



## *San Francisco Public Library*

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

#### **Minutes of the Regular Meeting of April 21, 2016**

#### **(As approved at the regular meeting of June 16, 2016)**

The San Francisco Public Library Commission held a regular meeting on January 21, 2016 at the Koret Auditorium, Main Library.

The meeting was called to order at 4:31 pm.

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

Commissioner Nguyen was excused.

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

Peter Warfield, Executive Director, Library Users Association, said at the February 4 meeting he commented on the fines and fees issue relating to damaging a laptop computer in the library and the proposed fee of \$1000. He said he was told that there would be no charge if the damage occurred in the library. He said it turns out there is no such policy. He said there are other issues related to the fines and fees as presented.

Ray Hartz, Director San Francisco Open Government, said there is a lack of management control if library employees are given the discretion to forgive fees and there is no accountability. He has given the Commission a copy of Charity Navigator, which shows the Friends of the Library's revenue and expenses. He also gave a copy of a page on negligence from the Civil Grand Jury Instructions. He said the Friends gave a report on January 21, 2016 and the Commission is so oblivious to its fiduciary responsibilities in this relationship that it should be considered negligent.

*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.*

On January 21, 2016 “the Friends” appeared on your agenda for the first time since December 6, 2012. During that 40 month timeframe more than \$10 million raised in the name of the City of San Francisco, has passed through their hands. Given these facts there are two options: first, you are so oblivious to your fiduciary responsibilities in this relationship that you should not be serving on this commission or in any position of public trust; second you are so knowingly and willfully disregarding your fiduciary responsibilities that it should be considered nothing less than gross negligence! In addition, Luis Herrera and Sue Blackman have engaged in an ongoing pattern of behavior designed to hide this negligence from the public. If I were you I would be seriously concerned about my personal reputation as these matters are forward to the Ethics Commission, the FPPC and the Civil Grand Jury!

A person from the audience asked if this Commission has any connections to the Law Library. He gave his contact information so that someone from the staff could contact him.

Another person from the audience said he is concerned that the library has become much more self-service and it seems like the wait for a computer is much longer now. He said there is a lack of current DVDs in the collection and he wishes that there were more. He said the choices for DVDs at the different library locations varies.

## **AGENDA ITEM NO. 2. DEBT SERVICE SUPPLEMENTAL**

Maureen Singleton, Chief Financial Officer, gave a presentation including the background of the supplemental appropriation including explaining the Library Preservation Fund (LPF) and the General Reserves and the difference between the two. She also explained the Lease Revenue Bonds and lease revenue bonds refunding scenarios. She said the recommended action is to approve the Resolution recommending that the Board of Supervisors approve a supplemental appropriation that would de-appropriate \$7,566,391 of FY 16 general reserves and re-appropriate said monies to debt service payment; and recommending that the Board of Supervisors approve refunding of the Library's BLIP lease revenue bonds pursuant to Section 9.109 of the San Francisco Charter.

Explanatory documents: [City Librarian Memo dated April 18, 2016](#); [Debt Service Supplemental Presentation](#); and [Draft Resolution approving the debt service supplemental](#).

### **Public Comment**

Peter Warfield, Executive Director, Library Users Association, said he warned about the drain on library resources that the bond measure could produce and the drain on available operating funds. He said the prospect of lower payments is very attractive. He said the amounts saved would allow you to go completely free of fines and fees. He wondered why you can't refinance the entire \$7 Million and where those savings would go.

Ray Hartz, Director San Francisco Open Government, said this seems to be a very smart financial move and he applauds the Chief Financial Officer. He said he recommends wholeheartedly that the Commission approve this and send it to the Board of Supervisors. He said it would be good if some effort would be made to notify the public of when this will be heard before the Board of Supervisors. He said the fact that the Commission does not know where the money raised by the Friends of the Library goes is unconscionable.

### Commission Discussion

Commissioner Dunning asked about the transaction costs

Maureen Singleton, Chief Financial Officer, said yes the transaction costs are built into the entire costs. She said she does not have that exact number available.

Commissioner Dunning asked if we have done any outreach with the Supervisors on the possibility of this passing.

Maureen Singleton, Chief Financial Officer, said we have notified Supervisor Farrell's office that we are working on this and working with the Mayor's Office and Controller's Office on getting this introduced. She said we will continue to reach out to the Supervisors on this. She said it will go to Budget and Finance and it should be grouped with our budget at the hearing. She said it will be heard on May 18 or May 25.

Commissioner Lee had questions about the refinancing costs and the amounts we will be refinancing.

Michel Allersma, Controller's Office, said the transaction costs are included in the debt service costs. He said the figures presented are net of those transaction costs. He said the numbers reflect any fluctuations between now and the sale and there would still be significant savings.

Commissioner Lee said this is the sensible and smart thing to do.

Commissioner Dunning said it looks like we will receive \$15 Million in savings for an investment of \$7.5 Million.

Michel Allersma from the Controller's Office confirmed what Commissioner Dunning had said.

President Wardell-Ghirarduzzi asked about the type of things that this additional money could be used for.

Maureen Singleton, Chief Financial Officer, said there are three capital projects coming up including the renovation of the Ocean View, Mission and Chinatown branches. She said other types of capital projects have to do with the moat issue at the Main and the windows at 190 Ninth.

Motion: By Commissioner Mall, seconded by Commissioner Dunning, to approve the Resolution recommending the Board of Supervisors adopt an ordinance that de-appropriates said monies to debt service, and recommending that the Board of Supervisors approve refunding of the Library's Branch Library Improvement Program Lease Revenue Bonds.

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

### **AGENDA ITEM NO. 3 CONTROLLER'S OFFICE LIBRARY STAFFING ANALYSIS**

Luis Herrera, City Librarian, said at the Commission's request we had asked the City Performance Unit of the Controller's Office to conduct a comprehensive analysis of the public service staffing. He said Randle McClure and Catherine Omalev from the Controller's Office are both here to present an update on their analysis.

Randle McClure, Controller's Office, gave a presentation on the staffing analysis overview. He described the objective and said the analysis focuses on quantitative and qualitative data of seven public-serving classifications that include Librarians, Library technicians, Library Assistants, and Library Pages. He said these classifications include 538.58 FTE for FY 16 out of an overall staff of around 700. He explained the methodology used both qualitative and quantitative. He said the participation by staff was based on volunteer feedback. He said they did 15 interviews, 12 job shadows, surveys (541 responses) and held 4 focus groups with 29 staff among 6 job classes. He said they also did benchmark research with six different library systems. He said the expected assessment outcomes include: providing SFPL a data-informed view of current staffing structure and allocation; identifying potential scenarios for allocation of staffing resources to most effectively meet the needs of the public; and to recommend strategies to facilitate data driven decision-making of staffing allocations in an effort to increase internal communication and maintain excellence in library services. He said the next steps are to aggregate and analyze all data, send a final report to SFPL and give a presentation to the Library Commission on June 16. Explanatory Document: [Staffing Study Process Presentation](#)

#### Public Comment

Ray Hartz, Director, San Francisco Open Government, said his background is in Human Resources in the Navy so he is very interested in the use of surveys. He said he is concerned about the small sample size. He said since these are all voluntary it may lead to some bias in the results. He said he will be putting in an IDR to the Controller's Office for information on the survey. He said he does not see what the purpose of this study is. He said he wondered how many opportunities union members had to participate.

Peter Warfield, Library Users Association, said he agrees with the previous speaker. He said he wants to know the purpose of this study. He wants to know what the problem is that needs to be solved. He is

concerned there is a hidden point. He said service is not always excellent and he thinks staff especially at the Main are overstretched. He gave an example of getting help from a librarian who seemed to be pressed for time when helping him.

Melissa Riley, Vice President of the Librarians Guild, said the union has a few concerns about the surveys and what they will be used for. She said they were hoping that the survey would help us with understanding what the job classifications are and what they can and should be doing based on their job descriptions. She said many staff members found the survey confusing. She said there were concerns about the numbers in each job classification that participated.

Ellen Egbert, Bernal Heights, said she has concerns about the budget and the attrition savings, which means a position is not filled. She said she hopes that when you are evaluating the staffing levels that you consider the vacancies and that many of the positions are under filled.

A staff member said that a children's librarian was shadowed as part of the studies and apparently the person shadowed was not shadowed during the busy time at the branch. She said she took the survey and everything is in 15 minute increments and that is not really the way librarians work.

#### Commission Discussion

Randle McClure, Controller's Office, responded to the issues brought up by the public relating to development of the study. He said the quantitative side is 100% inclusive. He said on the qualitative side this is one of the most robust studies the Controller's Office has ever done.

Commissioner Mall said it is great that the city puts these resources into the amount of detail to come up with the results of this survey and she is assuming these results will be used in staffing changes. She asked if the Controller does these studies for all the city departments.

Randle McClure, Controller's Office, said the Controller's Office responds to the needs of the individual departments on the types of studies they perform.

Commissioner Ono asked about the interview methodology and how the six branches were selected. She also asked if the benchmarked targets were the same as the ones used for the open hour's survey.

Randle McClure, Controller's Office, explained the process involved in the surveys and the selection of the branches.

Commissioner Dunning said she finds the methodology fairly robust. She asked about the breakdown between the Main Library and the Branch libraries and said it is important to always list the assumptions.

President Wardell-Ghirarduzzi said it is important to always list assumptions made and unknown limitations.

Commissioner Lee said he likes the study and the fact that it will help define how best to help the public. He asked about an internal service level agreement.

Luis Herrera, City Librarian said there is a staff committee with an emphasis on service excellence. He said in the future we hope to have some levels of standard uniformity and what the expectations are for service excellence.

Commissioner Lee asked about the Librarian III positions who took part in the survey.

Luis Herrera, City Librarian, said the Librarian III positions are more managerial and there is not one at each branch.

Commissioner Lee said the survey response is respectable.

Randle McClure, Controller's Office, said that some of the responders responded more than once.

President Wardell-Ghirarduzzi said we look forward to hearing the results of the study at the June 16 Commission meeting.

#### **AGENDA ITEM NO. 4 LIBRARY FINES AND FEES SCHEDULE**

Luis Herrera, City Librarian, said there is a memo in the Commissioner's packets outlining recommended changes to the Library Fines and Fees schedule. He said that this initially came to the Library Commission at the February 4, 2016 meeting.

Michael Lambert, Deputy City Librarian, gave a presentation of the recommended changes to the Library Fines and Fees Schedule. He explained the background of the issue and the goals of current revisions. He said the revised Fines and Fees provide a standardization of the fines and fees and eliminate fees and barriers to access. He said there are service enhancements related to the lending of public access technology equipment. He showed a chart showing benchmarking equipment fees. He explained the revenue implications and said that the recommended action is for the Commission to approve the Resolution urging the Board of Supervisors to adopt an ordinance amending administrative code to amend the Library Fines and Fees Schedule. He said as part of the packet there is a draft revised Fines and Fees Schedule along with the Draft Resolution. He said we welcome any modifications or improvements to the schedule by the Commission.

Explanatory Documents: [City Librarian Memo recommending changes to Library Fines and Fees Schedule dated April 18, 2016](#); [Fines and Fees Schedule Revision presentation](#); [Draft Revised Library Fines and Fees Schedule](#); [Draft Commission Resolution approving the Revised Library](#)

[Fines and Fees Schedule; Draft Ordinance for Board of Supervisors approval; and New York Times article “In San Jose, Poor Find Doors to Library Closed”](#).

#### Public Comment

Peter Warfield, Executive Director, Library Users Association, said he approves of the reductions in the fines and fees. He said this library should be going to a fine free system. He said they recommend a non-cash alternative. He said he is happy the fines for the laptops and tablets have been cut in half, he said but that is still high. He said there has been no analysis of the impact fines have on patrons. He said 57,000 current card holders owe the library more than \$10.00.

Ray Hartz, Director, San Francisco Open Government, said he agrees with Mr. Warfield that the library should be a fine free system. He said his concern is about the replacement of lost or damaged equipment/public access technology. He said his concern is for those patrons who will not be able to pay if the item is lost or damaged. He said if parents are responsible for the loss and damage of patrons under the age of 18 how will they be notified.

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The concern I have about the schedule being proposed are under replacement of lost or damaged equipment/public access technology. While these fees may be “reasonable” for the replacement of lost or damaged equipment, the socioeconomic impact on individuals has not been mentioned/discussed in the documents provided. The first serious question relates to whether persons choosing to borrow equipment will be fully cognizant of the potential charges for losses? Assuming that those borrowing such equipment do so as they do not have it personally available, the question arises whether an individual who cannot afford to buy a computer costing \$500 has the economic resources to replace one? For any library user under the age of 18, what legal liability do they have for entering such an agreement? If their parents are to be held responsible for such a loss, what notification will they receive prior to their dependent borrowing such equipment?

#### Commission Discussion

Commissioner Mall had questions relating to the number of laptops that are available to be checked out. She also asked about the time limit for returning the items.

Michael Lambert, Chief Deputy City Librarian, said there are no laptops being lent out at the current time because there has not been a fine associated with them. He said there is an internal working group looking into procedures and guidelines for circulation.

Commissioner Mall said she is supportive of the proposal but she is concerned about the fees for the laptops and tablets.

Michael Liang, Chief Information Officer, said they are testing the technology and they are planning on expanding lending of the tablets. He said the replacement of a laptop is about \$2,000 and a tablet is \$700 to \$800. He said we purchase the higher end quality. He said Apple does not give much of a discount and we do prefer PCs because we have a government contract.

Luis Herrera, City Librarian, said the vast majority of patrons use these items in the way they are intended.

Commissioner Ono asked about the Board of Supervisors and their input.

Luis Herrera, City Librarian, said we have not reached out to the Board of Supervisors yet since we were waiting to hear from the Commission.

Commissioner Mall said she would like to know what the school district does in relationship to lending equipment.

Luis Herrera, City Librarian, said we will bring that information back to the Commission.

Commissioner Lee said if we do not have a fee we are losing a teachable moment for the young people. He said the notion that we are using fees as a revenue source is very sad. He said he sees the fees as trying to restrain costs. He said he would like to see what the loss experience is for these other peer libraries. He said he is not keen on the proposed fines and fees.

Luis Herrera, City Librarian, said the library has other teachable moments with the young patrons.

Michael Lambert said the Queens Public Library has 5,000 laptops available for checkout and he said the loss rate has been less than 10%.

Commissioner Mall said that is a sobering statistic and for San Francisco not to have a larger capacity is almost embarrassing. She said in terms of public relations it would be a very positive thing to have a significant initiative to make tablets available.

Commissioner Dunning said with the numbers given on the Queens public Library that would be \$400,000. She said she finds that number alarming.

Commissioner Ono said she would like to know if there is some urgency on this issue.



Luis Herrera, City Librarian, said he would encourage the Commission to look at the areas where there is consensus and take action at this meeting.

President Wardell-Ghirarduzzi asked if it is possible to split some of the items.

Brad Russi, Deputy City Attorney, said that the Commission can certainly modify the resolution as it desires.

Motion: By Commissioner Dunning, seconded by Commissioner Ono, to approve the Resolution urging the Board of Supervisors to adopt an ordinance amending the Administrative Code to amend the Library Fines and Fees Schedule.

Action: AYES: 4 (Dunning, Mall, Ono and Wardell-Ghirarduzzi)  
NAYS: 1 (Lee)

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

Cathy Delneo, Chief of Branches, gave a presentation on a community engagement initiative that has been going on at the Harvey Milk/Eureka Valley Branch Library. She gave the background of the branch and the issues involved. She said a community meeting was held on September 16, 2015 hosted by Supervisor Weiner to address safety concerns about the neighborhood.

Roberto Lombardi, Facility Director, shared the concerns of the community. He said a Eureka Valley Community Work Group was formed with community members and SFPL staff. He said the group met six times between September and November of 2015. He said neighbors identified specific safety concerns and potential solutions. He listed Internal Improvements based on the community ideas and the outcomes. He explained the partnerships for improvement based on the community ideas and the outcomes.

Cathy Delneo, Chief of Branches, gave a presentation on the Council of Neighborhood Libraries (CNL). She asked the representatives of CNL in the audience to stand up and be recognized. She explained CNL's Mission and the makeup of the group. She said all but three branches are currently represented. She said the goals of the group are to expand membership, promote dialogue around the future of libraries and to engage our communities.

Michelle Jeffers, Chief Community Programs and Partnerships, gave a presentation on highlights on library programs and exhibitions. Explanatory documents: [Eureka Valley/Harvey Milk Branch Community Engagement Initiative Presentation](#); [Council of Neighborhood Libraries' presentation](#); and [Highlights on Library Programs and Exhibitions](#)

Public Comment

Peter Warfield, Executive Director, Library Users Association, said he had concerns about the Harvey Milk/Eureka Valley Branch Library Community Engagement Initiative. He said no homeless advocate groups were involved and the meetings were conducted without any visible publicity of any kind and during closed hours at the branch. He said some of the things recommended make sense. He said he would like to hear more about internal signage directing people to social services.

Ray Hartz, Director San Francisco Open Government, said he commends Mr. Lombardi and the other presenter on the Harvey Milk/Eureka Valley Branch Library Community Engagement Initiative for already taking action on some of the issues that were raised. He said he does not see the Council of Neighborhood Libraries as being a bad thing just because it is sponsored by the library. He said anything that gets people involved and gets information out is a move in the right direction. He said he does not see a representative from the Main Branch and he would volunteer although he said he would probably not be accepted. He said it is nice to see things presented on the Programs and Highlights. He said it would be nice if there were more people attending the Library Commission meetings.

Marcia Popper, CNL representative from Presidio Branch, said the formal CNL organization goes back to 1993 but informally it goes back to 1988 and was called Save our Libraries. She said the group has always been about being proactive and not reactive. She encouraged each of the Commissioners to visit each of our branch libraries. She said the Commission is going to adjourn in the memory of Richard Reineccius who was a long time member of CNL but who also needs to be remembered for his work in the theatre arts and his work at senior centers. She said he was the kind of person we like to have here in San Francisco.

#### Commission Discussion

Commissioner Mall asked about the issue of the external signage at the Harvey Milk/Eureka Valley Branch Library.

Roberto Lombardi, Facilities Director, said the signage issue was about rules or the calling of 311 for certain issues. He said there was a way to get on the roof and use the electrical outlet. He said we have worked with DPW to solve the problem.

Cathy Delneo, Chief of Branches, said the electrician worked to mitigate the fire hazard.

Commissioner Mall said she is very interested in the library being more of a community center and it seems staff is responding to that idea.

Roberto Lombardi, said this was an extremely inclusive process and we documented all of the challenges and the possible solutions.

Commissioner Dunning said she was curious about the partnership with bike share.

Roberto Lombardi, said it is what you call displacement activity when you have something like bike share and it is a great community benefit.

Commissioner Dunning said she was surprised that the Eureka Valley Branch does not have a representative on CNL and that maybe some of the people who participated in the community engagement would be interested.

Commissioner Mall said she loved the photographs used for the presentation on highlights on programs and exhibitions.

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

Vanessa Hardy, Union Steward, gave a presentation on the Preservation Policy at SFPL. She gave the background on the item and said in September they made a presentation to the Commission and made a proposal. She said they were proposing new positions for dedicated conservation positions at the library to insure that conservation work will continue. She said management declined labor's offer to discuss the proposal. She said book repair and conservation are different kinds of work. She said they would like the Library Commission to look at the preservation policy for the library and direct management to form a committee of all the people engaged in preservation to create a policy and set goals.

Explanatory Document: [Preservation Policy at SFPL presentation](#)

#### **Public Comment**

Ray Hartz, Director, San Francisco Open Government, told the Commission about his background in the Navy and teaching at the University of Hawaii. He said he managed a contract for the State of Hawaii training all their managers on a performance appraisal system he had developed. He said he is familiar with the issues labor has addressed. He said it sounds as if the preservation unit has been badly ignored.

Peter Warfield, Library Users Association, said the library has a lot of stuff and the preservation system seems like it is a mess. He said this library is fantastically rich. He said this library has more than triple the average library in America. He said the public expects the very best in this library and it sounds like there is a serious management problem. He said the Commission should listen to the requests of the Labor Union.

### **AGENDA ITEM NO. 7 APPROVAL OF THE MINUTES MARCH 17, 2016**

#### **Public Comment**

Judy Beck, from the Visitacion Valley Branch, said she would like to see a correction to her remarks on page 6 where it says 383 signatures. She

said it should say 415 and the last sentence should be deleted. She said following her comments Dorien Hill has an e at the end of her name so it should be Doriene Hill. She said on page 5 under the remarks of Ofelia Moran it should say branches will be affected not effected.

Peter Warfield, Library Users Association, said there needs to be a lot more specificity to some aspects of the Minutes. He said there used to be a policy where items to come back to the Commission were listed in bold. He said that seems to have dropped off and these items should be highlighted. He said his comments under Public Comment on page 4 are not clear. He said his comments need to be clarified on page 7 under Agenda Items 5, 6 and 7.

Ray Hartz, Director, San Francisco Open Government, said he went through a battle to get his 150 word summaries into the minutes. He said he was tired of having what he said abridged, censored and sometimes put down in a way that made him sound intentionally stupid. He said he got tired of pointing out errors and having them be ignored. He said the Library Commission Secretary represents the Commission here and in other bodies but it is not clear who she is speaking for. He said she tries to defend things that are not defensible.

Motion: By Commissioner Lee, seconded by Commissioner Dunning, to approve the [March 17, 2016 minutes](#) as amended to make the modifications suggested by the labor representative above.

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

**AGENDA ITEM NO. 7 ADJOURNMENT IN MEMORY OF RICHARD REINECCIOUS, LONG TIME COUNCIL OF NEIGHBORHOOD LIBRARIES MEMBER**

Luis Herrera, City Librarian, said Richard Reineccious served as the CNL representative for the Excelsior Branch for many, many years. He said as Marcia Popper mentioned he was also very active in the community, He said some of the cultural centers are a legacy of his community activism. He said he will be missed and it is appropriate that we adjourn in his memory.

**Public Comment**

Peter Warfield, Library Users Association, said it is appropriate to adjourn in memory of Richard Reineccious. He said it was his understanding that Mr. Reineccious was a founder of the Julian Theater and a person of considerable talent in a variety of ways.

Edna James, said she is a CNL representative for Ocean View Branch Library, She said she knows Ocean View will be moving forward with additional work and she will be attending Commission meetings more frequently.

Motion: By Commissioner Mall, seconded by Commissioner Ono, to adjourn the regular meeting of April 21, 2016 in memory of Richard Reineccious.

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

The meeting adjourned at 7:49 pm.

Sue Blackman

Commission Secretary

Explanatory documents: Copies of listed explanatory documents are available as follows: (1) from the commission secretary/custodian of records, 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).