



# *San Francisco Public Library*

## **SAN FRANCISCO PUBLIC LIBRARY COMMISSION**

### **Minutes of the Regular Meeting of January 17, 2013**

**(Approved as amended at the Commission meeting of March 7, 2013)**

The San Francisco Public Library Commission held a regular meeting on Thursday, January 17, 2013 in the Koret Auditorium Main Library.

The meeting was called to order at 4:39 pm.

Commissioners present: Gomez, Munson, Nguyen and Ono

Commissioner excused: Randlett

Commissioner Kane arrived at 4:48 pm.

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

An anonymous citizen said the Library Commission passed an attendance policy on November 2, 2006, which is not available on your website. He said of the 20 regularly scheduled meetings only 17 were held and he proceeded to expand on each of the Commissioners attendance records.

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

Stop the Hate & Ignorance – Don't accept money from the Friends of the Library. "Maybe what you should do is what they used to do in the old Roman Republic – elect Ms. Gomez for the position of dictator for life and then at least the rest of us would have the hope an assassination might result in a change of leadership." Encouraged by the Supervisors and Mayor, this Commission passed an attendance policy on November 2, 2006, which is not available on your website. You're not doing too well; of twenty regularly scheduled meetings, only seventeen were held. Commissioner Randlett was absent more often than she was present. Commissioner Nguyen: five missed, five tardy, heard

seven public comments. Commissioner Kane: one missed, ten tardy, heard six public comments. None of you meet the goal of “representing the public.” You don’t care about democratic values, but you are 100% getting your picture taken with some fraudulent Friends’ check.

Frieda Randolph Glenn and George Smith with the San Francisco Department of Child Support Services said they came to thank the Commission and the Library staff.

George Smith said Child Support Services provides direct financial and medical support for over 14,000 families here in San Francisco.

Frieda Randolph Glenn said they have partnered with the Library for over five years on the annual toy giveaway where 1200 – 1500 children receive toys at City Hall. She said the Library has been extremely generous in donating culturally and age appropriate books for children that participate.

George Smith said the staff is always professional and courteous and they wanted to give a token of their appreciation to the Commission and the staff. He said Karen Roye, the Director of Child Support Services would like to make a presentation to the Commission in the future.

Roslyn Eng said she is a native San Franciscan and she would like to speak in support of a Teen Center here at the Library. She said her daughter is a tutor in the Children’s Center and has now outgrown the area and it would be great if there were a Teen Center for her to go to. She said a lot of teens cannot afford afterschool programs and it would be fabulous if a Teen Center was available for them.

Captain Joe Garrity, Tenderloin Police Station, San Francisco Police Department, said he wanted to comment on the great working relationship the police department has with the Library and its staff. He said we have elevated the security baseline around the library and it is better but he said he would like to see it a lot better. He said having a Teen Center is very important for the area. He said a lot of people do not have access to computers so it will be very helpful for them as well.

Tony Ferrari said we do not need a Teen Center. He said the extra policing is uncalled for. He said it is cruel that the library will not allow patrons to sleep in the library. He said the guy that has a big bag cannot come in. He believes that some people have died because they have not gotten enough sleep and have accidents. He said these stupid rules should be repealed.

Lurilla Harris said a couple of years ago she asked for notices to be put on the inside of the restroom doors in the basement that say open slowly. She said eventually those signs were put up. She said somehow they have been painted over and they have not been replaced. She would like to know why these signs have not been replaced.

Peter Warfield, Executive Director, Library Users Association, said the previous speakers all had good points and he hopes that the library is listening. He said the library should take more of an interest in having contact with the homeless. He said a previous speaker mentioned publicity shots where a \$4.3 Million check was given from the Friends to the Library. He said unfortunately not a single one of the annual reports that is listed as required by law, shows a donation that even gets close to \$4.3 Million. He said from the library's postings, if we compare that to the 990 Forms that are filed by the Friends, it appears that about only 10% of their donations reached the library. He said there is a sad history of Sunshine Violations from the Library.

Ray Hartz, Director, San Francisco Open Government, said Happy New Year. He read the following statement "The members of this Commission like surveys. Here is a question for a survey of San Francisco citizens: Do you believe a group of private individuals should be allowed to raise money in the name of a city agency and spend that money without any oversight from that city agency or any other city body?" A follow-up question would be: Do you believe, a city commission should present numbers to the public for which they know there are no supporting documents? That is what the members of this Library Commission are doing in these meetings. While it is bad enough that they allow a group of private individuals to come here and make unsubstantiated claims regarding their contributions to the library, for the members of this Commission to praise their claims goes beyond the pale! As I've said before, this is at best misrepresentation and at worst, outright fraud!"

## **AGENDA ITEM NO. 2 LIBRARY OPEN HOURS SURVEYS – KEY FINDINGS**

Luis Herrera, City Librarian, said that at the December 6, 2012 Commission meeting an overview of the survey results on the library open hours was presented. He said today we will be providing more in depth comments and key findings from the survey.

John Canapery, with Corey, Canapery and Galanis, gave the project background on the survey and said he will be following up on their last report and providing more details from the survey. He said he would also be following up on outstanding questions asked by the commissioners at last month's meeting. He explained the methodology of the four surveys conducted. He gave additional information on usage of the branches and other branches visited. He said that the survey was offered in five languages. He gave a breakdown on the distance traveled to the Main Library. He presented more detailed information on open hours meeting current needs by branch and Supervisorial District. He gave more details on the impact if fewer hours were offered by branch and Supervisorial District. He explained the key impacts to patrons if there were fewer hours. He explained details on the response regarding using the branch more if there were more open hours broken down by mornings, evenings or weekends. He gave a breakdown on whether the non-users were

aware of the location of a branch library or the Main Library. He explained the responses from the non-users on reasons they would visit the library. He said the next steps will be to complete the draft report with high level findings and detailed results and respond to any additional questions by the Commissioners.

Luis Herrera, City Librarian said they received a number of positive comments from people at the public hearings. He said there were also suggestions for more hours and other ways to improve the library. He said the process is actually ahead of the schedule that is required. He said the reason this was done before it was required is that we wanted to have the results so that we could fold this into the budget process.

Explanatory document: [Open Hours Surveys](#) – Key Findings Presentation.

#### Public Comment

An anonymous citizen said the mandate of the Library Preservation Fund to set the total service hours every five years is unacknowledged. He commented on the attendance at the hearings and said that Presidio was the best attended because there was a sign on the front door of the branch.

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Stop the Hate & Ignorance – Don't give money to, or accept money from the Friends of the Library. Your mandate to set the total service hours every five years under the Library Preservation Fund is unacknowledged. The surveys mentioned don't include the survey that was taken at the hearings. No one suggested that the stakeholder survey was better by changing the name. The crucial issue is that this information would have facilitated the hearings that were held in the communities. That is what the law required until you changed it. The well-attended meeting was at Presidio that Commissioner Randlett attended. The reason was a sign on the front door at that branch and Golden Gate Valley, visible when the library was closed, saying, "the meeting originally scheduled for Sept. 25 was rescheduled to Oct. 27 because of Yom Kippur." That was the answer to Commissioner Randlett's question posed on November 15 that president Gomez wouldn't allow me to answer.

Peter Warfield, Executive Director, Library Users Association, said this survey never asked people what hours they would like or why. He said there were other questions that were not asked such as asking the nonusers why they don't come to the library. He said that would seem to be a very obvious question. He said this should be at the heart of why people don't come to the library. He said the survey was full of very problematic hypothetical of limited or no value. He said the question about do you know where the library is located has an underlying

assumption that that is somehow the most important or crucial reason why people don't come. He said you didn't ask what the specific reasons are that people do not come to the library. He said that is appalling. He said there is a great lack in numbers in some of these qualitative answers. He said the key is not to critique the survey makers because he believes they are doing what they have been told to do by the administration. He said we have hidden what people want which is Sunday hours, evening hours and weekend hours.

Ray Hartz, Director, San Francisco Open Government, read the following statement "As I have mentioned in the past, my years of experience in conducting and presenting the results of survey instruments for the Department of Defense, put me in the position of taking a slightly different view of this presentation than others might. Whatever information the survey presents is not as important as the interpretation of the information by the members of this commission. I will be very interested in seeing if and how the members use this information to determine how library hours will be changed. Frankly, I see little in this survey report that would actually assist them in deciding what to do when allocating additional open hours. These results give vague, system-wide statistics which cannot be directly related to specific branches or the need for adjustments in those branches. A question that was asked previously, but never answered, is what was the actual cost of conducting the survey?"

Melissa Riley, librarian and member of the union team, said if you asked her if she would use the library more if it was open more hours, she would say yes, because she loves libraries and she thinks most people would say that. She said the question is whether a survey can actually determine whether people would actually use the library if there were more hours. She said we can expand library hours, but at what cost and what will it do to the system. She asked how much it would cost and if it is the best use of the money we have. She said if you want to analyze in detail where to add hours you would want to look at the Supervisorial Districts with a map, but you would need to know which hours at which branches are really needed. She said the hearings were not very well attended because she believes for the most part patrons like the hours as they are and they did not feel strongly enough to come to a hearing about it. She said you need to understand in what ways changing the hours might do a disservice to the library rather than making it better. She said just because you have to answer the question about hours doesn't mean it is the best question to be asking.

Ellen Egbert, Bernal Heights, said the numbers really meant nothing until she started to compare them branch to branch. She said she thinks we are heading in the right direction. She said of the 15 seven day branches, 14 of them had 4 or higher on the satisfying current needs. She said only 4 out of 12 of our six day branches found the hours met their current needs. She said on the question would you use the library if it were open more on weekends a lot of them said yes but 7 out of 9 of the libraries that wanted weekends are closed Sundays. She said the three libraries

that are closed on Mondays wanted mornings. She said we want our libraries open and she thinks this survey clearly shows that.

Andrea Grimes, Special Collections Librarian and Officer of the Librarians Guild, SEIU, said she would like to address the open hours survey and the budget. She said normally on matters such as this that have anything to do with hours, change of working conditions, etc. the union requests to have a meet and confer before it is brought to the Commission for discussion and further action. She said we will be asking for a Meet and Confer for any additional hours on anything that affects the budget.

A man from the audience said that he frequents various establishments here in San Francisco and he said he would like to know what other libraries in the area he could go in completely naked and do his work without being detected.

#### Commission Discussion

Commissioner Kane said he concurs with Ellen Egbert's comments that responses should be correlated by the current branch's current hours. He said he has been strongly in favor for a long time of having every branch open seven days a week. He asked Melissa Riley the representative from the Union, about her remarks related to additional open hours.

Melissa Riley said it is hard to calculate the total cost of what it will really take in staff costs to come up with a good figure which includes support staff. She said when we have hired people in the past we hired some part time people in order to meet the needs. She said it would be great if every branch was open seven days but what are the real costs of that. She said looking at the budget the numbers don't even begin to actually account for the real number of people who would be needed. She said if we had all the money in the world it would be great to be open seven days. She said you want to see really great branches not just more hours.

President Gomez said that it sounds like it is a puzzle that has to be put together.

Jill Bourne, Deputy City Librarian, said we would talk more about this on the next item which is the budget. She said there were no questions that were added in a vacuum. She said we have the data to compare with the existing hours.

Commissioner Ono asked when the final report will be ready and if it will be ready before the Commission is asked to approve the budget.

Luis Herrera, City Librarian, said they will be asking for some dollar allocations in the budget so that we can come back and do some final modifications to the hours. He said we will make the final report available to the Commissioners.

Jill Bourne, Deputy City Librarian, said we will not be asking the Commission to vote on the exact hours but budget allocations to provide enough staffing for specific recommendations.

Commissioner Nguyen said it would be sensible to not make assumptions about the survey until the complete content of the survey has been reviewed.

Luis Herrera, City Librarian, said thank you to the Controller's Office for all of their work on this process.

### **AGENDA ITEM NO. 3 FISCAL YEARS 2014 AND 2015 BUDGET PROPOSAL**

Luis Herrera, City Librarian, said the Management Team has been working on the recommended budget during the last month and a half and at the last Commission meeting we got some good feedback from the Commission on the priorities. He said each of the Division Managers has been very active in preparing this budget. He said we are in a very good fiscal position. He said we have a healthy baseline budget and a strong fund balance with funding in place to complete the BLIP program. He said we also have a budget that uses a prudent amount of the fund balance and it also manages our resources long term. He said we do have the investments in the five priority areas. He said we have key investments in various areas such as collections; the Teen Center; facilities and post occupancy investments; technology investments, the online catalog and our commitment that public hours remain a priority to our users. He said we are taking the data we have collected from the open hours surveys and we are recommending an increase in hours and there are no libraries that will see a reduction in services. He said we are also focusing on equity throughout our neighborhoods and Supervisorial Districts.

Maureen Singleton, Chief Financial Officer, gave the presentation on the budget. She explained the budget calendar and gave background on the budget process. She said it is important to remember that there will be open Labor MOUs for FY 15 so we may not know everything that is going to change in labor costs at this juncture. She said the City is projecting a shortfall overall of \$129 Million for FY 14 and \$134 Million for FY 15. She said this does not directly affect the Library but the General Fund Departments are being asked to make a 1.5% reduction in each fiscal year. She said the Library does not have to make any reductions according to those guidelines. She said the Library Preservation Fund (LPF) revenue estimates are for FY 14 \$94.68 Million and for FY 15 \$98.29 Million. She said right now the LPF balance is \$17.44 Million. She said the chart shows a comparison of the FY 14 original budget and the FY 14 and FY 15 base budgets. She said the FY 14 and 15 Budget Priorities are public hours, collections, facilities management (post occupancy investments and custodial and security services) and the Teen Center. She said the FY 14 and 15 strategic priorities are literacy and

learning; digital strategy; youth engagement; strategic partnerships and diversity in programming.

Jill Bourne, Deputy City Librarian said we are bringing to the Commission based on where we are with the public hours review process some general assumptions that we can build into the budget in order to expand hours during the next fiscal year. She explained the preliminary observations of the public hours review. She said it is important that hours be compatible. She said the budget recommendations are to: establish baseline total hours per week; assume incremental increases for all districts and most branch locations, specific hours and days of service to be determined and approved before July 1, 2013 and increase operating hours in the Deaf Services Center, Library for the Blind and Print Disabled and the San Francisco History Center. She explained the three options for additional hours and showed charts supporting each option.

Maureen Singleton, Chief Financial Officer, explained the highlights of the investments for: Literacy and Learning including the collections budget; Digital Strategy including Microsoft Office Suite, and laptop and lending kiosks; and Facilities Management including the Teen Center.

Luis Herrera, City Librarian, said the amount in the budget is a portion of what is needed for the Teen Center. He said we will be looking at doing some external fundraising for that.

Maureen Singleton, Chief Financial Officer, said that the other areas of investment for Facilities include maintenance, vehicle replacement, and the post occupancy investment in the branches. She explained the Summary of Resource Investments. She explained the chart that compares the base budget for FY 14 to what we are proposing for FY 14 and FY 15. She said this does not include the public hours options. She explained the costs for the three public hours options. She said option 1 would have approximately \$1 Million impact on the LPF fund balance per year. She said option 2 would have a \$2.1 Million impact on the LPF fund balance per year and option 3 would have a \$3 Million impact on the LPF fund balance per year. She said they will return to the Commission on February 7 for budget approval. She said the budget will be submitted to the controller on February 21 and then it will go to the Mayor and the Board of Supervisors for full Budget approval in July.

Explanatory documents: [FYs 2014 and 2015 Budget Proposal](#) presentation.

### Public Comment

Jennifer Collins, Teen Services Specialist, invited several teenagers to the podium to speak regarding the Teen Center.

Mark Armitano from the School of the Arts said he is in support of the new Teen Center. He said he would like a professional environment for teens

like him so that he can do his homework. He said thank you especially to the Commission President.

Leo Page-Blau, representing the Teen Board of Advising Youth for the Teen Center, said they have a Board of about 20 teens who have been working to figure out what teens want for the Center. He said they have done a lot of activities to help them in this effort. He said he wanted to thank Jennifer Collins for working on this project because she is doing a really great job.

Belle Ao said she is excited about the Teen Center and teaching digital editing. She said teenagers use different forms to express what they want to say. She said digital radio is a good way for teenagers to express themselves. She said the Teen Center will be good for the future and our community. She said she is a teenager so she knows what she needs and supports the Teen Center in the Main Library.

Quincy Zhu said she supports the Teen Center because now there is only a small area for teens to use. She said there is not enough space for the teens to sit. She said it will be better to focus on their homework and projects. She said it is difficult to do computer research together. She said she does not know how to produce videos and that training will be important for her.

De'Asia Landrum said when she was younger she enjoyed going to the library and she said a Teen Center will allow teens to be more creative.

Josephine Cormier, a senior at Lowell High School, said she supports the Teen Center and she loves reading. She said thank you to the Commission for considering the funding for the Teen Center.

Nayad Abrahamian, Youth Leadership and Advocate Coordinator for the Department of Children and Youth and their Families, said she has been working with at-risk youth for the past 10 years and the majority of her youth view the library as a second home and a safe haven. She said the Teen Center will be a wonderful investment.

Matt Williams, KQED, said KQED is the local NRP/PBS station. He said they have a dedicated branch geared towards education and getting youth to become active citizens and learning 21<sup>st</sup> century skills. He said KQED fully endorses the development of this Teen Center.

Robin McCauskey said she has been personally involved with working with teens in underserved communities for the past 12 years specifically in teaching them 21<sup>st</sup> century skills. She said she sees the Teen Center as a way to harness these skills. She said she is also representing a new consortium called BAM Bay Area Youth Media Network. She said it is a consortium of over 20 agencies throughout the Bay area coming together to support young people in using media in lifelong learning and providing them an opportunity to network within the city. She said having a Teen Center in the Main Library is essential.

Rochelle Resnick, Program Director for the Libraries in the San Francisco School District, said we collaborate a great deal with the public library. She said because of City funding we now have a librarian in all 103 City schools. She said 21 of those are high schools. She said half of them have really good libraries with full time librarians, but half of them have part time librarians. She said so many teens in this city need access to the library. She said it is fabulous that the Teen Center is coming to fruition.

Cathy Cormier introduced Eric Hannon and said they are the current face of the new Teen Center. She said thanks to the Commission for its past and continuing support. She said this is an amazing opportunity to truly serve the youth of our community. She said she speaks not only as a librarian but as the parent of two teenagers. She said there is a true need for safe spaces for teens.

Eric Hannon, one of the teen services librarians at the Main, said he we are blessed with an amazing library system in this city and it is a nationwide leader. He said he has wanted to work at this library for many years. He said he likes a challenge and the teen services at the Main have fallen behind. He said he would like to speak for all the young people he works with who could not be at the meeting tonight. He said the Teen Center is a worthy investment for the city. He said it is not a safe space for teens and it is not teen friendly. He said he knows we can do better than what we have right now.

Melissa Riley said she would like the Commission to ask Jill to do the math on the million dollars for the additional open hours on option 1 because it does not seem at all possible. She said there has been one service desk that was consolidated which did result in less service and less high quality service. She said she would like to get San Francisco Public Library to stay high in the ratings for service.

Ray Hartz, Director, San Francisco Open Government, said he first wanted to thank all of the youth who came here to talk about the Teen Center. He said it is very encouraging and much to their credit that they have made this effort. He said he thinks they deserve a round of applause. He said if we wait until the survey is done any kind of input we want to give is meaningless at that point. He said as far as the budget goes he raises very few questions. He said he believes the Chief Financial Officer is a very competent, professional person and she knows her responsibilities and carries them out with a high degree of competence. He said he understands that she has to deal with acceptable accounting principles. He said this is a series of checks and balances where other city agencies like the Controller's Office, the Mayor's Office and the Board of Supervisors are going to look at these numbers so it will be very hard for any of these numbers to be questionable. He said it is the same distinction he makes with the numbers of the Friends. He said he has asked whether your financial staff feel comfortable presenting the numbers that have no basis of fact

from the Friends. He said that is unacceptable. He said you need to accept responsibility for what you are doing.

Marti Goddard, Library's Access Services Manager, said Access Services are two of the programs that are listed as needing additional hours. She said those are the Deaf Services and Library for the Blind and Print Disabled. She said Project Read is also one of the programs in Access Services. She said she is a little concerned about the one additional FTE for the Main. She apologized for bringing this up at a Commission meeting but she did not see this until this afternoon. She said Deaf Services would see an increase of 24 hours per week and the Library for the Blind and Print Disabled 28 hours per week and already that is more than 40 hours per week to have service centers open. She said in addition Project Read is not open all of the hours the Main Library is open. She said she is very excited about having these services open more hours but she thinks we will need more than one additional FTE.

An anonymous citizen said adults have fond memories of the library when they could go to the adult section and be treated as equals. He said you have not been told that one of the comments was that a major urban library should not close at 8:00 pm. He said you are also not being told about plans the administration is making for non-BLIP branches and a review of the Main due to displacements caused by the Teen Center.

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Stop the Hate & Ignorance – Don't give money to, or accept money from the Friends of the Library. Adults have fond memories of the library because it was the first place where they were incorporated into an adult world, and treated as equals. It is a shame you lost the opportunity to make that point. An often expressed opinion at the hearings was that a major urban library should not close at 8:00 p.m. You are not being told the administration is planning a review of non-BLIP branches for possible renovation. It also plans a review of the facilities needs due to displacements caused by the teen center. The administration claims that some funds for the teen center will be privately raised. It is typical that the Friends raise money for what is warm and fuzzy and the impact is being concealed. This was revealed in the City's Ten-Year Capital Plan.

Peter Warfield, Executive Director, Library Users Association, said he is glad that the teens are working on this and that they came to express their opinions. He said there are a lot of things in the library that affect everyone not just teens. He said some people did not get the agenda packet due to some kind of a snafu in the mailing. He said there are some good things related to the public hours. He said all service areas in the Main should be open during all open hours. He said it is good to want to remedy that. He said folks wanted compatibility and consistency in

hours for the branches. He said he would prefer to have all the branches open seven days and despite Ms. Bourne's suggestion that a close reading of the statistics will allow you to figure out that people want Sundays if the place where they want more weekends is closed on Sunday, he said that should be clearly and specifically pointed out in the survey. He said it is quite meaningless to ask everybody what hours they want and then say not that many people want more weekends when more than half of the branches are now open on the weekends. He said the survey has not differentiated where those answers have come from. He said it concerns him that staff is concerned about what seems to be the hidden costs that could result in reduced services and overworked librarians. He said that certainly should be worked out.

Jane Glasby, Library for the Blind and Print Disabled, said she was surprised when she saw the presentation. She said she is all about equal access and no reduction in services and the quality of service. She said she saw this as an endorsement for more classes, computer support and programs to recruit more children and youth. She said she is concerned about the issues raised by Marti and Melissa and how that will work with only one additional full time equivalent.

Andrea Grimes, Special Collections and Book Arts and Special Collections, said when we talk about investments it is in the collections, the public space and equal access to services to everyone. She said people are coming from everywhere in the world doing their research in the archives and the collections. She said it must be more than one additional FTE in the Main Library.

#### Commission Discussion

Commissioner Kane said thank you to all the teens who came forward today and to the staff who spoke up. He asked about the safety of the current teen center. He said he would like a report back on that issue.

Luis Herrera, City Librarian, said the teen center is currently on the third floor and is nestled in a very small space with a lot of other activities going on around it. He said security is a priority for us.

Commissioner Kane said the budget for the teen center is \$1.6 Million and that obviously is not the full amount to cover construction. He asked if there is a design with estimated costs and if the Commission would have that before we approve the budget.

Jill Bourne, Deputy City Librarian, said the cost is based on the square footage. She said we will have a cost estimate in about six months.

Luis Herrera, City Librarian, said we are looking at the beginning of construction in the middle of the FY 14 budget.

Commissioner Kane said the BLIP program is almost done and he wanted to know if we have full funding for the remaining two projects.

Luis Herrera, City Librarian, said we will be able to complete the BLIP program with the current funding.

Commissioner Kane said we need to strive to be the greatest public library system in America and maybe the world. He said we need to be thinking about libraries of the future and what they will look like. He said the Teen Center doesn't look like library services that he knows about but it does look like what libraries need to be thinking about for the future. He said it is important for the library to be a leader and he thinks the Teen Center is something we should invest in and support, but we also need to know what other services will be affected by this investment. He said he would like to see every library open seven days a week because if we are going to be the best library system in the world we need to have all of our libraries open seven days a week. He said he assumes when you come back with the budget for the open hours that we will have the staff that will be able to accomplish that. He said when he thinks of the budget and priorities he likes to think about what he hears about as problems. He said he knows we are investing a lot of money in digital strategy and he wants to hear that a lot of this strategy is a lot more laptops and for people to be able to use the computers for longer periods of time.

Luis Herrera, City Librarian, said that the ultimate goal is to continue to maximize and enhance access to technology. He said it is an ever changing world with the hardware that is available. He said we are looking at a feasibility study for types of hardware to acquire. He said there is money in the budget for the replacement and refreshment of the current laptops.

Jill Bourne, Deputy City Librarian, said the pilot project that we are proposing is to look at a larger scale of distributing laptops. She said once we increase the capacity, we will be able to allow patrons a longer time on the laptops.

Commissioner Kane said that is the number one complaint that there is not enough time on the computers. He said this is a portion of the community who needs it most. He said he is a little bit of a skeptic on the kiosks. He said he would rather have additional laptops than a kiosk to distribute them. He said he is glad we are investing in facilities because he hears a lot of complaints about the bathrooms. He said another complaint he receives is about the usability of the website and he is glad that is being addressed in the budget. He said it is important to have a more user friendly website so that people can browse more easily. He said he remembers that we made a pretty big investment in the collections last year. He said he would like to see where we were the last two years, where we are now and what we are planning for the next two years. He said he is interested in more details on the collection budget. He said it is a 20% increase in 2 years.

Luis Herrera, City Librarian, said that is our bread and butter in terms of databases, book collections, ebooks, etc.

Laura Lent, Chief of Collections and Technical Services, said we need more titles and more formats than we have ever needed before. She said new library products are becoming available and we will have more streaming. She said it is important to keep stretching the materials budget.

Commissioner Kane said he would like to have a report on the percentage of the budget that we use for the different types of the collections.

Laura Lent, Chief of Collections and Technical Services, explained the library's streaming capability and what we are looking at for the future.

Commissioner Kane said he would like to look at the costs involved in streaming video.

Jill Bourne, Deputy City Librarian, said streaming is similar to our DVD collection in that it enhances our collections and this would just be in a different format. She said we are looking at a future where we are offering our collection in many different formats.

Commissioner Kane said he recommends a thoughtful and long term plan.

Luis Herrera, City Librarian, said our streaming video collection does not represent a significant portion of the collections budget.

Laura Lent, Chief of Collections and Technical Services said there are a lot of new products coming out for libraries in the area of periodicals.

Commissioner Kane said it is a little misleading when you have the report on the open hours and the Library Preservation Fund (LPF). He said it looks like the LPF depletion is caused by open hours when it is caused by all the other capital improvements and other investments. He said he thinks that needs to be made clear. He asked which of the options for the open hours the staff is recommending.

Luis Herrera, City Librarian, said the staff is supporting Option 1 for the Open Hours. He said we have worked very diligently in striking a balance between additional hours and the various other investments. He said they would like to know from the Commission what they would like to see adjusted in the budget.

Commissioner Ono said we have money for the Teen Center for FY 14 but nothing budgeted for FY 15. She said we are looking at private funding and she wanted to know if there is a plan that the Commission can look at. She said going ahead with a construction without funding for the next year kind of worries her.

Luis Herrera, City Librarian, said we are going to continue to work with the Friends to seek a commitment. They are looking at their funding capacity. He said if needed we would come back to the Commission and decide whether to draw from the LPF or defer the project until funding is identified. He said there is no funding right now that we have identified because we are anticipating external funding.

Commissioner Ono said some of the staff mentioned that the FTE figures might need to be changed for the additional open hours and she asked if that will be presented at the next meeting.

Jill Bourne, Deputy City Librarian, said she is happy to talk with the staff and show them our hours assumptions and show that they are realistic. She said our goal is to come back with the actual hours for the branches and how the schedules will be developed. She said the final staffing implications would be approved with the hours prior to July 1.

Commissioner Nguyen said he appreciates how diligent the library is in keeping with the times. He said it is very refreshing. He said there are benefits in the streaming concept as far as optimizing accessibility and storage capacity. He said he is fascinated by the kiosks. He asked for more information.

Michael Liang, Chief Information Officer, said the kiosks are new. He said there are vendors who have worked with libraries and universities. He said the kiosks can allow for multi-functional devices such as tablets, ereaders and laptops. He said they will be module and scalable. He said patrons are complaining that one hour is not enough, but patrons complain that they cannot get to a device because everyone is busy. He said the key is to extend the time available on the computer and offer more computers.

Commissioner Kane said it sounds like the kiosks will solve a lot of problems.

Michael Liang, Chief Information Officer, said the librarians should be serving the public not just checking out machines. He said the kiosks will be automated and do the work so that the librarians can actually do their jobs.

Commissioner Munson asked about the costs of the kiosks.

Michael Liang, Chief Information Officer, said a kiosk that holds a dozen Mac books is about \$30,000. He said it includes the laptops. He said they will be getting rid of Open Office and go to Microsoft Office.

Commissioner Munson asked about the software on the laptops.

Michael Liang, Chief Information Officer, said ultimately everyone will be checking out with a library card and the library card will have a unique identifier to tell the computer what their needs are such as ADA

compliance or special interests. He said the kiosk would then give you what you are asking for in your profile. He said he hopes in the future we will be able to do that.

President Gomez said it will be very interesting to get more details on the kiosks.

Commissioner Nguyen said with the current systems that are in place for laptop lending and things like that have there been concerns about people leaving the building with them.

Michael Liang, Chief Information Officer, said that has not been a problem.

Commissioner Nguyen said he would like to know if there will be security protocols.

Michael Liang, Chief Information Officer, said if someone steals a laptop that machine will not function at home.

Luis Herrera, City Librarian, said we do have a sense of what some of the priorities are for the Commission. He said he wanted to thank Maureen and the Management Team for all the work on the budget.

#### **AGENDA ITEM NO. 4 BOND PROGRAM MANAGER'S REPORT**

Lena Chen, Bond Program Manager, said there are 22 branches complete and open to the public and two branches under construction: the Bayview Branch and the North Beach Branch. She said the approved budget is \$196,259,350. She said the Bayview Branch is close to 100% complete and the North Beach Branch is approximately 10% complete. She showed photographs of the Bayview Branch construction and said the grand opening is scheduled for Saturday, February 23 and the public is invited. She showed photographs from the North Beach branch construction. She also showed renderings of the completed project. Explanatory document: Current [Budget Report](#); [Manager's Report](#) [Public Comment](#)

An anonymous citizen said the figure for the furniture and fixtures as been changed from \$1,143,000 as recently as January 6, 2012 and is now \$8,946,000. He said he wondered if those numbers would have been changed if the public had not brought this to the Commission's attention.

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

Stop the Hate & Ignorance – Don't give money to, or accept money from the Friends of the Library. The figure for furniture/fixtures is \$8,946,000. Leaving aside credibility issues, as recently as January 6, 2012, that figure was \$1,143,000, of

which \$273,000 was Library Preservation Fund, and \$870,000, the Friends. These figures that had not changed in 14 months were first pointed out by the public at the meetings of November 17, and December 15, 2011. By December 31, 2011, the Friends announced without ceremony that Donna Bero was moving on to other opportunities. If she got a gold watch and a chorus of Auld Lang Syne, it was not reported. One wonders if figures would have changed if the public had not brought it to your attention. No one said it was a good thing that we have members of the public and open discussion. Perhaps this was an example of the benefits of democracy.

Ray Hartz, Director, San Francisco Open Government read the following statement "The members of this Library Commission need to remove from this financial document numbers related to the contribution of the Friends to the BLIP program for which the library has absolutely no evidence. Many of the numbers related to these contributions are nothing but unsubstantiated claims! We are talking about \$10 million of unsubstantiated and unsupported claims! And, the worst thing about this situation is that the members of this commission have been made aware of it, both repeatedly and continuously, over the years. Month after month, year after year, commission members continue to come here and voice to the public unqualified support for these unsubstantiated claims! These facts were raised before the Citizens General Obligation Bond Oversight Committee (GOBOC) and members of that committee agreed! Stop lying to the public and making claims for which you know there is no basis! It undercuts the credibility of everything you say!" He said there is not a single member of this Board who has seen a seen a single thing presented in any of the meetings to support these numbers. He said you are colluding with the Friends to deceive the public. He said don't confuse the fact the Commissioners don't respond with the fact that these are not true. He said silence gives consent."

The Library Commission recessed at 7:55 pm.

The Library Commission reconvened at 8:00 pm.

#### Commission Discussion

President Gomez said she wanted to thank Lena Chen for the work she has done on Bayview so that we could address the community's concerns about representation.

Commissioner Munson said he would like to join in our President's commendation of Lena Chen for her work on Bayview.

President Gomez said that she would like to trail Item 5 the City Librarian's Report, Item 6 the Labor Union Report, Item 7 Approval of the Minutes of November 15, 2012, and Item 8 Approval of the Minutes of December 6, 2012 until the next meeting.

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

There was no public comment on this item.

Motion: By Commissioner Kane, seconded by Commissioner Munson, to adjourn the regular meeting of January 17, 2013.

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

The meeting adjourned at 8:02 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).