



## *San Francisco Public Library*

**DRAFT**

### **SAN FRANCISCO PUBLIC LIBRARY COMMISSION**

#### **Minutes of the Regular Meeting of April 17, 2014**

The San Francisco Public Library Commission held a regular meeting on Thursday, April 17, 2014 in the Koret Auditorium Main Library.

The meeting was called to order at 4:43 pm. by Library Commission Secretary Sue Blackman. She said public comment would be two minutes for this meeting because of the length of the agenda and in order to maintain a quorum.

Commissioners present: Lee, Mall, Nguyen, and Ono.

Commissioner Randlett arrived at 6:27 pm.

#### **AGENDA ITEM NO. 1 ELECTION OF COMMISSION PRESIDENT FOR 2014**

Sue Blackman, Commission Secretary, stated the Commission did not have a President at this time so the first item of business would be to nominate a President and she asked for nominations.

Commissioner Mall nominated Teresa Ono for President.

Commissioner Nguyen seconded the nomination.

Sue Blackman, Commission Secretary, asked if there were other nominations.

There were none.

#### **Public Comment**

Peter Warfield, Executive Director, Library Users Association, said once again the Library Commission is violating the law, which requires three minutes of public comment. He said if you have a busy schedule that may be because you chose to meet only once a month and have cancelled a number of meetings since that time. He said perhaps you should go back

to the old schedule of twice a month. He said it looks like once again we have the old Soviet style of election with one nominee and nobody else. He said the nominee is somebody he would think would be a great improvement over her predecessor.

Ray Hartz, Director, San Francisco Open Government, said he would like to say that any of you would be an improvement over the prior president. He said she was a serial law violator, did not respect the right of the public to attend public meetings, to make comments or participate fully and as such was a renegade. He said she kept control of the agenda and wouldn't let anybody else put anything on that she did not want on the agenda. He said she basically ran the Commission like a dictatorship. The first speaker said that it was kind of a running joke that it was a former Soviet bloc type of election where you only had two candidates and everybody knows who you vote for. He said it is pretty clear that after he got six Orders of Determination from the Sunshine Ordinance Task Force either involving the Library Commission or the City Librarian and other members of the public have also gotten them. He said Beverly Hayon is a former Library Commission member and now a member of the Ethics Commission. He said she just couldn't understand why there are so many cases being referred by the Task Force to the Ethics Commission about the Library. He said if she didn't understand it she didn't look very hard. He said he sincerely hopes that we will go away from the hostile attitude of the prior leaders of this body, who would ignore the public and make it obvious that they didn't give a damn what members of the public said. He said as President and Vice President they abused their authority as President and Vice President to not encourage public participation but to actively discourage it.

#### Commission Discussion

Motion: By Commissioner Mall, seconded by Commissioner Nguyen, to approve the nomination of Teresa Ono as Commission President for 2014.

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

#### **AGENDA ITEM NO. 2 ELECTION OF COMMISSION VICE-PRESIDENT FOR 2014**

President Ono asked for nominations for the Commission Vice-President.

Commissioner Lee nominated Commissioner Mall for Vice-President.

Commissioner Nguyen seconded the nomination.

President Ono asked if there were any other nominations.

There were none.

#### **Public Comment**

Ray Hartz, Director, San Francisco Open Government, said this seems like it was all arranged prior to the meeting so why even bother to ask for another nomination. He said he knows that Commissioner Mall brings a lot of experience with financial and nonprofit organizations and he sincerely hopes that she will use that to turn around the fraud that has been perpetrated by the Friends of the Public Library on the citizens of San Francisco. He said \$60 Million was raised between 2000 and 2013 by the Friends and after 2 1/2 years of public information requests of the Library Commission and the City Librarian there are no documents to show where most of that money went. He said he can account for about \$5 Million and the other \$55 Million just went down the rabbit hole. He said you have burned down the reputation of the San Francisco Public Library and allowed a group of private individuals to raise millions and millions of dollars every year and then come before you and present ludicrous presentations which did not explain anything about how much money they raised in a particular year and where that money went and you just gave it a rubber stamp. He said he has looked at most of the records and there is nothing to show where that money he went. He said the Friends spent it on themselves to give them very high salaries and 26 staff members. He said if cutting back that staff means that some of that money gets to the citizens of the library, he said he applauds that.

Peter Warfield, Library Users Association, said once again there is one nominee. He said in the past there were multiple nominees and actually statements by the candidates as to what they hoped to accomplish. He said we have "advanced" to the point where silence is what we get. He said we also get silence with what appears to be nonperson Jewelle Gomez and nonperson Lee Munson. He said nothing has been said about what happened to them at all. He said there was no explanations about what happened to them at all to the public. He said of course what happened was "ask me later." He said in high school he was impressed with something they were told about the Soviet Union and what we heard were nonpersons. He said people would disappear and in the encyclopedia a new entry would be pasted on the Bering Sea. He said that looks like what we are having here with the President and Vice-President. He said this Commission has not done its job in the past. He said he hopes the new President and Vice-President will do their jobs including looking at things like the Friends and their spending \$53 Million between 2000 and 2012 but giving the library only \$5 Million which is less than 10 percent. He said in the pursuit of secrecy our City Librarian formed multiple forms with the FPPC saying he had received no gifts from anyone and then it turned out he had received thousands of dollars from the Friends. He said he hopes that this will be a law abiding Commission hereafter.

#### Commission Discussion

Motion: By Commissioner Lee, seconded by Commissioner Nguyen, to approve the nomination of Susan Mall as Commission Vice-President for 2014.

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

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

Ray Hartz, Director, San Francisco Open Government, said there are copies of this handout in the back of the room. He said it was not included in your agenda packets so you might want to get it. He said it is titled Luis Herrera, City Librarian, Lie vs. Truth. He said he went to Florida on March 5 to visit his family and he came back on March 25. He said very conveniently, while he was gone the afternoon that he left the Ethics Commission said they had received a referral from the Sunshine Ordinance Task Force (SOTF) and sent the announcement saying they were going to have the hearing on the 24th the day he got back. He said basically they had a hearing involving two parties in which one of the parties, himself, was not even present. He said it worked out because Luis Herrera used the same subterfuge, evasion and lies to present the case to the Ethics Commission that he presented to the SOTF, which they refused to accept. He said he has asked several times to show this document as a PowerPoint slide and he would email it, mail it or hand deliver it to you, but because you don't like my viewpoint you don't want to put it up there. He said the same reason Mr. Herrera withheld public comments for two years was because he didn't want this information to come out. He said he was accepting thousands of dollars from the Friends and then lying about it even though he knew all of that stuff was reportable. He said Mr. Herrera joined the library in 2006 and he took Sunshine and Ethics training in 2006, 2007, 2008, 2009 and 2010 and we are supposed to believe he didn't realize these thousands of dollars were supposed to be reported.

Peter Warfield, Executive Director, Library Users Association, said the slide Mr. Hartz presented should be able to be projected as you allow the Friends and other people to do. He said it should be able to be projected because the SOTF ruled in Ray Hartz' favor on his complaint and said that the Library should provide the ability for people equally to show the information that they want. He said showing it on paper and having it at the back of the room is not the same thing. He said he spoke of the lawlessness of this Library Commission because the Commission in August actually took a formal vote to ignore the SOTF's Order of Determination and said we are not going to follow it, if you want to leave stuff in the back of the room go ahead. He said the Library Commission also as a body had an unlawful seriatim meeting held by email to discuss and approve a letter that was sent in secret to the San Francisco Bay Guardian back in October. Library Users Association brought a complaint about that because you are supposed to have public notice of meetings and public discussion and opportunity for comment. He said the vote was unanimous in favor of the Library Users Association. He said the illegalities are very inappropriate for a Library Commission and he hopes with the new line up you will do a lot better.

Luis Herrera, City Librarian, said he wanted to welcome Michael Lambert, our new Deputy City Librarian. He said he joined us about five weeks ago and has already hit the ground running. He said he joined us from the San Mateo County Library System where he served as Deputy Library Director. He said he has a wealth of experience in other urban library systems including the Richmond County Public Library, Charlotte-Mecklenburg Public Library. He said Michael has held many positions including Branch Manager and other managerial roles. He said he is thrilled to welcome him here and he wanted to give him a warm welcome.

Robert Livingston said on April 8, 2014, he called the Library at the 557-4400 number and pressed a number to speak to a library assistant. He said he listened to a recording telling him his call would be answered in the order that it was received. He said after about two minutes of listening the recording stopped and he waited for about 30 seconds and a voice answered and he asked his question, which was "Is it library policy to deny library loan requests because something is available on Link+?" He said the person had not a clue what he was talking about. He said he was told he had reached 311 and he said he did not expect the person to answer because only the library should know. He said he recalled 557-4400 and this time he did reach a librarian at the library. He said he asked the question again and after some fumbling she said yes. He said he told her that was not what the website said. He said she said that the website says that if a book is available on Link+ they could make an Interlibrary Loan request. He said the site is misleading and he had a reason to prefer an Interlibrary Loan over Link+. He said the library pays a private service that used to be a public service as Interlibrary Loan. He said he made pdfs. of the website. He said he was angry that 311 got many calls that were meant for the library and he is angry that the SFPL website is misleading.

#### **AGENDA ITEM 4 LIBRARY PATRON CODE OF CONDUCT**

Luis Herrera, City Librarian, said we are following up on our meeting in February when we presented a revised draft of the Library Patron Code of Conduct. He said the strategies are to present a revised Patron Code of Conduct; Fair and Objective Appeal Hearing Process; Training curriculum for security personnel and public services staff; Additional staffing capacity; Community engagement and partnerships for service excellence; and Endorsement of ALA Policy Statement: Library Services to the Poor.

Michael Lambert, Deputy City Librarian, said a key element in our highest organizational priorities right now is to offer a safe and welcoming environment and that includes revising our Patron Code of Conduct. He said over the past few weeks staff has reviewed feedback that we received from the Library Commissioners and members of the community and their concerns during public comment. He said this is a good time to improve our internal safety and security protocols. He said it has been several years since our last revision. He said we have conducted benchmarking research of peer libraries across the country and we have

incorporated best practices and we have removed subjective language as much as possible. He said we have reduced the number of severe violations from nine to three so we are reserving lengthy suspensions of library privileges for the worst behavior that would also be criminal in nature. He said in our meetings with external stakeholders we realized our need for greater due process for individuals accused of wrong doing who are faced with suspension of their library privileges. He said we are proposing an improved hearing appeal process that will allow patrons to bring their own patron advocate with them for helping to resolve the matter. He said we are committed to improving the level of fairness and how our appeal hearings are carried out. He said we are renewing our commitment for staff training and development. He said we are completing our recruitment for a new training officer and we are developing a robust training program for all library staff.

Luis Herrera, City Librarian, said it is important to expand the staffing capacity in two areas. He said one is the prevention strategy approach and the other is intervention. He said we will be adding 2 FTE Building and Ground Patrol Officers and will be considering augmentation of the Social Worker program. He said we have added two additional Health and Safety officers. He said there will be an ongoing commitment to engage with the community. He said we are looking at strengthening partnerships with the San Francisco Family Support Network, City departments and other community based organizations. He said they are also recommending endorsing the American Library Association's Service to the Poor which recognizes the urgent need to respond to the increasing number of poor children, adults and families across America. He said the other thing we are exploring is looking at the Drug Free Zone which will be a little more long term and will involve some support at the State level because it is a State Code. He thanked the various stakeholder groups including the Homeless Coalition, the Family Support Network, the Mayor's Office, and Supervisor Jane Kim. He said they have all been terrific in engaging with us. He said today's meeting will be a discussion item for the purpose of getting more input from the public and the Commissioners and at some point we will return to the Commission and ask you to endorse this.

Michael Lambert, Deputy City Librarian, gave the presentation on the Patron Code of Conduct Recommendations. He said the severe violations category has gone from nine to three while also increasing the suspension level for violations that are against the law. He explained the violations and suspensions. He said there were six level two or moderate violations and he explained those violations and suspensions. He said there are 24 level three or minor violations and he explained some of those violations and suspensions with most receiving a warning for the first offense. He said the new recommendation for any one trespassing during a suspension will be to call SFPD and notify Security and press charges when necessary. He said we are working with our external stakeholders including the Coalition on Homelessness and the City Attorney's Office to improve the appeals process. He said notably we have added a new procedure to allow a library patron to be accompanied

by a patron advocate of their choosing who may support them during the appeal hearing. He said we will be sharing evidence including incident reports in advance with individuals facing suspensions of library privileges. He said we are continuing to work with the City Attorney's office and community partners to develop a new arbitration process. He said this would be a second tier hearing that would allow individuals to meet with an independent objective third party who could review all of the evidence and make a final decision when the patron's library privileges have been suspended. He said to our knowledge we would be the first public library in the country to develop this level of due process as part of a comprehensive safety and security program.

Luis Herrera, City Librarian, said Alicia Cabrera our Deputy City Attorney is also present and available to answer any questions.

Explanatory document: [City Librarian Memo dated April 14, 2014](#); [ALA Policy Statement: Library Services to the Poor](#); [California Library Services Act](#) Section 18700; [Patron Code of Conduct Recommendations](#); Draft Library [Suspension/Exclusion Arbitration Procedure](#); Draft Library Suspension/Exclusion Procedure to Request an Appeal; [Benchmarking Peer Libraries](#); and [Rules of Conduct Other Cities](#).

#### Public Comment

Ray Hartz, Director San Francisco Open Government, said there is a letter from the American Civil Liberties Union of Northern California (ACLU) which was provided in your packets but there are no copies available in the back of the room and that is a violation of the Sunshine Ordinance because anything you are allowed to read and consider is something the public is supposed to have access to. He said there was a significant package from the Coalition on the Homeless with a number of significant articles on the impact of these changes on the homeless and other disenfranchised populations. He said that is also not available in the back. He said bottom line is you can't have documents that you are considering and then not let the public see what those documents are. He said none of this can go into effect until you have in place an actual arbitration procedure and a procedure to request an appeal because it is a denial of due process to kick someone out and put them in a position where they have no idea what they are able to do. He said this is all a result of the Mayor's letter about doing something and you asked how high should we jump, the bottom line is the ACLU letter mentioned a number of legal implications and he thinks you would be setting the library up for lawsuits if you try to implement this policy without it being done in whole.

Peter Warfield, Executive Director, Library Users Association, said whenever he hears "stakeholders" he hears rip-off. He said it is the library or the agency talking to who they choose to meet with and often if not always in secret out of the public's view. He said this needs to be a very public process and if you need to have a special meeting or multiple meetings that's just fine. He said two minutes for the public is not giving your key "stakeholder" a really fair shot when you are having private meetings for people that you don't invite anyone else or let people know

about them. He said the Library's proposed rules suffer from three main problems that are pervasive throughout the rules. He said first the rules are still written in a vague way that could easily lead to selective and arbitrary enforcement resulting in the targeting of anyone that the library management or staff does not like including people here who make comments that you don't like. He said we have heard that from the President and she even called the police because of what was said here at this podium. He said secondly the penalties in many cases are much too harsh and do not give significant opportunity for the patrons to correct the mistake or even to understand what is considered a mistake. He said third the process by which patrons may obtain a fair hearing are deeply flawed in particular the new so-called appeals process. He said the binding arbitration completely lacks the impartial judgment of a nonpartisan independent adjudicator. He said the idea of the Council of Neighborhood Libraries being independent is preposterous because they are all handpicked by the library at meetings that are run by the library and chaired by the library.

Robert Livingston said as a patron he has a patron code of conduct recommendation, he would suggest that this library ends the direction towards public private partnerships which is adverse to the library and it needs to end the secrecy that goes on around here and it needs to be more open. He said it needs to stop trying to be all things to all people and concentrate on being an excellent public library. He said Mr. Herrera looks at the opportunities of filling gaps for community services. He said the gap is there is no police intervention when a crime takes place. He said the police should respond to criminal infractions because they know their business. He said why the library should take on the business of the police or of educating people with a teen center or all sorts of things that have nothing to do with the traditional library function. He said this is shameful to the Mayor and the City of San Francisco and this library should concentrate on being an excellent public library.

Melissa Riley, librarian at West Portal Branch and member of the Librarians Guild Executive Board, said there looks like there has been a lot of hard work updating the code and she is glad it is still up for discussion. She said for it to be as effective as it should be there needs to be some other considerations. She said the format seems to be confusing to some people. She said a few of the guidelines appear to be conflicting. She said there are two places which talks about abusive language and they provide very different kinds of punishments. She said we need a larger and open discussion among library staff who have to deal with the public and it would probably be best to take up a whole adult services meeting to discuss this. She said we need to use the word "patron" service instead of "customer" service, which we think serves our patrons better. She said we need to walk through how these things would actually be applied.

Lisa Marie Alatorre, Coalition for the Homeless, said thank you to the staff for working with us. She said we are very encouraged by what they feel are positive movements. She said they are appreciative of a multi-



pronged approach model which they support. She said there are a couple of things that training and staff resources should be a priority before security increasing. She said there has been a decrease in major violations it seems that strategy is working and prioritizing the other strategies first would be something that we would recommend. She said they are concerned about some of the harshness of the penalties. She said it has to do with the impact of particular patrons specifically homeless and poor patrons. She said limiting access to things like the bathrooms takes away a huge asset from our city. She said we would like to work together to make sure that those resources are available and the burden is not just on the library. She said they have a concern over the drug free legislation and want to be able to vet this as a policy mainly because zero tolerance never works and actually has negative impacts.

Will Daley, shelter client advocate and member of Coalition for the Homeless human rights work group, said he appreciates the staff and the Commission's willingness to hear their input. He said San Francisco Public Library may be the first library in the country to have a third independent party look at that. He would like to encourage that process and he is more than willing to help. He said he has some ideas about how we could engage some advocates as well. He said he does want to reiterate what Lisa Marie said about being opposed to any increase in any penalties at this time. He said overall the Code of Conduct was working and then with the increase in security component the media has reported that these instances have gone down drastically. He said the increase should be in the training and we encourage the addition of a trained social worker being here when the library is open. He said we are willing to work for that to advocate for that with the city. He said he has some concerns about some of the language like how you define intent to sell drugs, how do you determine if someone is under the influence, and he referred back to the ACLU letter.

Andrea Grimes said she is one of the front line librarians here at the Main and also a member of the Librarians Guild SEIU 1021. She said it is very much appreciated that there is progress being made on this document. She said that as a frontline librarian she wants the Commission to understand that it is about behavior it has nothing to do with whether a person has a home or not. She said the library is here to serve everyone. She said she would like the library to invite representatives from the Coalition for the Homeless to meet with staff and talk with us so that we can have a real discussion about the effects of our proposed patron code of conduct. She said we might even include inviting representatives of the ACLU.

#### Commission Discussion

President Ono said she appreciates staff taking all of this time to work on this.

Commissioner Mall said the work of the Coalition for the Homeless with the library staff has just been fantastic. She said she has also been

impressed with our City Librarian and Deputy City Librarian about the way this has been addressed as a comprehensive situation. She said since she has been on the Commission this has been the most important work that we are doing. She said she does not understand how offenders are identified and stopped from coming back to the library.

Luis Herrera, City Librarian, said any infraction is taken seriously and we want to correct the behavior and we want to welcome folks to return to the library. He said it is difficult to respond and he would like to see our staff as part of a training module to handle situations accordingly. He said usually the staff member sees the infraction take place. He said the training will help us in that regard.

Commissioner Mall asked what if the person is suspended and comes back the next day.

Luis Herrera, City Librarian, said we need to work on those protocols and share information with the rest of the staff so that folks are identified that should not return, but there is no guarantee that there is a foolproof method to guarantee that someone might come back.

Commissioner Mall said that it seems like the bathrooms are a real issue. She asked if the City is looking to the Library to be the bathroom for the Civic Center.

Luis Herrera, City Librarian, said he does not think so. He said we have a need for public restroom facilities in the library for the 5,000 individuals that come day in and day out. He said we want to make sure the bathrooms are used for the appropriate reason. He said we have ramped up personnel and upkeep to improve on a cleanliness standpoint. He said when you hear about problems with the bathrooms it is either that they are not kept up appropriately or there is inappropriate behavior. He said we have implemented this Health and Safety Association Program so that they would be much more pro-active in mitigating these issues. He said there has been a marked difference and an improvement, but having said that we do have a void in the Civic Center area. He said he thinks the perception has gotten ahead of reality and it has gotten better.

Commissioner Mall said it looks like the Code of Conduct recommendations are very much in line with most of the other libraries in the country.

Luis Herrera, City Librarian, said it was very good to look at what peer libraries are doing. He said as Michael mentioned in terms of the arbitration and due process, we do want to make sure that when there is a need to suspend an individual temporarily that that person is given ultimate due process. He said we are working with staff because there is a security and communications team that is made up of staff members across the different classifications and divisions providing input on the training curriculum and on ways to improve this whole plan. He said we

are also asking for feedback from them on all the information we are presenting to the Commission.

Commissioner Lee said he likes what he is seeing and a lot of work and discussion with stakeholders has taken place. He said it looks like there is a balance to make the library a safe and welcoming place. He said he likes this very much. He said there is an emphasis on staff training and he is wondering if the patrons need training. He said it takes both sides.

Luis Herrera, City Librarian, said we can arrange our training for staff and we can do a better job making sure the public is aware of what the guidelines are by making them more visible and making sure there is enough information for library users. He said we are going to be more proactive in this area.

Commissioner Lee asked if there is any analysis of the numbers for each of the levels so we know what magnitude we are talking about. He said what we are collectively trying to do is to do the most good for most people.

Luis Herrera, City Librarian, said we do have new software for collecting the data and that will give us good information for tracking the different type of incidents.

Commissioner Lee said there was some confusion about Level 2.4 and Level 3.13 about verbal harassment. He said perhaps that needs to be clarified and that it is more about behavior. He said that clarification would be very helpful.

Michael Lambert, Deputy City Librarian, said under Level Three Minor Violations number 13 we have added a minor violation of verbal or non-verbal harassment or unwanted attention that is persistent or inappropriate. He said we are trying to have a better balance so nonverbal harassment as a minor violation could be when an individual is continually following a staff member he said that individual would be warned and be expected to correct their behavior before being asked to leave. He said we are continually trying to refine this. He said this is not a finished product so we would welcome additional feedback.

Commissioner Lee said we engage with stakeholders but asked if that ever includes children.

Luis Herrera, City Librarian said we have worked with the Family Network but it is an interesting idea that maybe we can work with our children's librarians to get input and engage them with the protocols to have them be aware of them early on. He said we welcome the feedback from the Commissioners and we are working with the City Attorney to clarify what we mean by these guidelines.

President Ono asked about the next steps for this issue.

Luis Herrera, City Librarian, said we are going to continue to work on this with the Homeless Coalition, the Family Network and others and bring this back to the Commission in early summer for your endorsement of the ALA Policy Statement Library Services to the Poor and the adoption of the Code of Conduct. He said the other piece that still needs work is how we structure the appeal and the arbitration process because it will require some advocates to be in place so that we can call on them.

President Ono asked if the current process is still in place.

Luis Herrera, City Librarian, said yes the current process is still in place and we want to work to improve that.

### **AGENDA ITEM NO. 5 CITY LIBRARIAN'S REPORT**

Luis Herrera, City Librarian, said the first item on the report today is a budget update.

Maureen Singleton, Chief Financial Officer, said the budget update includes the budget for FY 15 and 16. She said the Mayor's Office has asked the Library to shift from a rolling two year budget to a fixed two year budget. She said in the past we have done rolling two year budgets on an annual basis. She said the City in the long term will be moving to a fixed two year budget so this is a transitory move for some departments. She said we are among other City Departments that will be doing two year fixed budgets. She said if we need to make changes in the budget we would need to do a supplemental budget request. She said we will be going before the Board of Supervisors with our budget in May instead of June. She said we are still working with the Mayor's office on negotiations so she does not have a specific number update at this time.

Edward Melton, Chief of Branches, gave a presentation on All Together Now! an inclusive storytime and playtime bilingual English/Spanish program. He said this program was made available by a Bay Area Library Information System Innovation Grant that we received. He said Laura Tarango is the Branch Manager of the Mission Branch and she managed this project. He said she is not available today so Maricela and Mary Ellen here today to talk about the program.

Maricela Leon-Barrera, Eureka Valley Branch Manager, gave a presentation on the All Together Now! Program. She said the idea for this came about because she is the mother to two wonderful kids. She said her oldest has something called PDDNOS Pervasive Developmental Disorder Not Otherwise Specified. She said that is when they say we are not quite sure what is wrong but something is not quite right and it is part of the autism spectrum. She said the spectrum is actually quite large and one child with autism is unlike the next child with autism. She said this month is autism awareness month. She said sensory story time is different because it takes into account behaviors of children with and without autism.

Mary Ellen Massa, Children's Librarian at the Mission branch said this all came about because Maricela Leon-Barrera wrote the BALIS grant. She read the Mission Statement of the Program. She said the key differences with this Storytime is that it is modified to engage children with disabilities. She said it is geared toward children ages 3-8 with special needs but all children are welcome. She explained some of the adaptations. She is thankful they were able to do this and she does think it needs to be expanded into other areas and hopefully that will come with time and more resources. She showed photographs from the Storytime.

Luis Herrera, City Librarian, said there are handouts for the expanded hours implementation, which will occur on May 10. He said these hours were approved in this year's budget and it has taken a while to roll them out because we had some vacancies and we needed to hire some additional staff. He said the handout shows the hours for each branch and builds on the equity of 45, 50 and 55 hours a week. He said the Main Library will increase hours incrementally for the three service areas affected. He said the Library Preservation Fund requires 1211 hours service per week but this goes above that threshold to 1370 hours or 13% above the required level. He said it does provide a level of equity across the city, of which we are very proud. He said we appreciate that we have received support for increasing staff levels. He said the opening of the North Beach Branch is another reason for the community to celebrate. He said that is the last of the 24 projects with the Branch Library Improvement Program and we invite you all to join us for that celebration on May 10 at 1:00 pm. He said going back to the expanded hours he wanted to emphasize that we are going to have citywide advertising with banners, press releases, bookmarks and social media.

Roberto Lombardi, Facilities Director, gave the Bond Program Manager's Report and said that 7 property acquisitions are complete, the Support Services Facility is in operation, 23 branches are complete and open and North Beach will be open on May 10. He said the approved budget is \$196,259,350 of which \$182,196,727 has been expended and encumbered. He showed photographs of the construction of the North Beach Branch. He said the Bayview Branch recently received its LEED Gold Certification.

Explanatory documents: [All Together Now](#): Multi-sensory Children's Project Presentation; [Expanded Hours Implementation](#); North Beach Branch opening; [BLIP Financial Report](#); and [Bond Program Manager's Report](#).

#### Public Comment

Peter Warfield, Executive Director, Library Users Association, said he appreciates the reports but wishes they were not all heard together. He said what we did not hear on the expanded hours implementation was that last fall we heard that the implementation of the hours was going to happen in December, January, and February which was never mentioned and you had to hear it from him. He said it is not a professional way to run a library by not addressing prior commitments. He said the expanded hours are a gigantic ripoff on the public because of where the hours go.

He said you have heard from the public for years that what they want is more evenings and weekends. He said there are now some branches open on Sunday that were not and that is good but it has been a long time coming. He said the bulk of the hours are daytime. He said you have gotten rid of every Monday and reduced the evening hours available after 6:00 to three from four and no evening expansion whatsoever.

Ray Hartz, Director, San Francisco Open Government, said he wants to discuss the Branch Library Improvement Financial Report that is at the back of the room. He said the lower left corner talks about the contribution of the Friends. He said this past Monday at a meeting of the Compliance and Amendment Committee of the Sunshine Ordinance Task Force, two Deputy City Attorneys tried to justify why they had made no effort to get Mr. Herrera to release certain public records and they were directed by that unanimous vote that they would send him a letter ordering him to disclose further public documents with a deadline and if they failed to do so then Paula Jesson, the Supervisor of Records, will be referred back to the full Task Force with the intention that she be sent to the Ethics Commission for willful failure to carry out her duties. He said the reason he is mentioning this is because the numbers at the bottom of the Financial Report showing \$5.6 Million for which there were actual check vouchers and checks produced by DPW and the Library and the Friends reimbursed them. He said all the rest of those numbers have no basis. He said the Commission does not have any figures to support those numbers, the Library doesn't have any numbers and when I've asked where those numbers came from I get the answer that it came from the Friends. He said he wants to see the documents the Friends communicated these numbers to you and he still has not received one. He said you have allowed the Friends to make up numbers and there is nothing to show where these numbers come from.

Robert Livingston said he likes the Facilities Manager and his heart goes out to him for having to work in a toxic environment. He said he was interested to hear about the hum that was heard at the beginning of the session. He said he still hears something slightly. He found it was interesting that it was a problem with the chiller. He said it is not an uncommon problem in a lot of modern buildings today. He said if he tries to read quietly on the third or fourth floors here, the floor vibrates. He said he thinks this building is extremely faulty. He said most people think there are bigger problems before they get to this.

#### Commission Discussion

Commissioner Mall asked if we are increasing training for staff and security, what will be sacrificed in the budget.

Maureen Singleton, Chief Financial Officer, said if we make decisions in the very near term we can work with the Mayor's Office to add it to the budget before it goes to the Board of Supervisors. She said if it happens subsequent to the overall approval of the budget we would have to look at

the overall budget to see what expenditures we could delay or do at a less level.

Luis Herrera, City Librarian, said that within the current budget that is proposed, there is enough money for us to prioritize this level of training for security and customer service. He said we are making it a priority. He said we have a training officer position that is just about to be filled.

Commissioner Mall said she is really impressed with the All Together Now program and she thinks it should probably exist every day for the kids that need it. She asked if once a month is effective.

Mary Ellen Massa, Children's Librarian at the Mission branch, said it is a once a month program and they would like to expand it but it is a staffing and time problem. She said the program usually has 30 or more children in attendance. She said the grant ended in December but they have purchased the materials and they are continuing with the program.

Luis Herrera, City Librarian, said if there is a need, we should look at expanding and we should make it a priority. He said the grants give us an opportunity to try something and if it works we can look at how we can expand it.

Maricela Leon-Barrera, Eureka Valley Branch Manager, said one of the reasons the sensory story time is so effective is that it does require the focus to be on the children who need it the most.

Commissioner Nguyen said he is wondering if the program is a direct program of the library because it sounds as if it is from an independent entity. He said the program sounds crucial and he would love to see that grow. He said he is very touched by the program.

Mary Ellen Massa, Children's Librarian at the Mission Branch, said they do outreach to all the schools and pre-schools in the neighborhood.

Commissioner Mall asked how many of the branches are LEED certified.

Luis Herrera, City Librarian, said there are 10 branches that are LEED certified.

## **AGENDA ITEM NO. 6 LABOR UNION REPORT**

Melissa Riley, labor representative, said they are happy that most of the increased hours were delayed and the hours for the Blind and Deaf Services is phased in slowly. She said Blind Services is planned to almost double its hours. She said it appears that opening all of the Main Library Departments for the same hours grew out of a perception that it made sense to provide more equitable service by doing so, but this means nearly doubling the Blind Services hours and thus losing space currently used for programming during closed hours. She said equal hours is a compelling principle but it won't be fulfilled unless they get the librarians

they need for all those hours. She said they are urging the library to get the funding for the two extra librarians beyond what is currently planned for the additional 20 hours. She said even to open the nine additional hours that is planned for May, we would really need another half time librarian to be provided. She said the reason we have the Library for the Blind is that a group of blind activists in the 70's realized that the public library had so much more to offer than mail order service. She said they sought library service on an equitable level with the rest of the population including reference services, book clubs, programming, classes and a place to come and everything else that San Francisco Public Library has to offer. She said now, of course the service is much more technologically based and could offer even more support in that area as well. She said this all requires a Manager who is able to go out and do outreach, make plans and provide services as those activists originally intended. She said there is a legacy of understaffing due in part to the idea that remained that it is really a mail order service. She said the Library for the Blind is trying to turn that around and is very happy with the way that the team is developing with two very competent and smart library technicians hired recently. She said they finally got a half time brailleist who is tech savvy and soon they are expecting to make up for the librarian who has been on long term disability with a new Librarian I who should be joining them in May, but the library hours are going to be expanding in May and it is not clear if those two things will match up. She said they are excited about the prospect of having a new librarian in the Library for the Blind so that they would be able to start chipping away at the backlog to be able to improve public services and beyond. She said the staff has been working there at crises level for a long time and if nine hours are to be added to their schedule soon without an increase in librarians, they will be back at an emergency level of service. She said if they had proper librarian support they could be open for the full 60 hours and provide all the services. She asked why should we settle for less than for what will make the Library for the Blind an increasingly vital service and why open more hours at all when it will downgrade the service instead of enhancing it. She said they urge the library to get the funding for the half time librarian in addition to the one that is coming on board in May to make it possible to add those nine hours properly and to get two additional librarians if you really plan to open 60 hours to match the Main Library schedule in the future. She said it would be good if we study the implementation of any of the hours in any of the branches or the Main Library Departments to see what is really servicing the public.

Andrea Grimes, representing Union Local 1021, said this library really has some great programs in the branches and she does think it is a good thing to offer equity in hours in the Main Library. She said as you did hear from some of her colleagues in the Mission Branch they would like to offer that story hour for more children but it is a staffing issue and the issue with the Library for the Blind, is a staffing issue. She said the Deaf Services Department focuses on and addresses the needs of hearing impaired people across Northern California. She said while we believe in the equity of hours we really need to match that with equity of service, which means hire the librarians. Librarian Technicians are asked to



replace librarians on the reference desks. She said she would suggest that the newly created positions in the Community Programs and Partnerships (CPP) Department of five supervisory librarian positions be allowed to participate in doing front line reference work in the departments until these departments have the appropriate amount of staff whether it is May 10 or slightly after. She said the librarians from CPP would be able to fill the need until the librarians are on board in those three departments, especially the Library for the Blind and Deaf Services.

#### Public Comment

Peter Warfield, Library Users Association, said he is glad that the librarians are making a report and he is stunned that there is a problem with staffing on a matter that has been in the planning stages and basically foreseen since 1994 and again 2007 when the concept of every five years having a review of hours must take place. He said he has spoken before about the wealth of this library. He said the Public Library Association, which is a subpart of the American Library Association has a statistical report which shows of the approximately 87 libraries serving ½ to 1 million people in North America, San Francisco Public Library is absolutely tops in its budget. He said San Francisco is in the middle of that range. He said San Francisco Public Library has three times the average budget in this category.

Ray Hartz, Director, San Francisco Open Government, said he appreciates the Union report but he is somewhat disappointed. He said if you think about when you go shopping you have probably experienced something similar to what he has experienced where you go into a store looking for something and you can't find anyone to help you. He said you have the item in your hand and your credit card in your hand and you can't find anyone to take your money. He said most people know that when retail sales are down, that is the very worst time to cut staff and now we are hearing we are going to implement these new hours and yet there are staffing shortages. He said we could open the libraries 24 hours a day by just unlocking the doors and let people come in at will. He said you could have 24 hour service at every branch in the city. He said most patrons of the public library need the support of librarians and if there is not sufficient staff there to provide that support then having the hours available is a fruitless exercise. He said if staffing is a problem he has to wonder if security is a problem.

#### Commission Discussion

There was no Commission Discussion on this item.

### **AGENDA ITEM NO.7 APPROVAL OF THE MINUTES JANUARY 16, 2014**

#### Public Comment

Ray Hartz, Director San Francisco Open Government, said it has been a long hard struggle going to the Sunshine Task Force and the Ethics Commission to get the Minutes to accurately reflect what certain members of the public had to say especially those in dissent. He said he would like to commend Ms. Blackman in the fact that these are improving dramatically and the best way he can show that is that he is no longer submitting 150 word summaries except in specific cases where I feel a certain thing has to be said in a certain way. He said Ms. Blackman has done a good job in actually putting out into the public record what the members of the public are saying including those comments which in the past were left out because they were not appreciated and under the Brown Act that is viewpoint discrimination and is something that is not tolerable. He said going forward with this new version of the minutes he sincerely hopes that this will continue. He said he believes it is the responsibility of the members of every board and commission in this city to do everything they can to encourage participation in these meetings. He said under the prior leadership the things that were done really aimed at discouraging public participation and attendance and they succeeded. He said many times we sat here and the only ones present were Mr. Chaffee, Mr. Warfield, myself and the staff. He said if the public feels you are hostile to your comments they will not come. He said if they do come, you are going in the right direction.

Peter Warfield, Library Users Association, said it is nice to see minutes that are fairly extensive and in general seem pretty fair. He said as respect to welcoming he doesn't think that guns in the library are welcoming and the police sergeant who has been here in the past seems to have disappeared so perhaps we can find out what is going on and why. He said guns welcoming people into the Library Commission is not welcoming. He said he personally saw a couple of people come in and came back out saying the presence of the police was a discouragement. He said there are some improvements that would be appropriate. He said he believes his comments about the eNews Center on page 12 included not just the tiny screens but the limited contents and the poor organization of that resource. He said on page 14 quotes or italics would be appropriate for the document that he was specifically referring to that is never included in the packet and never included in the agenda as a resource "The 2000 Branch Library Improvement Quarterly Report." He said he does not know what is going on in the middle of his comments on page 16.

#### Commission Discussion

Motion: By Commissioner Mall, seconded by Commissioner Lee, to approve the [Minutes of January 16, 2014](#).

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

#### **AGENDA ITEM NO. 8 APPROVAL OF THE MINUTES FEBRUARY 6, 2014**

### Public Comment

Ray Hartz, Director San Francisco Open Government, read the first few sentences from his comments on page 5 and said he is going to give you the benefit of the doubt. He said he believes that a lot of the ways the things were approached in the Controller's Study of Security in the past were based solely on the leadership that was in charge and it was a case where you figured out what you wanted to do and then built a case to do that and then invite people who agree with you and support you so that it sounds like it is a good idea. He said let's keep everyone who does not agree with us from being heard. He said that is why he mentioned earlier the letter from the American Civil Liberties Union in the back of the room so people could see that and also the packet from the Coalition on the Homeless. He said not only are there legal requirements that people attending public meetings have access to all documents that you are looking at and it is only reasonable to say that those documents are in opposition and they are conveniently not available. He said that is a problem and he hopes going forward you are open and he hopes you go back to something that Mr. Chaffee and Mr. Warfield have suggested for a long time adding another agenda item for new business, where not only you as members of this Commission but members of the public can suggest things they believe should be on future agendas.

Peter Warfield, Library Users Association, said on February 6 he believed the Library Commission had received a letter from Mayor Ed Lee with regard to the preliminary security resource analysis as well as the other item. He said the letter should be included in the discussion of the Patron Code of Conduct. He said his comments on page 4 with respect to the preliminary security resources analysis were pretty strong and that is not shown as strongly in these minutes. He said on page 11 public comment, his comments are a little garbled. He said that the automated kiosks for PCs needs to be made clear. He said when he talked about a missing book in October he said one book was ordered and had never been borrowed and was never reordered.

### Commission Discussion

Motion: By Commissioner Randlett, seconded by Commissioner Nguyen, to approve the [Minutes of February 6, 2014](#) as amended to change a sentence on page 11 under Peter Warfield's remarks to read: "He said he looked for a new book in October and one book was ordered and had never been borrowed and was never reordered" instead of "He said he looked for a new book in October and two of the books were not reordered."

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

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

Ray Hartz, Director, San Francisco Open Government said in remembrance of Mr. James Chaffee, I would like to do what he often did,

which is ask that the meeting be adjourned in the memory of Gabriel Garcia Marquez the noted author who passed away today. He said Gabriel Garcia Marquez is an example of a worldwide phenomenon as far as the ability he showed to communicate to his fellow man and represented the Latin community in particular in wonderful ways. He said he would like to ask you to adjourn the meeting in his honor.

Peter Warfield, Executive Director, Library Users Association, said adjournment has been a time for remembering those who have gone from these shores who were related to library service particularly in San Francisco. He said he would like to mention that this is Library Week and yesterday was Library Day. He said he was disappointed that during Library Week there was no mention during the entire meeting of it so he certainly thinks it could be honored during adjournment. He said he thinks the Commission should not adjourn without a discussion at least for the future to place new business on your agenda, which is the democratic and Roberts Rules way and a past way here and a current way at most commissions. He said that would give all of you the opportunity to talk about what you would like to see on a future agenda. He said you are now a new Commission and you now have new leadership and he hopes that you will recognize some things like the format of the minutes and the fact there are some open government issues you need to understand and look at and respect with the public.

Motion: By Commissioner Mall, seconded by Commissioner Nguyen, to adjourn the regular meeting of April 17, 2014 in memory of Gabriel Garcia Marquez and in honor of Library Week.

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

The meeting adjourned at 6:56 pm.

Sue Blackman  
Commission Secretary

Please note: These are draft minutes subject to revision by the Public Library Commission. Copies of commission minutes and handouts are available in the office of the secretary of the San Francisco Public Library Commission, 6th floor, Main Library, 100 Larkin Street, San Francisco, CA 94102-4733.

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).