said we have discussed this issue before in a meeting.

### **AGENDA ITEM NO. FY 2015/2016 PROPOSED BUDGET**

Luis Herrera, City Librarian, said at the last Commission meeting in December we had a good conversation about the budget priorities and we listened to your emphasis on making safe and welcoming facilities our number one priority but building around that some of the other priorities we have. He said he wanted to commend our finance staff and particularly Maureen Singleton for her work on this.

Maureen Singleton gave the 2015/2016 budget presentation. She explained the budget calendar. She said the climate for the city budget has been improving over the last couple of fiscal years. She said the Library Preservation Fund (LPF) revenue estimates for FY 15 is projected to be \$102.80 Million and for FY 16 it is \$107.57 Million. She said the current LPF fund balance is \$18.7 Million. She said the biggest impact to the budget at this time are the labor negotiations. She explained the annual two year budget. She explained budget background investments for FYs 13, 14 & 15. She explained the FY 15 approved budget and FY 15 and 16 base budgets. She explained the budget priorities as safe and welcoming facilities the five strategic priorities (Literacy and Learning, Digital Strategy, Youth Engagement, Strategic Partnerships, Diversity in Programming) and the Teen Center Digital Media Learning Lab.

Commissioner Mall asked about the cost of a police officer and who pays for them.

Luis Herrera, City Librarian, said the Library pays the full amount but additionally the City provides backup if there is a 911 call. He said the library does pay for the additional resources.

Maureen Singleton explained the investments in the tables for the new space plan, the Branch Post Occupancy Investment, Literacy and Learning, the Collections Budget, Digital Strategy, Youth Engagement, Diversity in Programming, Personnel Adjustments, and the Teen Center. She said a Supplemental Budget for the Teen Center would come before the Commission next month. She explained the Summary of the Investments and the FY 15 Base Budget and FY 15 and 16 Proposed

Budgets. She said the Commission would be asked to approve the budget in February.

Explanatory document: FY [2015/2016 Budget](#) presentation

#### Public Comment

Peter Warfield, Executive Director, Library Users Association, said he is glad to see that it appears that the collections and component of print materials are seeing very modest increases in the budget. He said the percentage of the collections budget as a percentage of the budget is increasing. He said he is disappointed that there is not a percentage column showing what the percentage increases are so that the Commission can understand what the overall percentage changes are for the different components. He said there has been absolutely no demonstration of need for the self check out kiosks. He said there has been no discussion on the branch sorting system pilot or that there is any need for that system.

Ray Hartz, Director, San Francisco Open Government, said Ms. Singleton, the Chief Financial Officer, is very professional and careful to point out the most important things and he finds her an extremely intelligent and extremely competent person so he has very little problem with the budget. He said he would like to commend the Commission for doing the budget in a very orderly fashion and it gives everyone a chance to look over the budget and insure that you are doing a good job. He said two or three years ago you approved giving \$23,000 a year to the Community Benefit District and as a patron of this library he has yet so see anything the library has gotten from that.

#### Commission Discussion

Commissioner Randlett said the report was well done, clear and concise and she assumes that the budget was based on a needs assessment. She said it would be good if the Commission understood that. She said she thinks the largest budget issue is on the legacy side which is the pension costs and the health benefits. She said as we are watching that increase year after year we should have some kind of long range discussion about how we will pace ourselves for that. She said it would be good if we had some kind of endowment where the money is making money that will cover the costs of those things.

Luis Herrera, City Librarian, said regarding the assessment on the equipment that we are requesting, the self-checkouts have proven to be very effective in helping staff do other duties that are more customer focused and important. He said kiosks are an important pilot that the Commission has approved. He said we can always increase or decrease those as needed. He said benefits and pensions are of concern to us but that is really a city-wide issue. He said the city has taken some measures to address this.

Commissioner Randlett said we do not have control over the city's issues but we do have control over our own budget and how many we hire and the budget decisions we make.

Luis Herrera, City Librarian, said personnel costs are 75% of our budget and we are a very labor driven organization for good reason because we are providing service to the public. He said we are short on custodial and security personnel and we need to look at that.

President Gomez said custodian costs are key to our first priority, she asked if we have had the ability to hire from the city list.

Luis Herrera, City Librarian, said we are having ongoing conversations with Human Resources and it is still not moving fast enough from our standpoint, even though they are expediting those lists, it will be a while before we can permanently hire. He said in the meantime we have added Temporary Exempt employees and that is helping significantly.

Commissioner Mall said she would like to meet with our Chief Financial Officer because she feels she still does not get the budget as well as she should. She said she is in support of the first priority that the Library be a safe and welcoming place but at what point do we look at other areas like collections in order to have more custodians and security staff.

Luis Herrera, City Librarian, said we obviously want to emphasize a strong material and book collection. He said Commissioner Mall's point about increases to the collection is a policy decision that the Commission ultimately has. He said we are diligent in assessing the needs for additional material because there is always costs and inflation and the databases are extremely expensive. He said there will always be a need for a significant portion of our budget to be materials. He said we also need to look at the infrastructure which is now more and more about technology. He said we do incredible vetting with our Management Team to balance those priorities.

President Gomez said the priorities do come to the Commission to discuss and set the priorities, which is one of the reasons that safe and welcoming got moved to the top.

Luis Herrera, City Librarian, said we have been very fortunate that we have a very healthy budget baseline and we still are able to increase and provide for the demands that we are seeing. He said he would like to hear from the Commission about any adjustments to the budget that they would like to make. He said we will be asking the Commission to consider approval at the next meeting.

Commissioner Lee said personnel costs are close to 75% but that is not up to us, so the area we have the biggest influence is the other 25%. He said in the future with automation you will not need to re-shelve the book and that is where the digital strategy will come into play. He said he appreciates all the efficiencies that management staff is bring forward.

## **AGENDA ITEM NO. 6 CITY LIBRARIAN'S REPORT**

Luis Herrera, City Librarian said there are several important items on this part of the City Librarian's report. He said the Commission received a letter from the Mayor that is in your packets. He said the letter is concerning a disturbing trend of behavior at the Main Library He said the Mayor hopes the Commission will work with him to improve the situation. He said while overall incidents have gone down, we have had several more serious incidents over the last three months. He said the Mayor is proposing that we tighten the Guidelines that we have in place. He said the packet also includes a letter he sent to the Mayor's Office that outlines the measures we have already taken to ramp up security and custodial operations. He said the Guidelines for Library Use are in the Commissioner's packets and along with that we have a protocol for enforcing these guidelines. He said these procedures outline the action the library will take when the rules are violated. He said members of the staff are looking at the enforcement guidelines and will come back at a future Commission meeting so that we can modify some of those guidelines. He gave examples of some of the types of offenses he would like to see grouped together and gave examples of some enforcement actions and he said they will be coming back with some stricter enforcement actions in some cases. He said the Main Library is the branch for the Tenderloin so we are working hard on our programs for people of all ages to enjoy. He said the Bernal Branch Library Mural is the next subject of the City Librarian's report.

Roberto Lombardi, Facilities Director, said he is excited to come back with this report on the back side of the Bernal Branch Library. He said we have successfully completed murals on the front and side of the building. He said the Bernal Library Art Project Steering Committee is very happy to present an art piece for the back of the library which faces the playground.

Gia Grant, Project Manager, Bernal Library Art Project, said this project started in 2009 with a community mediation where Supervisor Campos and a strong group of community members entered into a dialogue around the existing mural that was on the library. She said there was a long mediation that then became a steering committee of about nine members of the community that included representatives of both sides of the issue and a mediator Beth Roy. She said this group has met regularly. She said the front of the building was completed this past summer and the Moultrie side was completed in October, 2013. She said we have had very positive feedback from the community. She said the back side is the second phase and there has been two additional public meetings in June with the artist Johanna Poethig. She said this design has photographic images and they are taking comments from the community about the artwork and the photographs. She said they will bring this back to the Commission at the next meeting asking for the Commission's endorsement of the project.

Commissioner Randlett left the meeting at 6:34 pm. Luis Herrera, City Librarian, said this will return to the Library Commission for action at the next meeting and will go to the Arts Commission after that for final approval.

Gia Grant, Project Manager, said they will return at the next meeting with the artist who was not able to attend this meeting.

Roberto Lombardi, Facilities Director, acknowledged all of the members of the Steering Committee for all their hard work on this project.

Cathy Nyhan, Fifth Floor Manager, gave a presentation on the eNews Center. She said the eNews Center consists of six iPads on a table for access to our newspaper database and magazine database. She said the center supplements the collection and offers more information in languages other than English. She said funding for the Center came from a BALIS Innovation Grant in the sum of \$23,612, which covered the costs for both the hardware and software. She said the database gives instant access to 2000 newspapers from 100 countries in 60 languages. She invited everyone to come to the Fifth Floor and see the eNews Center. She said the databases she mentioned are also available by visiting our website.

Michelle Jeffers, Chief Communications Programs and Partnerships, said the new library cards became available this past Monday and you will start to see our advertising campaign around them. She said the children that designed the cards are on posters, the sides of buses, bus shelters, etc. She said Mayor Lee is also a part of our library card campaign. Explanatory documents: [Letter from Mayor Lee](#) to Commission dated January 9, 2014; [Letter from City Librarian](#) to Mayor Lee dated January 7, 2014; Library Commission [Policy #201 on Patron Conduct](#); [Uniform Staff Procedures](#) for Enforcement of the Guidelines for Library Use; [Bernal Branch Library Mural](#) Presentation; [Bernal Library "Story Cloud."](#); [eNews Center](#) Innovation Grant presentation; and [New Library Card Campaign](#) presentation, [news release](#))

#### Public Comment

Carol Dimmick said she appeared before you several months ago and she read into the record two short emails one that was sent to the Commission and one that was sent to the Mayor. She said her concern was about the filthy bathrooms and after the presentation by the Facilities Director at a previous Commission meeting she met with staff and was told by those in charge that she should be patient and that she didn't understand the complexity of the problem. She said her response was always the same and she said the security staff should enforce the library's rules and the vast majority of the safety and health concerns would disappear. She said she received a phone call from a reporter who asked if she would be willing to answer a few questions. She said the article complete with photos of filthy bathrooms appeared in a local newspaper and recently the Mayor ordered the Library Commission and Management to follow its own rules, which were her words exactly. She

asked why it took an order from the Mayor. She said keeping the library safe and clean isn't something the Mayor should have to order the library to do and it isn't something that she should have to appear at a Commission meeting about.

Peter Warfield, Library Users Association, said he expects that he will be given the same amount of time past the two minutes as the previous speaker. He said it is a great disappointment that the Mayor should send you a letter specifically about a specific subject and then you don't have it on your agenda as a separate item. He said there is a great deal to be discussed about what is going on at the library with respect to safety and so on. He asked what happened to the Library's longstanding programs that were supposed to be effective in making the library a better place and maybe they have been effective. He said he certainly thinks that the Commission needs to evaluate that and to hear from the City Librarian. He said the Chronicle has an article on SFGate that says the Mayor has been leaning on the police to "clean up" the Central Market area where his pals from Twitter are getting gigantic tax breaks and that many people are saying squeeze the toothpaste in the middle and the contents move elsewhere. He said perhaps the Mayor's own actions are contributing, although we do not know that. He said the Library's process is completely unclear and undocumented with respect to patrons being suspended from the library. He said the eNews Center is pretty pathetic with tiny screens.

Ray Hartz, Director San Francisco Open Government, said he would like to reiterate what Mr. Warfield said because you can tell who you like and who you don't like, whereby if you don't like us we are cut off immediately and if you don't mind a person you just let them go on. He said it is egregious that you are so blatant about it. He said your President is the one who is actually responsible for that. He said you are paying \$23,000 a year to the Community Benefit District and he has yet to have anyone from the library staff indicate anything at all that has improved at the library as a result of that \$23,000 a year. He said the only people he sees getting a benefit from the CBD is the Phil Graham Auditorium who gets a whole bunch of extra guards when they have a program. He said now we are going to spend all of these thousands of dollars to improve this building when you continue to spend the \$23,000 and getting absolutely nothing for it. He said the last thing is the Bernal Mural. He said the reason the mural on the Bernal Library went away is because nobody maintained it. He said it was allowed to deteriorate. He said that was used as a justification for removing it. He said the new mural is fine and he has repeatedly asked who is going to maintain it. He has been told somebody in the neighborhood is going to keep an eye on it, but who will maintain it and who will pay for it.

#### Commission Discussion

Commissioner Mall asked for some information about the Community Benefit District (CBD).

Roberto Lombardi, Facilities Director, said he understands the concern of the public on this because a lot of what the CBD does is out of sight. He said we had some problems with ventilation and we had CBD members come with steam cleaners and help with the washing down the outside of the building on the weekends. He said what we pay to the CBD is about a quarter of the cost for one security guard. He said it is a holistic operation because the person who is intervened with in front of Fox Plaza or in front of the Bill Graham Auditorium does not become the person who is passed out in front of the library potentially. He said the ambassadors are out there trying to direct people to the service they need.

Commissioner Mall said she is personally thrilled that the Mayor is interested in what is going on at the Library. She said it has created a lot of attention on some of the problems going on at the Library. She said her concern is that we cannot get employees hired quickly enough because of the logjam from the City.

Luis Herrera, City Librarian, said that certainly we need those positions filled and before the letter came to the Commission he was very pleased that the Mayor wanted a tour of the Main Library. He said he led a delegation of several department heads including the Chief of Police, and the Mayor and a delegation of around 25. He said we welcomed that and had a discussion about the Mayor's support and working collaboratively with other departments to address some of the issues. He said the Mayor wanted the Commission to know that whatever support is needed, he will be there for that.

President Gomez said she thought the Mayor's visit was a good signal of his interest in the library unlike how it was characterized by a member of the public. She said the Mayor's letter and comments were very supportive of the library and appreciative of the work that was done so far. She said what he was seeking was collaboration between departments to find solutions.

Luis Herrera, City Librarian, said in the past we were straddled by two police substations and one of our recommendations was that if we could be designated to just one substation that would be less confusing and that change has been made and we are now part of the substation serving the Tenderloin.

Commissioner Lee said he had the opportunity to join the tour and get to learn about a lot of the good things that happen in the library. He said it is unfortunate that the member of the public who read the letter did not stay to listen and have a better perspective to see what has already been done to address her issues. He said misbehaving patrons cause a lot of the problems and he would be open to hearing suggestions on how to address this.

Luis Herrera, City Librarian, said he wanted to get some direction on whether we are heading in the right direction in terms of revising some of those severe violations. He said we are also working closely with the City

Attorney's Office to insure that we have due process and that everything is legal. He said this is a very welcoming environment and we continue to hope that this is that beacon for a safe place for people to take advantage of the resources that are available.

President Gomez said the things the Mayor was focused on was prevention and how to prevent these incidents from happening. She said it has a lot to do with getting people to the right services. She said she came out of the meeting feeling like all of the departments were really focused on this. She said thank you to Gia Grant for all of her work on the Bernal Art Work Project. She asked if any of the pictures include pictures of Mauricio Vela. She said she thinks that would mean a lot to the community.

Gia Grant, Project Manager Bernal Art Work Project, said thank you to the Commission for their support and at this time there are no plans for individuals to be recognized in the photographs. She said they will be taking comments through February 5.

Commissioner Mall left the meeting at 6:57 pm.

President Gomez said she has used the eNews Center and she found it very convenient for looking at newspapers. She said the small print is not a problem.

#### **AGENDA ITEM NO. 5 BOND PROGRAM MANAGER'S REPORT**

Roberto Lombardi, Facilities Director, gave the Bond Program Manager's Report. He said one branch is remaining in construction and that is the North Beach Branch. He said the approved budget is \$196,259,350. He said the North Beach Branch is 75% complete with anticipated opening in the spring of 2014. He said the exact date is to be determined. He showed renderings of the new branch and construction photographs. Explanatory document: Current [Budget Report](#); [Manager's Report](#)

#### **Public Comment**

Ray Hartz, Director, San Francisco Open Government, said he would like to draw the Commission's attention to the large financial document. He said in the lower right hand corner it lays out the contributions by the Friends. He said the commitment from the Friends was up to \$16 Million and apparently when all is said and done they will be about \$5 Million short of that. He said he would ask the Commission to ask Mr. Herrera for some documentation to back up those numbers. He said he spent two years doing Sunshine Requests to Mr. Herrera for documentation and we could only document about \$5 Million. He said that leaves about \$6 Million unexplained. He said one of the most egregious things about this is that when we have a professional like our CFO who has to present a document and down at the bottom there are a bunch of footnotes which can't be substantiated, it puts her in a rather awkward position. He said he has asked for any documentation that says where these numbers came from. He said he is told there are no emails from the Friends saying

what their contribution was. He said the information in this part of the document is made up numbers. He said it is a fraud on the public.

Peter Warfield, Library Users Association, said the commitment from the Friends was for \$16 Million not up to \$16 Million. He said there is a document in back of the room that is invisible it is not included in the material sent to the Commissioners. He said it is the 2000 Branch Library Improvement Quarterly Report. He said this is the Fourth Quarter of 2013 for October to December. He said the previous speaker mentioned a number and you can check that number on page 2 of the Quarterly Report. He said the report shows funding of \$16 Million for the Friends but amount expended \$9.4 Million. He said the financial document also references the Friends commitment of \$16 Million.

#### Commission Discussion

Roberto Lombardi, Facilities Director, said he neglected to say for the benefit of the public that we had just received the Quarterly Report yesterday and that is why it was at the back of the room.

President Gomez said she has a concern with using the term “invisible” as it relates to the contributions of the Friends. She said she does not think the chairs and the shelves in all of our new branches are invisible.

#### **AGENDA ITEM NO. 7 LABOR UNION REPORT**

Andrea Grimes, representing Union Local 1021, said they are heartened by signs of improved safety and security at the Main Library and the branches. She said they are frustrated as is the Administration and the library staff that they have had to hire temporary security guards when we know we really need to have permanent security officers through civil service testing. She said we are hoping and pushing the city to take care of business. She said as far as the Mayor’s wanting to designate the library a drug free zone, she said she is very interested in this and wants to know more about that and what it means. She said as far as the long term storage facilities for our valuable materials, she thinks the library staff looks forward to having further meetings with the City Librarian.

Melissa Riley said she is a front line librarian and representing the Union, and said there was a lot on this agenda that she wasn’t aware of because we were having problems meeting with the administration. She said the idea of having a better response to difficult situations with some tighter penalties for violations sounds like it would be a good thing. She wondered if we talked to the Homeless Outreach Team (HOT) team and other people here about how this will affect some of our patrons in the short and long term. She said it is a difficult issue to deal with. She said she noticed that the person who is the supervisor of the HOT team was forced out of his job recently and she would urge the Commission to read about that because he seemed like he was doing an excellent job. She said that might be something that could affect the library. She said

perhaps we could look more closely at how to change the balance of the budget towards a slightly smaller emphasis on books and particularly eMaterials in favor of more custodians and security. She said certainly we want to have the right types of equipment but we want to look at whether they are worth the money and whether they fit in the branches.

### Public Comment

Peter Warfield, Library Users Association, said that the document on the Quarterly Report is invisible on the agenda and it is usually not mentioned in the Minutes either. He said thank you for the Labor Union report. He said a drug free zone whatever that may mean is certainly worth going into further and that is one of the reasons he thinks the Mayor's letter should have been and should be in the future on the agenda as a separate item. He said he would like to know if the Mayor considers the police response as the only one or not. He said what about the library's efforts over the years that money has been spent on and the City Librarian has said have offered an improvement. He said he is interested in the questions the librarians have over long term storage in Brooks Hall and especially the storage of the magazines and periodicals from the Fifth Floor and how long it takes to recover them. He said we said we also heard that there was 85,000 to 90,000 square feet used for storage in Brooks Hall and 190 Ninth while the Library is getting only 70,000 square feet in the new building.

Ray Hartz, Director, San Francisco Open Government, said Commissioner Lee's comments regarding the lady that came back expressing her concerns from several months ago, he considered to be dismissive. He said the question she was asking was she had identified the problem several months ago and we heard from the Labor folks that the staff knew there was a problem and everyone in the library knew there was a problem except for those of you who have a special entrance and you can come in from the parking lot and avoid seeing the problem. He said he thinks her question was a very legitimate one. He asked why it takes the Mayor to identify the problem and write you a letter and tell you to do something about it when your own responsibilities cover that area and it should have been done. He said to say something to the public that if she would have stayed she would have heard the Commission's response is very dismissive. He said apparently the Mayor appoints you and you listen to him and everyone else can go to hell.

### Commission Discussion

President Gomez said she would apologize if she conflated one public commenter from another. She said the money from the Friends has been spent on chairs, on books on shelves, which may not have been the commenter's point. She said she appreciated Commissioner Lee's comment because she was feeling the same thing. She said the member of the public who raised the issues did the very same thing the first time she raised those issues and then left and was not interested in what the Commission's thoughts might be. She said a person assuming that all of

the work that has been reported on by our Facilities Manager for the last several years, is a response to a letter from the Mayor, does not understand how to read a calendar.

### **AGENDA ITEM NO. 8 APPROVAL OF THE MINUTES NOVEMBER 7, 2013**

#### **Public Comment**

Ray Hartz, Director San Francisco Open Government, said he wanted to congratulate the Library Commission Secretary for doing a much, much better job on a consistent basis on getting the Minutes accurate. He said if you remember the long struggle we have had for three or four years and the reason he fought so hard to get the 150 word summaries in the Minutes was because often the Minutes did not reflect the key points that the speaker's made. He said lately he feels a little more confident not having to sit down and write out the 150 word statements to insure that what he actually had to say went into the record. He said one of the Commissioners came significantly late to the meeting and two of the Commissioners couldn't bother to stay for the whole meeting. He said if he volunteers for a board or commission, it is his job is to be there and not to be there for just part of the meeting and get up and leave because he wants to do something else. He said if he can sit here for the whole meeting, he would think that you who have an obligation to do so, would do so. He said regarding these cheap shots that get thrown in about reading a calendar and crap like that, the Sunshine Ordinance says the Commission can respond to us but it does not say that you can respond by being denigrating and insulting. He said one of the things he has learned is that you can't address the points we make, you denigrate us and your comments are stupid quite frankly.

#### **Commission Discussion**

**Motion:** By Commissioner Ono, seconded by Commissioner Munson, to approve the [Minutes of November 7, 2013](#).

**Action:** AYES 5-0: (Lee, Gomez, Munson, Nguyen, and Ono).

### **AGENDA ITEM NO. 9 ADJOURNMENT**

There was no public comment on this item.

**Motion:** By Commissioner Lee, seconded by Commissioner Ono, to adjourn the regular meeting of January 16, 2014.

**Action:** AYES 5-0: (Lee, Gomez, Munson, Nguyen, and Ono)

The meeting adjourned at 7:13 pm.

Sue Blackman  
Commission Secretary

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).