



San Francisco Public Library

SAN FRANCISCO PUBLIC LIBRARY COMMISSION

Minutes of the Regular Meeting of February 16, 2017

(As approved at the Regular Meeting of March 16, 2017)

The San Francisco Public Library Commission held a regular meeting on February 16, 2017 at the Koret Auditorium, Main Library.

The meeting was called to order at 4:36 pm.

Commissioners present: Lee, Mall, Ono and Wardell-Ghirarduzzi

Commissioners excused: Dunning and Nguyen

AGENDA ITEM NO. 1 GENERAL PUBLIC COMMENT

An anonymous citizen said every Mayor has emphasized the need for faithful and full attendance at its Commission meetings. He said this Commission has gone a full three years without a seventh member. He said there is a vacancy because of the Commission's avoidance of participation by the public and it is because you are only willing to accept another conspirator with the same opinions as yourself.

Ray Hartz, Director, San Francisco Open Government, said in January the Sunshine Ordinance Task Force (SOTF) again found the Commission in violation of the Sunshine Ordinance for the eighth time. He said only one time in the past has a decision by the SOTF been discussed by the Commission and a defiant vote was taken to ignore the finding of the SOTF.

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.

In January the SOTF found that this LC had again violated the Sunshine Ordinance. The question was raised whether Sue Blackman can honestly claim that she speaks on behalf of this LC? Over the last four years, regarding multiple complaints before the SOTF, this commission has failed to discuss responses or direct Ms. Blackman to respond on its behalf. Not once has it discussed the numerous violations found by the SOTF or proposed any corrective actions. While delegation of your duties

under law may, to a limited degree, permissible, a complete abdication of your responsibilities is completely unacceptable and potentially unlawful. Only one time in the past, in response to a decision by the SOTF, was a discussion held and a defiant vote to ignore the finding voted upon. Months later, without any further discussion or a vote changing that finding, the LC Secretary began to comply with their order.

Peter Warfield, Executive Director Library Users Association, said the Labor Union Report was last on the Commission's agenda in April 2016. He said that is after several presentations by the Labor Union criticizing the management of the Library. He wanted to know why the Labor Union had been silenced. He said it is clear that management wants to install RFID in the library and that it is toxic. He said this appears to be headed to implementation without discussion with the Commission. He would like to know when the Commission will be discussing this.

AGENDA ITEM NO. 2. FYs 2018 and 2019 BUDGET

Maureen Singleton, Chief Financial Officer, gave the presentation on the FYs 2018 and 2019 budget. She said there are three options being presented based on the Commission's input. She explained the strategic and budget priorities. She shared the strategic priorities: summary of proposed investments and proposed positions. She explained each of the options available to the Commission to approve the budget. She explained how each option would affect the Library Preservation Fund. Explanatory documents: [Budget FY 2018-2019](#) ; [Budget Attachment I](#) ; [Budget Attachment II](#) ; [Budget Attachment III](#)

Public Comment

Brent Paradise said there was a misunderstanding at the last meeting where he seemed to indicate that the Commission was aware of a problem in the Men's room and he did not mean to make that assumption. He had comments about the Mystery Section in the Library and he thanked the Commissioners for their service.

Ray Hartz, Director San Francisco Open Government, said Ms. Singleton does a fabulous job. He said the Commission does not review their past budgets and how effective the investments are. He gave the example of the Mix. He said basically the Commission is a rubber stamp.

Peter Warfield, Executive Director, Library Users Association, said the Commission is being given a very narrow range of options. He said it looks like there is a small increase in collections. He said there is an increase in the At the Library and he does not want that to continue to be an advertisement for the Friends. He would also like more information for the compact shelving for 750 Brannon. He asked where in the budget is there funding for any aspect of RFID.

Melissa Riley, representing the Library Union, said she is concerned that the budget may be cutting out the 3618 positions. She said it was planned

to have every branch have one and she said she believes this is really needed.

Commission Discussion

Commissioner Mall asked which option the staff would prefer.

Maureen Singleton, Chief Financial Officer said they are recommending Option 2.

Luis Herrera, City Librarian said that they are recommending Option 2. He said the Mayor's Office has recommended that there be no new FTES but he said Option 2 has good justifications for the additional staff positions. He said Option 2 includes funding Civic Center Commons.

Commissioner Ono asked about the shelving at 750 Brannon.

Roberto Lombardi, Facilities Director, said the shelving for Brannon is still under design.

Commissioner Ono asked about the 3618 positions.

Michael Lambert, Deputy City Librarian, said there were some 3618 positions added in the current budget. He said we are looking at doing some rebalancing strategies and we are confident that we will have the coverage needed.

Commissioner Lee said the options are eliminating items and yet the numbers are higher.

Maureen Singleton, Chief Financial Officer, said a lot of the additional budget money is tied to the capital projects. She said strategically it makes more sense to hold onto these monies particularly for FY 19.

Commissioner Lee asked about the effect on the capital projects with a reduction in the budget.

Maureen Singleton, Chief Financial Officer, explained the options and the effect on the capital projects.

Luis Herrera, City Librarian, said the Commission does have the option of reducing the capital expenditure. He said there will be engagement with the public in both FY 18 and FY 19.

Commissioner Lee asked for more information on the Mayor's request that there be no additional FTES.

Maureen Singleton, Chief Financial Officer, said based on the justifications we have for the new positions we could make a strong argument to the Mayor's office.

Commissioner Mall asked if there is flexibility with the fund balance.

Maureen Singleton, Chief Financial Officer said the fund balance grows based on revenue information.

Luis Herrera, City Librarian, said we still want to work to provide the best public benefits including adding additional hours.

President Wardell-Ghirarduzzi asked about the strategy on the custodial position being eliminated in Option 2.

Luis Herrera, City Librarian, said we built in additional capacity for custodial in this year's budget.

Roberto Lombardi, Facilities Director, said he is confident that there is a very good balance in Option 2.

Motion: By President Wardell-Ghirarduzzi, seconded by Commissioner Mall, to approve Option 2 for FYs 2018 and 2019.

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

AGENDA ITEM NO. 3 CITY LIBRARIAN'S REPORT

Luis Herrera, City Librarian, said we heard from the Golden Gate National Parks Conservancy today. He said the partnership between the Library and the National Park Service was awarded the Outstanding Public Engagement Award from the Public Lands Alliance. He said it is a national award that recognizes exemplary programs and services for partnerships with non-profits and the National Park Service.

Alice Chan, Southeast District Manager, said she oversees the Mobile Outreach Services. She gave the Mobile Outreach Services Highlights FY 16 presentation. She explained the Mobile Outreach Services reorganization. She described the three programs Early Literacy Mobile, Library on Wheels and the Tech Mobile. She gave patrons and partners feedback for each of the programs. She explained the library service on Treasure Island, She said the Mobile Outreach Services served 30 major events. She gave the Mobile Outreach Services overview and talked about what's next for Mobile Outreach Services. She said the entire team will be moving to 750 Brannan Street. She said the Early Literacy Mobile vehicle has been budgeted for a replacement.

Quindi Berger, Program Manager, Art, Music and Recreation Center, gave the presentation on Virtual Reference at the Library. She gave examples of chat/text questions. She said email messages and forms all land on the "Dashboard" as tickets. She said there is a web page for Frequently Asked Questions and Answers. She gave ratings and statistics on the various services. She said all of the librarians that provide these services meet quarterly to share their experiences. She said to remember to "Ask a Librarian" when you have any questions.

Michelle Jeffers, Chief Community Programs and Partnerships, gave a presentation on the Graduation Ceremony for SFPL's Career Online High School. She said the three graduates are Kevin Surles, Vinh Tran and Hassan Basbassi. She showed photographs and told a little bit about each of the graduates.

Luis Herrera, City Librarian, said the staff at the Bridge at the Main have been amazing in supporting this program.

Explanatory documents: [Virtual Reference at the San Francisco Public Library](#); [Mobile Outreach Services](#); [Career Online School Graduation](#)

Public Comment

Peter Warfield, Executive Director, Library Users Association, said RFID was not mentioned at the recent Capital Planning Committee. He said there was also no mention of 750 Brannon. He said it is nice to see the Mobile Outreach Program but he was disappointed that the Tech Mobile has only served 501 people. He said it also shows a minus in circulation of materials. He said Virtual Reference is more and more pushing forward to the digital divide. He said the average response is seven hours. He said the statistics are not that great.

Ray Hartz, San Francisco Open Government, said he appreciates the programs that are being run here. He said the statistics for the Mobile Outreach Program are not very good. He asked about the costs of all of these programs and the small number of people they are reaching. He said the Online High School only had three graduates. He asked about Return on Investment. He said the chart on the virtual reference was not understandable. He said all of the comments are positive and we see none of the negatives.

Commission Discussion

Commissioner Mall said she loves the programs but she does wonder about the cost per patron and how we quantify it.

Luis Herrera, City Librarian, said there are at least 50 students in the Online High School. He said these three are the first graduates. He said we can look at ways to optimize our programs. He said these are targeted communities that reach niche communities and they are impactful on residents who cannot come into the library.

Commissioner Ono said this is good outreach and a way of getting more patrons involved. She asked about the impact of the amnesty program.

Luis Herrera, City Librarian, said we will report back to the Commission at the next meeting on the amnesty program and said that it was very successful.

Commissioner Lee said we need to look at these programs critically and what is the best use of the librarian resources.

Luis Herrera, City Librarian, said we do evaluate each of the stops on the bookmobiles so that we can optimize the impact. He said the library is not a business but we are a human service agency.

Michael Lambert, Deputy City Librarian, said the library staff does evaluate operating expenditures per borrower or circulation. He said some of the services presented today are specialized, but we are looking at the entire range of services.

Luis Herrera, City Librarian, said the Controller's Survey does address quality of life and the Library does very well in that survey.

President Wardell-Ghirarduzzi said these programs meet the core mission and values of the library to provide services to those on the margins and those who have been most vulnerable.

AGENDA ITEM NO. 4 APPROVAL OF THE MINUTES JANUARY 19, 2017

Public Comment

Peter Warfield, Executive Director, Library Users Association, said under General Public Comment the Commission has shown a complete unresponsiveness to comments from the public. He said regarding his comments on the violations by the Sunshine Task Force, he was referring to two violations earlier this month and said the Library has had dozens of violations in the past. He said on his comments regarding Susan Mall for Vice-President he said some very nice things and they are not included in the Minutes.

Ray Hartz, Director San Francisco Open Government, said the Minutes always reflect the bad things we say but never the positive. He said that is why he fought so hard to get his 150 word statements in the Minutes so that he would reflect what he said accurately. He said he has not seen anything on the agenda about the 19 Polk bus line. He said he wonders who sets the agenda for the Commission. If it is not on the agenda the Commission says we are not allowed to talk about it. He said the law requires that if there is a group raising money for the city there must be an agreement in place that they will comply with the Sunshine Ordinance. He said he would like to know about 750 Brannon and the Friends.

Commission Discussion

Commissioner Mall said she was appreciative of Mr. Warfield's comments about her, so she thought it might be nice if the comments were in the Minutes.

Motion: By Commissioner Mall, seconded by Commissioner Ono, to approve the [January 19, 2017 minutes](#) as amended to reflect Peter Warfield's comments about Commissioner Mall on page 3.

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

President Wardell-Ghirarduzzi said on the advice of the Deputy City Attorney that the amended Minutes will be brought back for review prior to final approval.

AGENDA ITEM NO. 5 ADJOURNMENT

Public Comment

Peter Warfield, Executive Director, Library Users Association, said the Commission silences itself and the public by not having a section on New Business. He said there should be something on the agenda about services provided by the Library and at what cost. He said the larger question would be priorities. He said core priorities are getting and providing books. He said he would like to see more information on 750 Brannon and how RFID is being funded.

Ray Hartz, Director San Francisco Open Government, said the Commission does things that make us look bad and the public does not even bother to come anymore. He said the Commission needs to continue to look at the cost of the programs and the number of patrons they are serving.

Motion: By Commissioner Ono, seconded by Commissioner Lee, to adjourn the meeting of February 16, 2017.

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

The meeting adjourned at 6:35 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).