



San Francisco Public Library

SAN FRANCISCO PUBLIC LIBRARY COMMISSION

Minutes of the Regular Meeting of February 4, 2016

(Approved at the regular meeting of March 17, 2016)

The San Francisco Public Library Commission held a regular meeting on February 4, 2016 at the Koret Auditorium, Main Library.

The meeting was called to order at 4:33 pm.

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

Commissioners excused: Mall and Ono

President Wardell-Ghirarduzzi said she noticed on the agenda that the Labor Union Report is Item No. 5 and it has topics related to the budget. She asked if representatives from the Labor Union were interested in moving that item ahead of Item No. 4 on the discussion of the budget.

The Labor Union representative said that they would appreciate that and that they were waiting for Andrea Grimes to arrive to give the report.

AGENDA ITEM NO. 1 GENERAL PUBLIC COMMENT

Peter Warfield, Executive Director, Library Users Association, said thank you to the Chair for making the agenda move on the labor union report. He said the Library imposes on patrons other forms of penalties besides fines and fees. He said those penalties or sanctions need to be seriously reviewed. He said when your overdue materials reach \$10 you can no longer access certain library functions. He said that is a serious restriction on library privileges. He said there are issues with social media and he read part of an article in the New York Times on issues with social media.

AGENDA ITEM NO. 2. LIBRARY FINES AND FEES SCHEDULE

Luis Herrera, City Librarian, said that Michael Lambert will be presenting the proposed revised library fines and fees schedule. He said this is before you today for possible action.

Michael Lambert, Deputy City Librarian, gave the presentation on the Fines and Fees Schedule Revision. He gave the background on the item and said the last update to the Fines and Fees Schedule was approved in 2013. He said the goals of the current revisions include standardization of fines and fees and service excellence. He explained the standardization of fines and fees on overdue fines by material: special materials; service fees; and document delivery and special services. He said several fines will be eliminated as part of service excellence. He explained the service enhancements and revenue implications.

Luis Herrera, City Librarian, said the Commission has before them an Ordinance that delineates all of the changes the Michael Lambert has described and a Resolution asking the Board of Supervisors to approve the Ordinance.

Explanatory Documents: [City Librarian Memo](#) recommended changes to Library Fines and Fees Schedule; [Fines and Fees Schedule Revision](#) presentation; [Draft Revised Library Fines and Fees Schedule](#); [Draft Commission Resolution approving the Revised Library Fines and Fees Schedule](#); and [Draft Ordinance](#) for Board of Supervisors approval.

Public Comment

Peter Warfield, Library Users Association, said the memo from Mr. Herrera is highly misleading. He said it leaves out the amount of the proposed fee for a lost or damaged laptop. He said it is \$1,000 for a laptop; \$500 for a tablet and \$50 for miscellaneous items. He said this is a toxic amount that no library patron should be subjected to. He said this is a complex business and there is no reason for the Commission to approve this at this meeting. He said the check return fee does not seem commiserate with the cost. He said the InterLibrary loan fee is not clear.

Commission Discussion

Commissioner Dunning said this is always difficult to balance barriers to access with revenue impacts along with incentivizing people to return items. She asked about the process that was involved in developing this recommendation.

Michael Lambert, Deputy City Librarian, said there has been an internal work group that has reviewed fines and fees. He said the group has made some recommendations that were vetted by our Public Services Team and the Management Team before bringing them to the Commission.

Commissioner Dunning asked if there is any kind of an appeals process for this.

Michael Hudson, First Floor Manager, said librarians do work with the patrons so that they can make payments if necessary. He said patrons can provide documents to prove that materials have been stolen. He said the main goal is for the patrons to be able to use the library.

Michael Lambert said we want to empower staff to have the discretion to waive fines when necessary.

Commissioner Nguyen asked about the high fees on the tech devices and whether we can insure them so that the patron doesn't have to bare the significant cost on accidental damage.

Michael Lambert, Deputy City Librarian, said that if someone tripped and fell and destroyed a laptop in the library, the library would absorb that cost. He said the fee structure we are proposing is for equipment that individuals would check out and take home and be responsible in the same way they would be responsible for a book in our collection. He said the costs that you see reflected in this proposal is for the hardware cost. He said we are open to the Commission's feedback and direction on this. He said we are trying to overcome the digital divide in this community and support digital inclusion but also balance the accountability of individuals being entrusted with computer technology.

Commissioner Lee said he has a hard time equating service excellence with tolerance of irresponsible behavior. He said this could be problematic. He asked if there was a way of identifying the chronic offenders. He said the change in the return check fee from \$10 to \$35 is the most responsible statement in the document.

Luis Herrera, City Librarian, said he doesn't think service excellence and responsibility are mutually exclusive. He said he thinks we should work very hard to eliminate barriers to youth and will also work with the Treasurer's Office about how to literally reconcile some of the outstanding liabilities. He said we are not going to abandon the responsibility quotient in any of our fines and fees structure.

President Wardell-Ghirarduzzi said we have had an interesting presentation and discussion. She asked how the proposed fee schedule compares to some of the model or aspirational library systems.

Michael Lambert, Deputy City Librarian, said the proposal before you is an incremental approach and these changes are relatively modest. He said this organization stacks up very well with our peer libraries best practices. He said we have had amnesty programs in the past. He said we have been in talks with the City Librarian of Los Angeles, who is currently undertaking an amnesty.

President Wardell-Ghirarduzzi asked how the response about the fees for the replacement of lost or damaged equipment brought to us by Mr. Warfield, compares to other libraries.

Michael Lambert, Deputy City librarian, said that is consistent with what he has examined. He could bring back the exact information if requested.

Commissioner Dunning made a motion to approve the Fines and Fees Resolution.

President Wardell-Ghirarduzzi said there was not a second to the item.

Brad Russi, Deputy City Attorney, said the Commission can move on to the next item.

Luis Herrera, City Librarian, asked if the Commission would like us to bring this back to the Commission for further review.

Commissioner Nguyen said he would like to see it brought back at the next meeting.

Commissioner Lee said there is a slippery slope that he has a hard time going down.

President Wardell-Ghirarduzzi asked if there were any implications to the current budget if this item is continued.

Luis Herrera, City Librarian, said we will be happy to make any further modifications at a future time. He said we welcome the ongoing dialogue.

President Wardell-Ghirarduzzi directed the Commission Secretary to bring this item back on a future agenda. She said it looked like the labor people were not available for their item, so they would move to Item No. 4.

AGENDA ITEM NO. 4 REPORT ON SAFE AND WELCOMING FACILITIES: STRATEGIES TO PROMOTE SAFETY

Roberto Lombardi, Facilities Director, began a presentation on safe and welcoming facilities: strategies to promote safety. He gave the security operational updates. He outlined the security statistics and trends for the Main and the branches. He said incidents have been declining steadily. He presented the appeals hearing statistics and trends. He gave the custodial operation updates.

Karen Strauss, Chief of Main, explained the SFPL/Department of Public Health Partnership. She said the partnership includes a social worker, Health and Safety Associates (HASAs) and a team leader.

Leah Esguerra, Social Worker, gave the social worker program outcomes including HASA focus, SFPL staff training, and focus on branch libraries. She explained the number of patrons who have been helped with the Social Worker Program from July – December 2015.

Karen Strauss, Chief of Main, said that last week there was a street store which was organized by a volunteer of Lava Mae, our partnership with the shower bus that comes once a week. She said over 300 people went shopping for goods that had been donated. She said the point of our social worker program is to make our patrons lives easier.

Luis Herrera, City Librarian, said Leah Esguerra and her team are the unsung heroes, some of whom are in the back of the room. He said they deserve a round of applause.

Norman Rutherford, Team Leader, Social Worker Program, said he has been with the Library for six months and is very impressed by the support of the library and how it is functioning.

Explanatory document: [Safe and Welcoming Facilities](#) presentation.

Public Comment

Peter Warfield, Executive Director, Library Users Association, said he appreciates the social worker and the work that is done and the HASA team. He said he does have some issues about whether the program is operating as well as it could. He said he prefers this type of program as opposed to policification. He said the current budget greatly favors six figure police personnel and skimps on the social work team. He said the HASAs are not very visible and the information they have should be made available to all patrons.

Commission Discussion

Commissioner Dunning asked about the bathroom alert system.

Roberto Lombardi, Facilities Director, said the system uses social media with a sign in every restroom and an anonymous texting service. Every custodian in the library will receive a cell phone on which they will receive texts about any problems in the bathrooms. He said the system allows you to get data on which of the restrooms have the most problems and the types of problems they have so you can effectively focus where the attention should be.

Commissioner Dunning asked what the offline way would be for someone to report a problem in the restroom.

Roberto Lombardi, Facilities Director, said any issues can be reported to the security office.

Commissioner Nguyen said he would be interested to see more detail in the four tiered system year by year.

Commissioner Lee said the information is very informative. He said there is a downward trend and he wanted to know what the causes are for the decline in incidents.

Roberto Lombardi, Facilities Director, said the new Patron Code of Conduct has the staff much more engaged with the patrons. He said training has been effective and the deployment of the security patrols based on additional data that we now have.

Commissioner Lee asked about the partnership with the Department of Public Health and how the pilot branches were chosen.

Karen Strauss, Chief of Main, said the Park and Eureka Valley Branches were chosen by the Chief of Branches as locations where there is a significant number of homeless people. She said some of the reasons were for security and some were not. She said the Mission Bay Branch was also chosen by the Chief of Branches. She said it is not really a security issue.

Cathy Delneo, Chief of Branches, said the number of incidents does not reflect in any way the housing needs of the patrons using our facilities.

President Wardell-Ghirarduzzi thanked staff for the work they are doing to help support the vulnerable and marginalized people in society. She said she will be interested in receiving the data for January to June when it is available so that we can annualize the data.

AGENDA ITEM NO. 5 LABOR UNION REPORT

Andrea Grimes, Officer of the Librarians Guild, SEIU 1021, said we appreciate the additional number of front line positions in the proposed budget. She said they are really excited about the Mix and they are very supportive of that program and all other library programs. She said she is hoping to have some fruitful discussions with library management and she is asking that the Commission not take any action on the budget until those discussions take place. She said they are particularly interested in the Records Management position. She said they are also concerned about the upgrade of the Assistance Chief positions. She said they would like to know the rationale for the Workforce Development Trainer position in the Bridge and how this would fit into the library structure. She said regarding the custodial study that was done, they would like to know how many custodians would be needed to implement the plan of covering three branches to covering two branches.

President Wardell-Ghirarduzzi asked if in-depth discussions have not taken place between management and labor.

Andrea Grimes, Labor representative, said they have had the first discussions, but they would like additional discussion.

Public Comment

Peter Warfield, Library Users Association, said he wondered if any librarians were involved in the proposed \$1,000 fee for lost or stolen laptops and the \$500 fee for lost or stolen tablets. He said his understanding is that those fees were imposed by senior management staff. He said he thought the library's staff would be interested in this fine increase.

Commission Discussion

There was no Commission discussion of this item.

AGENDA ITEM NO. 3 FYS 2017 & 2018 BUDGET

Luis Herrera, City Librarian, said this is the fourth conversation on the budget with the Commission. He said there are options available for the Commission to look at.

Maureen Singleton, Chief Financial Officer, gave the presentation on the FYs 2017 and 2018 budget. She presented three options to the Commissioners and said it would also be possible for the Commission to choose a fourth option by combining some of the options together. She said she needs to submit the budget by the end of the month to the Controller's Office. She said in developing the budget you are looking at strengthening your foundations. She said the budget is driven by the strategic priorities. She said option 1 was presented to the Commission in January. She said there is also a summary of all the proposed positions in option 1. She explained option 2 which is a revision of option 1 with reductions. She explained option 3 which is a revision on option 1 with enhancements. She said with option 3 we would need to dip into the fund balance.

Explanatory documents: [Proposed FYs 2017 and 2018 Budget](#) presentation; [Attachment I: Option 1](#) SFPL Budget Investment Proposals by Strategic Priority for FY 17 and FY 18; [Attachment II: Option 1](#) Proposed Positions for FY 17 and FY 18.

Public Comment

Peter Warfield, Executive Director, Library Users Association, said this library has more than triple the budget of the average library in its size category. He said there is also a considerable surplus. He said there is only 12% for books when 15% has been mentioned as the goal. He said there are fine free libraries and this library is fine free for kids under 18. He said the Commission would remove barriers by making the library a fine fee system. He said there are more than 59,000 people who are blocked from borrowing because they owe over \$10.

Andrea Grimes, labor union representative, said the Records Manager is something the City really needs. She said the upgrade of the Assistant Chiefs would be moved from one bargaining unit to another bargaining unit and she does not know whether that is legal. She said the union needs more discussion with management regarding these positions. She said they do not have enough information. She said it is critical that we add additional custodial staff.

Commission Discussion

Commissioner Lee said this was a great presentation. He said a lot of thought has been put into the options before us. He asked about the option that includes replacing building windows.

Roberto Lombardi, Facilities Director said when the building at 190 Ninth was purchased it was an excellent deal but it is a 1928 building and the windows are old and should be replaced. He said at some point we will need to replace the windows.

Commissioner Lee asked about the public relations positions and whether we have enough positions in that area already.

Luis Herrera, City Librarian, said we often hear from the public that we do not have enough outreach. He said we do have a Public Information Officer but we are proposing is a manager that would help us get the word out with additional outreach.

Commissioner Dunning said she really appreciates the work that was done to bring the options before us. She asked about the additional custodial positions in option 1.

Maureen Singleton, Chief Financial Officer, said in option 1 we would add two custodial assistant supervisors and these positions would be front line working supervisors.

Commissioner Dunning asked about the workforce development and how the amount for that was determined.

Maureen Singleton, Chief Financial Officer, said they discussed this with the airport and that they spend about \$180,000, so they came up with a ballpark estimate for the library.

Commissioner Dunning said under option 2, she does not want to delay the scoping for the non-BLIP. She asked for more information on the security staffing. She said she understands that the difference is between staying status quo and adding additional security staffing to bring security in house. She asked about the workforce development trainer position.

Michelle Jeffers, Chief Community Programs and Partnerships, said the workforce development trainer position is a position that would be for the Bridge on the fifth floor to develop deeper job assistance for patrons who need it.

Commissioner Dunning asked about the reserves.

Maureen Singleton, Chief Financial Officer, said the fund balance right now is just under \$25 Million. She said we are working with the Controller's Office on a specific policy on how to manage that fund balance. She said it is a much larger fund balance than in the past.

President Wardell-Ghirarduzzi said she does not think that option 2 would be her first choice. She said the workforce development trainer sounds to her to be mission amplified and not mission creep. She said she is inclined to support this.

Luis Herrera, City Librarian, said the Commission can choose option 1 or option 2 or a combination of both.

Commissioner Dunning asked about the security management position and going from external to internal on security.

Roberto Lombardi, Facilities Director, said there would be some savings in going to the internal model from the work order.

Maureen Singleton, Chief Financial Officer, said the police work order has not been reduced and once we get a sense that the new position will be approved, we can do a technical adjustment to reduce the work order.

Commissioner Dunning said she would like to keep our reserves healthy. She asked about the router.

Michael Liang, Chief Information Officer, said the router does make the library more resilient because this would be a redundant line and back up. He said if the Main internet were to go down there would be a backup at one of the branches so the entire system would not go down. He said the ongoing cost is maintenance and support for the router.

President Wardell-Ghirarduzzi responded to Commissioner Dunning's comment on the workforce development trainer position. She said that the position would expand the effectiveness of the space. She recommended taking action on the budget.

Commissioner Nguyen said he did not support option 2.

Commissioner Dunning said that the items in option 3 can wait and she does not support option 2.

Motion: By Commissioner Lee, seconded by Commissioner Dunning, to approve option 1 of the FY 17 and FY 18 budget as presented.

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

AGENDA ITEM NO. 6 ADJOURNMENT IN MEMOREY OF FORMER LIBRARY EMPLOYEE KAREN (SCANNEL) COX

Luis Herrera, City Librarian, said that Karen Scannel Cox was a former Chief of Branches and Assistant City Librarian. He said she worked for the library for 31 years retiring in 1992. He said she was also an avid runner. He said there will be a memorial service for her in the Skylight Gallery on Sunday, February 21 from 1 – 4 pm.

Public Comment

Peter Warfield, Library Users Association, said he supports adjournment in honor of Karen Cox. He said 1992 was before his time of being very active with the library and he did not know her. He said since there is a

new Chair who has the authority and power to set the agenda, he does not think the agenda is complete without the item new business on the agenda. He said he hopes that will be reinstated.

Motion: By Commissioner Dunning, seconded by Commissioner Nguyen, to adjourn the regular meeting of February 4, 2016 in memory of former library employee Karen (Scannel) Cox.

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

The meeting adjourned at 6:49 pm.

Sue Blackman
Commission Secretary

Explanatory documents: Copies of listed explanatory documents are available as follows: (1) from the commission secretary/custodian of records, 6th floor, Main Library; (2) in the rear of Koret Auditorium immediately prior to, and during, the meeting; and (3), to the extent possible, on the Public Library's website <http://sfpl.org>. Additional materials not listed as explanatory documents on this agenda, if any, that are distributed to library commissioners prior to or during the meeting in connection with any agenda item will be available to the public for inspection and copying in accordance with Government Code Section 54954.1 and Sunshine Ordinance Sections 67.9, 67.28(b), and 67.28(d).