



San Francisco Public Library

SAN FRANCISCO PUBLIC LIBRARY COMMISSION

Minutes of the Regular Meeting of April 16, 2015

(Approved at the Regular Meeting of May 21, 2015)

The San Francisco Public Library Commission held a regular meeting on Thursday, April 16, 2015 in the Koret Auditorium Main Library.

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

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

Luis Herrera, City Librarian, gave an update on the restroom situation here at the Main Library. He said some limited restrooms are available. He said we are making progress on the repairs.

AGENDA ITEM NO. 1 GENERAL PUBLIC COMMENT

Ray Hartz, Director San Francisco Open Government, said he was sure the recent decision by the Sunshine Ordinance Task Force in failing to find a violation for denying access to the audiovisual equipment, will be viewed by this commission as a victory. He said the presentation at the Task Force seemed to be frantic and desperate just as President Ono exhibited in stopping his public comment at the last meeting. He said every exhibition of desperation is a victory for him.

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.

I'm certain that a recent decision by the SOTF, failing to find a violation for denying access to the audiovisual equipment, will be viewed by this commission as a victory. I would submit that is a pyrrhic victory, in that during the frantic presentation of your representatives, not only did they seem desperate to avoid a violation, they admitted wanting to deny access to all members of the public. To paraphrase: if we give access to Mr. Hartz we will have to give it to everyone. So, it's nice to know that it's not personal, you want to deny access to everyone, which would have to be by definition include The Friends. When I say your representatives seemed "frantic" and "desperate," it was the same

desperation your Pres. Teresa Ono exhibited in stopping my public comment at the last commission meeting. Every exhibition of desperation is a victory for me!

Peter Warfield, Executive Director, Library Users Association, said at last month's Commission meeting there was an inappropriate intervention by an armed police officer with a speaker during public comment. He said it was completely wrong and an intimidation of the public. He said the library has a gag order with respect to him on BiblioCommons limiting him to a single person at 15 minutes a day. He said the Main will be 19 years old in two days. He said the Commission should look into the ongoing serious plumbing problems.

Ellen Egbert, Bernal Heights, said at the last meeting the Commission was told that there would be an appearance of the Techmobile on April 4 at a party the Friends were having celebrating the completion of the BLIP program. She said it was a glorious event.

Wendy Rinaldi, Friends Board member, said she wished everyone a Happy National Library Week. She said she did see the Techmobile at the Friends' event and it is wonderful. She said she wanted to give some feedback on BiblioCommons and how much better it is than the classic catalog. She said she absolutely loves it and all it can do.

AGENDA ITEM 2 SFPL PARTNERSHIP WITH SAN FRANCISCO UNIFIED SCHOOL DISTRICT (SFUSD)

Luis Herrera, City Librarian, introduced Christy Estrovitz, our Youth Engagement Manager, who will be giving a presentation on SFPL's partnership with SFUSD. He said we are also honored to have with us Superintendent of Schools Richard Carranza and Rachelle Resnick, Program Administrator for SFUSD's school libraries. He said he is hoping that later Hydra Mendoza, the Mayor's Senior Advisor on Education and Family Services, will also be here to share her insights.

Christy Estrovitz, Youth Services Manager, gave a presentation on the SFUSD Connections and Engagement with Teachers, Students and Learning. She gave some examples of the staff engagement with SFUSD staff and explained the teacher cards that are available. She explained the Kindergarten Library Card campaign. She explained the annual class visits, our vibrant collections, out-of-school time programs, and the youth in custody program. She also explained the SFPL staff development.

Rachelle Resnick, Program Administrator for the school libraries in San Francisco, gave an overview of how school librarians and SFPL staff work together.

Richard Carranza, Superintendent of SFUSD, said he is here to celebrate the partnership that SFUSD has with SFPL. He said you have heard about the many programs and activities surrounding our partnership. He said thank you to the leadership of the Library. He said as a father of two

students he also wishes to thank the libraries for their work. He said he looks forward to many more opportunities to celebrate our partnership.

Hydra Mendoza McDonald, the Mayor's Senior Advisor on Education and SFUSD Board Commissioner, said she also wanted to thank the leadership of the library. She said the Mayor is extremely supportive of the library. She said there are many programs that the School District and Libraries are involved in. She said they are super excited about The Mix and she said her daughter has been serving as one of the consultants. She said we look forward to growing the partnership even more.

Luis Herrera, City Librarian, said thank you to the school district representatives and said we are lucky that we have one school district in the City and County. He said he began his career as a school librarian and understands how the two entities complement each other. Explanatory documents: [SFUSD Connections](#) presentation

Public Comment

Ray Hartz, Director San Francisco Open Government, said programs that have just been discussed are the first introduction to reading for many students. He said he highly commends both the SFUSD and the staff of SFPL for both forming and continuing this cooperative effort. He said he wanted the school district to be aware that BiblioCommons still has serious concerns about privacy.

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There's an old expression which is used with many variations: "catch them young and raise them right!" While many children are lucky to be exposed to reading prior to attending school, programs like those we have just seen are for many the first introduction they have to reading as a skill. It is very common these days to hear about "a digital divide," but we seldom hear about what I would describe as "a literacy divide." The many young people who show up to their first day of preschool or kindergarten having received little or no exposure or guidance in basic reading skills begin at a severe disadvantage. This disadvantage is only compounded when the "digital divide" is piled on top! I highly commend both the SFUSD and the staff of the SFPL for both forming and continuing this cooperative effort to "catch them young and raise them right."

Peter Warfield, Executive Director, Library Users Association, said it is good to know the library is working cooperatively with schools. He said the library has done a whole range of things that do not serve library patrons at any age. He said the Mix was part of a program that literally involved the destruction of the entire west wing of this building for bound magazine availability. He said BiblioCommons has serious privacy threats.

Commission Discussion

Commissioner Mall thanked everyone from SFUSD who came today. She asked about school libraries.

Rachelle Resnick, Program Administrator, said there is a librarian in every school.

Commissioner Mall asked about literacy rates in San Francisco as compared to the rest of the country.

Luis Herrera, City Librarian, said we could come back and report more on this.

Rachelle Resnick, Program Administrator, said test scores and literacy rates are rising.

Commissioner Mall asked about the college fund for children and asked about the program My Brother's Keeper

Luis Herrera, City Librarian, said it is a program with the Controller's Office where an account is set up when a child enters Kindergarten to assist in their college education.

Rachelle Resnick, Program Administrator, said My Brother's Keeper is an Obama program to raise the level of achievement for African American men.

Commissioner Wardell-Ghirarduzzi explained the City's role in the My Brother's Keeper program.

Christy Estrovitz, Youth Services Manager, explained the Teacher library card and said they can check out up to 100 items and they can place a hold on 30 copies.

Commissioner Mall said the Teacher Card is a wonderful service and she is really impressed.

Commissioner Wardell-Ghirarduzzi said she would like to know more about the Youth in Custody Program. She said she would encourage staff to always include the impact piece of all of the programs. She said she would like to see the Techmobile.

Luis Herrera, City Librarian, said they are very interested in the impact of our various programs.

Christy Estrovitz, Youth Service Manager, said the Youth in Custody Program has a little library and they work with the youth on employment opportunities and other issues.

Commissioner Dunning said in public comment it was mentioned that youth using BiblioCommons could have their records checked by their parents. She said she understood that that issue had been resolved.

Michael Lambert, Deputy City Librarian, said BiblioCommons has been flexible in their terms of use. He said they fully addressed our interests. He said for children under the age of 12 parents have the right to delete their child's account.

Laura Lent, Chief of Collections and Technical Services, said for children under 13 they are not allowed to use free text which complies with the children's online protection act. She said the guardian of a child under 13 can ask to see what their child has used on BiblioCommons but that is the same as our Classic Catalog.

Commissioner Dunning said in the presentation staff said that 85% of schools are working with the library and she wondered about the other 15%.

Christy Estrovitz, Youth Services Manager, said it is usually a staffing issue for the remaining 15%

Commissioner Lee said it was a great presentation and he wondered if there were other measures to show how this is working. He asked whether Charter Schools are part of the program.

Christy Estrovitz, Youth Services Manager, explained some of the partnerships and relationships. She said we have lots of programming statistics as well as class visit surveys. She said that Charter Schools are definitely part of this program.

AGENDA ITEM 3 BRANCH LIBRARY IMPROVEMENT PROGRAM (BLIP) ECONOMIC IMPACT ASSESSMENT

Luis Herrera, City Librarian, said there is a memo giving a brief summary of this project. He said a year ago we completed our BLIP program and we are very interested in the economic impact on the Library system and individual branches to provide residents with a measure of their return on investment.

Inger Brinck, Performance Analyst with the Controller's Office, gave a status report on the study. She said the Controller's Office will be managing the consultant who will be conducting the economic assessment. She said they are also providing project management and assisting with research and analysis as necessary. She explained the goals, the scope and the timeline. She also explained the methods used to obtain Quantitative and Qualitative Analysis.

Explanatory document: [City Librarian Memo dated April 13, 2015](#) on BLIP Economic Impact Assessment; [Controller's Report: BLIP Economic Impact Assessment Project Overview](#) presentation

Public Comment

Ray Hartz, Director San Francisco Open Government, said there are things that should be added to the scope of the study. He said he hopes there will be a comparison of how the program was sold to the public in the first place and the Friends participation and contribution to the program. He said the Controller's Office should include an accurate accounting of the Friends contributions.

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There are a couple of things which I feel should be added to the Controllers audit of the BLIP. While they will obviously discuss the final cost of the program I sincerely hope they will include a comparison of how the program was sold to the public in the first place as far as cost, timing, etc. and what were the end results. Even more important is including the participation and contribution of The Friends in the report. Financial records presented to the public for years now have included unsupported "claims" of contributions as "reported by The Friends." By failing to produce any records whatsoever the Library has silently admitted to presenting deceptive numbers to the public for which they have no support. The Controller's Office would be ethically restricted from presenting numbers in this manner and should include such an accounting in this audit and report. Stop the deception!

John Templeton said he was able to be part of the fundraising effort for the Excelsior Branch and was happy to see the funds raised by the Friends for the BLIP. He said during the American Library Association conference here in June they will be doing a tour of the African American Freedom Trail. He said that will be June 26 at 9:30 am starting at the Hotel Whitcomb. He said information can be found at California Black History.com.

Arcelia Montoya, SEIU union representative, said one of the things they are concerned about is the short staff. She said there is a concern about the levels of staff at the branches. She said staffing will be considered in this analysis. She said there has been a concern with the injuries to the pages and the custodial workload.

Peter Warfield, Executive Director, Library Users Association, said he questions the purpose of the study. He said after a bond program lasting 15 years he wondered if the public got better libraries and were they commiserate with the expenditures. He said he is concerned about consultants and who they are. He said he did not hear about who the stakeholders would be. He said he would consider himself a stakeholder. He said there were lies about the collection of the Excelsior Branch.

Betty Williams, said she is a library staff member and union officer. She said there were eight branches and she asked what those branches would be.

Commission Discussion

Commissioner Dunning asked who pays for the work by the Controller's Office.

Luis Herrera, City Librarian, said it's the Library's funding but it is required through an annual appropriation to the Controller's Office.

Inger Brinck, Performance Analyst with the Controller's Office, said the voters appropriated funding for the Controller's and Auditor's Office.

Commissioner Dunning asked about the criteria for the selection for branches and for the stakeholders. She said she is grateful that they are making the presentation at this point.

Inger Brinck, Performance Analyst with the Controller's Office, said the criteria used was geographic location, what type of project, level of community engagement and neighborhood demographics. She said the consultants helped us identify stakeholders who were a good cross section of the city.

Luis Herrera, City Librarian, said we went back to some of the people who participated in the process for the projects.

Inger Brinck, Performance Analyst with the Controller's Office said the eight branches that have been identified right now are Bayview, Excelsior, Ingleside, Mission Bay, Ortega, Portola, Richmond and North Beach. She said the consultants have told them that they will probably only be able to look at five or six of these branches.

Commissioner Mall said she doesn't understand the purpose of the study.

Commissioner Lee said it is lessons learned and we need to know what we do well and what has been done not so well.

Luis Herrera, City Librarian, said the General Obligation Bond Citizens Advisory Committee is always interested in these results. He said the amount of the project went up significantly because the Commission approved added scope and several new buildings.

Commissioner Wardell-Ghirarduzzi asked about the impact relating to the staffing issues. She said the design that you put into the study also impacts the results of the study.

Inger Brinck, Performance Analyst with the Controller's Office, said she can certainly talk to consultants about adding the staffing issue to the scope. She said certainly a number of staff members will be interviewed.

Luis Herrera, City Librarian, said that during the course of the 14 year process we learned a lot on improving work spaces and we have added staff incrementally.

Commissioner Nguyen asked if this report will include market changes.

Inger Brinck, Performance Analyst with the Controller's Office, said inflation and depreciation will certainly be considered. They will look at the return on each dollar spent on BLIP.

Commissioner Nguyen said some of the earliest projects were already in operation during the course of the BLIP program.

Luis Herrera, City Librarian, said the operational costs will not be considered only the construction costs. He said there is also a Post Occupancy Investment (POI) which means you continue to maintain those buildings.

Commissioner Wardell-Ghirarduzzi said the statement about the return on each dollar spent makes it very clear to the public what the study is all about.

Commissioner Lee said that someone mentioned the problem of accidents relating to the number of staff and asked if that would be part of the scope of this study.

Donna Marion, Human Resources Director, said we work with the Department of Public Health and a study has been done for a specific branch. She said ergonomic evaluation was done and they are currently working on correcting and making better the ergonomic situation at that particular branch.

Inger Brinck, Performance Analyst with the Controller's Office, said that issue is not currently within the project scope.

President Ono asked about the number of stakeholders that will be interviewed.

Inger Brinck, Performance Analyst with the Controller's Office, said the total number of stakeholders will be 25 to 30.

Luis Herrera, City Librarian, said we need to hear from the Commission on the stakeholder interviews.

Commissioner Mall said it seems that a project this size is completely anecdotal. She said people's experiences are so different.

Inger Brinck, Performance Analyst with the Controller's Office, said that the interviews are to inform the qualitative component of these in depth case studies. They will inform the narrative and they are not intended to

serve as a key source of data for measuring the Return on Investment for BLIP.

President Ono, asked if there will be translators for people interviewed where English is not their first language.

Inger Brinck, Performance Analyst with the Controller's Office, said there will absolutely be translators.

AGENDA ITEM NO. 4 CITY LIBRARIAN'S REPORT

Luis Herrera, City Librarian, said the celebration honoring Linda Brooks-Burton and changing the name of the Bayview Branch to the Bayview Linda Brooks-Burton Branch was on March 28. He showed some photographs from the event and said they were happy to have President Ono in attendance.

Michelle Jeffers, Chief of Communications and Partnerships, told the Commissioners about Point of Pride the People's view of Bayview/Hunters Point. A documentary that was made with a grant we received from the Institute of Museum and Library Services. She said they worked with the Bay Area Video Coalition (BAVC) and the Bayview Television Archive at SFSU to make this documentary. She said it was chosen as one of 30 short films to be shown at the Cannes Film Festival and was chosen out of more than 300 films. She showed the trailer for the film. She thanked BAVC and the San Francisco History Center for putting together the trailer for this meeting. She told about some spring programs at the library including the Big San Francisco Playdate, the Spring Book Sale, the Effie Lee Morris lecture, and the lecture by Jacqueline Woodson. She said some upcoming events are Dia de los Niños/Dia de los Libros; Asian Pacific Heritage Month, and National Library Week, which is this week.

Explanatory documents: [Linda Brooks Burton Bayview Branch](#) renaming presentation; [Bayview film "Point of Pride"](#) recognition presentation; and Library [Spring Programs](#) presentation.

Public Comment

Peter Warfield, Executive Director, Library Users Association, said it is good to hear about what is going on at the Library. He said in two days it will be the 19th anniversary of the opening of the Main Library. He said he hopes the plumbing problem is not the marking of that. He said a recent event is the installation of BiblioCommons and he expected a report to be given on that. He said there are a number of problems with BiblioCommons.

Ray Hartz, Director San Francisco Open Government, said the Commissioners seems to think that he can talk about what the specific items that are on the agenda but that he is restricted from discussing what he feels is missing. He said Linda Brooks-Burton did the library an honor by her family allowing her name to be on the branch. He said Point of Pride represents some of the same issues that the protesters were

addressing at the Board of Supervisors. He said the Commission and senior library staff do not want certain issues to be discussed and it is used to cover up bad behavior or a failure to act in a responsible manner.

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.

The members of this Library Commission seem to take the position that I can talk about the three specific items that are on the agenda, but, am restricted from discussion what I feel is missing. They have used, and would like to continue to use, the agenda to restrict public comment. It is simple to build the agenda based on all the good things that are going on at the public library because there are many good things! There are, however, things that are not good. The fact that the President and members of the Library Commission along with senior library managers do not want these things discussed is not a basis for restricting public comment in any way. Making this effort is particularly heinous when it is used to cover up bad behavior or a failure to act in a responsible manner! Yet the behaviors and the cover-up continue!

Raul de la Rosa said he is a local actor and activist and longtime library user. He said there is a movie coming out called Straight Out of Hunters Point Part 2. He said the day of the protest last week he was harassed by the security here at the library he said he recorded most of it and the incident report conflicts with what actually happened. He said the library should be in the public interest and we should move away from privatization. He said there is a sign outside that says No Trespassing and that should be removed immediately.

Commission Discussion

President Ono commented that Edward Melton, our former Chief of Branches, flew out from Houston to attend the event for the Bayview Linda Brooks-Burton renaming. She said she thought that was very commendable on his part.

Commissioner Wardell-Ghirarduzzi said Michelle and her team always shine.

AGENDA ITEM NO. 5 LABOR UNION REPORT

Betty Williams, Library employee and Union Officer, said she attended the renaming of the Bayview Branch and the renaming in Linda Brooks-Burton's honor was well deserved. She said the Custodial Task Force is made up of the Facilities Director, Roberto Lombardi, library custodians, and union members. She said labor was getting a lot of complaints from the custodians about getting proper equipment, supplies and other issues. She said there have been monthly meetings since last September. She said they have been working on service level agreement

work plans for each branch library. She said they are also doing the same thing for each floor of the Main Library. She said the Task Force seems to be working because there are a lot less complaints. She said it appears that there are just not enough custodians.

Public Comment

Ray Hartz, Director San Francisco Open Government, said he is very pleased that there was a Labor Union Report. He said it is critical that the members of the staff have an opportunity to address this Commission. He said it is important for the Commission and the public know how issues are being addressed. He said he is concerned about the agenda description and its specificity. He said he did not write his 150 word summary because he had no idea what was going to be covered.

Peter Warfield, Library Users Association, said there actually seems to be an improvement on the agenda because it does mention what the subject of the Labor Union Report will be. He said he was unable to go to the renaming ceremony for the renaming of the Bayview Branch but he did support the renaming for Linda Brooks-Burton. He said he has spoken about the pigsty that is the first floor men's restroom and has complained that there is not a list of specific tasks and when they have been completed.

Commission Discussion

Commissioner Wardell-Ghirarduzzi thanked the Union for their report.

AGENDA ITEM NO. 6 APPROVAL OF THE MINUTES MARCH 19, 2015

Public Comment

Peter Warfield, Executive Director, Library Users Association, said under public comment he had talked about the Commission's pre-implementation requirements for BiblioCommons and his comments on that were not specific. He said his comments on page 3 were not accurately represented. He said he would like his comments about the destruction of the magazine center on the fifth floor to be included in the minutes. He said his comments under the City Librarian's report should include his reading of the agenda item.

Ray Hartz, Director San Francisco Open Government said public comment cannot be prevented from items that the public feels should be included in a specific agenda item. He said he has already had the Police Commission found in non-compliance of the Sunshine Ordinance for the same thing. He said we will be back at the Task Force on this Commission's actions at the last meeting.

Raul de la Rosa said he hopes that his comments will come out better in the Minutes for this meeting. He said the idea of a library is for the public good.

Motion: By Commissioner Mall, seconded by Commissioner Lee, to approve the [Minutes of March 19, 2015](#).

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

**AGENDA ITEM NO. 7 ADJOURNMENT IN HONOR OF JAMES LIM
FORMER SFPL EMPLOYEE**

Public Comment

Luis Herrera, City Librarian, said James Lim worked at both the San Francisco Public Library and the City College of San Francisco. He said James was slated to retire later this year and unfortunately passed away before that. He said he was highly thought of by his colleagues. He said he knew James in middle school in Texas and they lost track and then were reunited here in San Francisco.

Peter Warfield, Library Users Association, said it is appropriate to adjourn in honor of a former SFPL employee. He said the Commission should not adjourn without hearing New Business about items which should be on upcoming agendas.

Motion: By Commissioner Lee, seconded by Commissioner Wardell-Ghirarduzzi to adjourn the regular meeting of April 16, 2015.

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

The meeting adjourned at 7:12 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).