



# *San Francisco Public Library*

## **SAN FRANCISCO PUBLIC LIBRARY COMMISSION**

### **Minutes of the Regular Meeting of March 16, 2017**

**(Approved as amended at the April 20, 2017 regular meeting).**

The San Francisco Public Library Commission held a regular meeting on March 16, 2016 at the Koret Auditorium, Main Library.

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

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

The Commission currently has two vacancies.

President Wardell-Ghirarduzzi congratulated Commission Secretary Sue Blackman on her 10 year anniversary with the Commission, without missing a single Commission meeting during that time.

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

Peter Warfield, Executive Director Library Users Association, said there are now two vacancies on the Commission. He said it has been three years since there has been a full Commission. He said the Library has new signs saying everyone in welcome but he said not everyone is safe from privacy violations. He said there needs to be a privacy audit at the Library.

### **AGENDA ITEM NO. 2. LIBRARY FINES AND FEES AMNESTY PROGRAM RESULTS**

Michelle Jeffers, Chief Communications Programs and Partnerships, gave a presentation on the results of the Library Fines and Fees Amnesty Program. She explained the goals, desired outcomes, and achieved

outcomes. She explained the comparisons of the results of this amnesty with the two previous ones. She explained the Amnesty Evaluation and the amnesty awareness through the media.  
Explanatory document: [Fine Amnesty 2017](#)

#### Public Comment

Peter Warfield, Executive Director, Library Users Association, said he supported the amnesty because he believes there should be a fine free system at all times. He said there was a question about whether this was a failure based on the statistics from the program.

#### Commission Discussion

Commissioner Mall said 12,000 books were returned but she wondered if we had any way to know how many books are still out.

Luis Herrera, City Librarian, said this was a critical first step and we will be working with the City Treasurer's Department on how we can mitigate some of the liability.

Michael Lambert, Deputy City Librarian, said a patron cannot check out an item from Link Plus if they have any overdue amounts. The overdue amount is \$10 for any SFPL material.

Commissioner Dunning said this program was well done.

Commissioner Lee asked about some of the statistics and wanted to know if we knew how many patrons, who had their privileges renewed, were back using the library.

Luis Herrera, City Librarian, said we would not be able to track those numbers.

Michael Lambert, Deputy City Librarian, said all of the account information for these individuals would have been updated.

Commissioner Lee said we still have another \$3 Million or so of outstanding liability.

Commissioner Ono asked about the next steps.

Michelle Jeffers, Chief Community Programs and Partnerships, said the next step is to work with the Treasurer's office. She said they do not know when another Amnesty is planned.

President Wardell-Ghirarduzzi asked about industry practice on how often amnesties occur.

Michelle Jeffers, Chief Community Programs and Partnerships, said amnesties are usually about every decade but we don't want to announce that at this point.

Michael Lambert, Deputy City Librarian, said there is really no industry standard for when amnesties occur.

**AGENDA ITEM NO. 3 IMPLEMENTATION OF APPROVED  
EXPANSION OF LIBRARY SERVICE HOURS FOR FY 16-17**

Cathy Delneo, Chief of Branches, gave a presentation on expanded branch hours. She explained the current days of branch library service, the planning process, expanded hours additional capacity and the implementation process. She showed a map showing the current days of branch library services. She said 7 branches will add Sundays, 2 branches will add Mondays. She said there will be 7 day service at every branch library. She showed a chart showing the weekly branch hours after expansion and explained community benefits.

Luis Herrera, City Librarian, said that several years ago the Commission's goal was to get to all seven day branch libraries and this will get us to this goal.

Explanatory documents: [Expanded Branch Hours 2017](#)

**Public Comment**

Peter Warfield, Executive Director, Library Users Association, said he is glad to see when there is more funding in the budget for more hours. He said, however, this report is an insult to the public because the public was not included in any aspect of this plan. He said library hours are not the same to the public. He said patrons would like more evening hours and weekend hours.

**Commission Discussion**

Commissioner Dunning said she is happy that there will be seven branches open on Sunday now.

Commissioner Ono asked about the implementation process.

Cathy Delneo, Chief of Branches explained the process for hiring additional staff.

Commissioner Lee said he is excited about the expanded hours.

Commissioner Mall asked about the Civil Service list.

Luis Herrera, City Librarian, said we are making progress in making new lists. He said we are also working with the Controller's Office to streamline some of the process.

President Wardell-Ghirarduzzi said this is a remarkable movement forward for making this a much more equitable city. She said we know the process is moving forward and she wanted to thank staff for all their hard work on this.

Luis Herrera, City Librarian, said every five years we do our reassessment of the hours with the public and we are actually starting that process now. He said we will be evaluating all of the open hours with the public at that time.

#### **AGENDA ITEM NO. 4 CITY LIBRARIAN'S REPORT**

Luis Herrera, City Librarian, said today is Youth Advocacy Day.

Megan Anderson, Chief of Youth Service Centers, gave an update on the Mix at SFPL and expanded hours. She showed a video made by the teens entitled "I am your next star". She gave statistics on the number of teens served and the number of programs. She told about the expanded hours and expanded partnerships. She explained the hours of operation phases 1 and 2.

Chaz said he loves the Mix and is there as often as possible. He is excited it will be open on Sunday to participate in all the activities. He said he has been in Youth Activities Day all day today.

Autumn Stern said this city is more oriented to the young adult tech industry and the Mix is a special place for teens. She said she is looking forward to the Mix being open on Sundays. She said she has the utmost faith in her generation and the Mix is proof of that.

Luis Herrera, City Librarian, said he also wanted to recognize Cathy Cormier, Manager of the Mix and her team in all the great work they do. He said moving on with the City Librarian's report he wanted to tell the Commission about the great partnership with the Harvard Business School and The Future of the Library Forum. He showed a list of other libraries that had been interviewed for the study. He said they had a stimulating dialogue. He said we need to look at outcomes and goals. He said the conclusion is the Library is a significant asset. He named and thanked the Harvard Business School graduates who worked on this. He said next Roberto Lombardi will give an update on the Civic Center Commons.

Roberto Lombardi, Facilities Director, gave a presentation on the Civic Center Commons (Commons) Initiative. He said the Hunters Point Family Dedicated Stewards are at the location seven days a week. He listed the participating departments in the Program. He showed design schematics of the Helen Diller Civic Center Playgrounds currently under construction.

#### **Public Comment**

Peter Warfield, Executive Director, Library Users Association, said it is not clear whether the Civic Center Commons is the same as the Civic Center Community Benefit District (CBD), He said it is not clear what the Hunters Point Dedicated Stewards Expansion is. He said we have heard from what some people have said about the benefits of community

benefits district and how poorly homeless people are treated. He said it is not clear what the Harvard Business School project was all about and what the library was seeking or what the purpose was

### Commission Discussion

Commissioner Mall said she is thrilled to hear the Mix report. She said she is also excited about the Commons. She asked about the \$100,000 Library contribution.

Maureen Singleton, Chief Financial Officer, said that the contribution for the Commons is \$100,000.

Roberto Lombardi, Facilities Director, said that the Commons is trying to provide coherency for the area.

Luis Herrera, City Librarian, said the \$100,000 will go towards staffing.

Roberto Lombardi, Facilities Director, said in addition to the playground there will also be art work and activities throughout the area. He said there has been discussion about who will be managing the area. He said the CBD will also be a part of this.

Commissioner Mall said there might be other opportunities for the Library in the area.

Commissioner Dunning said she was pleased with the information on the Mix and told a story about her niece who had visited and how much she enjoyed it. She said the program with the Harvard Business School was a great program. She asked what the Library's role is in the Commons.

Roberto Lombardi, Facilities Director, said the Library's role will be to have a seat at the table on what the Commons should be doing and how things are working out.

Luis Herrera, City Librarian, said there are still questions about the accountability for the Commons.

Commissioner Ono said she enjoyed the presentations and she wanted to thank the student for participating.

Commissioner Lee asked about the numbers at the Mix.

Megan Anderson, Chief of Youth Service Centers, explained the breakdown of the numbers of participants at the Mix. She said part of what is involved in serving teens is acknowledging and accepting where they are.

Cathy Cormier, the Mix Manager, said that the teens are working collaboratively and with love on their projects.

Commissioner Lee asked about the timing for the Commons.

Luis Herrera, City Librarian, said the playground will not be finished until the calendar year. He said the \$100,000 in the budget is for July 1 and beyond.

Commissioner Lee asked if there will be more information coming from the Harvard Business program.

Luis Herrera, City Librarian, said there will be a summary of the interviews with the other library leaders. He said he will be happy to bring back to the Commission the highlights.

President Wardell-Ghirarduzzi thanked the staff for the presentation on the Mix and the fact that we are bringing in young people from outside the City as well. She said there have been some concerns expressed about the public safety in the area around the Civic Center and she thinks that our engagement with the Commons will be mutually beneficial.

**AGENDA ITEM NO. 5 APPROVAL OF REVISED MINUTES OF JANUARY 19, 2017**

Public Comment

Peter Warfield, Executive Director, Library Users Association, said thank you for making the change which I requested last month and which Commissioner Mall was gracious enough to agree with as to the substance of his comments. He said he is fine with the change.

David Pilpel, former member of the Sunshine Ordinance Task Force, congratulated the Commission Secretary on her ten years of service and thanked the Commissioners for their continued work under often challenging circumstances. He said on page 2 Brad Russi's name is misspelled, and on page 4 Brannan is misspelled.

Motion: By Commissioner Mall, seconded by Commissioner Dunning, to approve the amended [January 19, 2017 minutes](#).

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

**AGENDA ITEM NO. 6 APPROVAL OF MINUTES OF FEBRUARY 16, 2017**

Public Comment

Peter Warfield, Executive Director, Library Users Association, said his comments on page 2 need to be clarified to state Radio Frequency Identification (RFID) is toxic to patron privacy issues. He said when he asks a question during his comments and waits for a response, the Minutes should reflect that there is a pause in his comment. He said his

comments on the budget also had a long pause and that should be noted. He said his comments on page 5 need to be clarified.

David Pilpel, said on page 1 the date should read February 16, 2017 not 2016. He said the references to the 3618 positions is not very clear to anyone who does not know what that means.

Jennifer Franks said she completed a comment and suggestion card and asked that her comments be included in the record:

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

When page desk staff on Fifth floor denied access to materials and supervisor I pushed back with light verbal protest. I stated I was going to security, when I did I was guided to complete this comment form and find out why I was denied access to materials and why I was denied access to the supervisor.

Motion: By Commissioner Ono, seconded by Commissioner Dunning, to approve the [February 16, 2017 minutes](#).

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

**AGENDA ITEM NO. 7 ADJOURNMENT IN MEMORY OF GLADYS HANSEN, CURATOR OF THE MUSEUM OF THE CITY OF SAN FRANCISCO, HISTORIAN, AUTHOR AND RETIRED SAN FRANCISCO ARCHIVIST**

Luis Herrera, City Librarian, gave additional background on the life of Gladys Hansen. He said her legacy was that she wrote a factual book about the number of deaths from the 1906 earthquake.

Public Comment

Peter Warfield, Executive Director, Library Users Association, said he agrees with adjourning in Gladys Hansen's honor. He said there is no explanatory material or the Chronicle's Obituary. He said Gladys Hansen was a wonderful librarian and she wrote a wonderful book that combined a coffee table book with an investigate book. He said Gladys Hansen signed the Argument against Proposition D, renewing the Library Preservation Fund.

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

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

The meeting adjourned at 6:40 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).