



## *San Francisco Public Library*

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

#### **Minutes of the Regular Meeting of May 21, 2015**

#### **(As approved at the regular meeting of June 18, 2015)**

The San Francisco Public Library Commission held a regular meeting on Thursday, May 21, 2015 in the Koret Auditorium Main Library.

The meeting was called to order at 4:35 pm.

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

Commissioners excused: Dunning and Lee

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

Ray Hartz, Director San Francisco Open Government, said a question was asked by the union representative during public comment on an item at the last meeting and the City Librarian said "we don't respond." He said this is a pattern for the City Librarian who has not answered why he accepted thousands of dollars worth of gifts from the Friends and he did not report the gifts and lied on official statements. He said it is reasonable for the public to question why this has never been publicly discussed.

*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.*

At the last Library Commission meeting an audit to be performed by the Controller on the Branch Library Improvement Program (BLIP) was announced. The union representative asked whether the branches to be audited had been determined and the Controller's representative began to answer. The City Librarian stopped her with the vague comment: "We don't respond." Not responding to questions asked at these meetings is a pattern for Luis Herrera! Like the question: Why did he accept thousands of dollars worth of 'gifts' from the Friends each year, knowing the requirements he had legally and ethically, to report such 'gifts,' and then lie on official statements? If there had been a credible explanation it would have been presented long ago! I believe it is reasonable for the public to question both Herrera and this Library

Commission as to why this dishonest and illegal behavior has never been publicly discussed?”

Peter Warfield, Executive Director, Library Users Association, said there is a lot more this Commission could do to make public policies, practices and actions. He said Library Users Association has filed two complaints this month and two complaints last month with the Sunshine Ordinance Task Force. He said these were glaring violations by the library regarding access to getting information. He said the Commission is permitted to refer questions from the public to appropriate staff. He said the City Librarian’s report clumps together several items that should have testimony on each individual item.

Glenn Ramisky, resident of Mission Bay, said he is on the Board of the San Francisco Public Library, and had the honor of representing the Friends at the name change at the Bayview Branch. He said he was happy to hear the positive comments about what the branch meant to the neighborhood and what Linda Brooks-Burton made to the branch and to the community. He said he is grateful to the Commission for their service and for the courage to name that branch after Linda. He said he uses BiblioCommons and it works very well and he thanks the Commission for implementing that program.

Deborah Doyle, Friends of the Library, said that Scott Staub the Friends Executive Director has left the Friends to take on a wonderful opportunity as Advancement Director for the Parkinson’s Institute on the Peninsula. She said she will be stepping in as Acting Executive Director and said she has been with the Friends for a very long time and she is involved in other library organizations as well. She said there was a wonderful party at the Big Book Sale celebrating the end of the BLIP campaign. She said we are now celebrating the success with the various branches.

Dr. Michael Gonzales, Philippine Studies, City College, said he loves this library and it complements the one at City College. He said the departure of the previous librarian at the Filipino Center at the Main Library, Mitchell Yangston, has left a serious gap in the ability of the Center to help the students of City College. He was curious about whether that position will be kept.

**AGENDA ITEM 2 THE MIX AT SFPL (TEEN CENTER) CAPITAL PROGRAM**

Luis Herrera, City Librarian, said the next item will discuss the Mix at SFPL and will include the budget, construction schedule and a preview of the programming.

Maureen Singleton, Chief Financial Officer, gave a presentation on the Mix at SFPL Capital Program. She said there is a budget update on the different phases of the program. She said the Tenant Improvement Phase had a reduction of \$21,008. She said in Phase 2 the Bridge at the Main had an increase of \$14,823. She said in Phase 3 the Mix at SFPL there is

an increase of \$6,184. She said the budget of the overall program is remaining at \$6.8 Million. She explained the capital program expenditures to date. She said we have spent 71% of the budget, 21% is still encumbered and 8% is the available balance. She went over the final capital status and said the Grand Opening of the Mix at SFPL will be on June 18, 2015 at 11:00 am. She showed photographs of the different phases of the program. She gave a sneak peek of the programs for the Mix at SFPL for June and July.

Luis Herrera, City Librarian, thanked the project management team. He said there was a hearing yesterday at the Budget and Finance Committee and one of the items was the accept and expend of the funds for the furniture, fixtures and equipment gift from the Friends of the SFPL. He said it was approved unanimously along with an update on the FY 16 budget. He said the Supervisors expressed their excitement about the Mix and the Bridge.

Explanatory documents: [The Mix at SFPL Capital Program](#) presentation

#### Public Comment

Peter Warfield, Executive Director, Library Users Association, said something that was not included in the presentation was the destruction of the entire west wing of the Fifth Floor for the bound magazines. He said these magazines are now very difficult to access.

Ray Hartz, Director San Francisco Open Government, said the Commission remains willfully ignorant of a lot that goes on in the library. He said the original amount for this project started out around 2 or 3 Million Dollars and it has now ballooned to \$6.8 Million. He said he would like to know why the Friends contributions and their promise of \$480,000 for this program have never been discussed at these commission meetings.

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The presentation of this capital program has followed the usual "pattern of deception" exhibited by Luis Herrera. The original figure started out very low, omitted the large sums to be spent on rearranging office facilities in the library, and has now ballooned to \$6.8 million! A resolution is being introduced to gain Board of Supervisors approval of another "fundraising activity" by the Friends. I would like to know why this has never been discussed at these commission meetings? Public records requests disclosed that the proposed amount specifically for "The Mix" is \$480,000. Since this has not been disclosed to the public, I would like to ask the members of this commission whether they have any intention at all to determine what funds are raised and what is actually received by the SFPL and its patrons? If the usual patterns are followed the answer is a resounding "ABSOLUTELY NOT!"

There was an exchange between the Commission Secretary and Mr. Hartz off microphone.

Commissioner Wardell-Ghirarduzzi said she wanted to put on the record that Mr. Hartz made a derogatory comment to the Commission Secretary. President Ono read into the record the Mayor's Policy on Discriminatory or Harassing Remarks Made at Public Meetings. She called Mr. Hartz out of order because he was shouting from the audience. She called for a recess.

The Commission recessed at 5:12 pm and reconvened at 5:14 pm.

President Ono stated that if a member of the public becomes disruptive again we will ask to remove him.

Glenn Ramisky, member Board of the Friends of the San Francisco Public Library, said congratulations to the Commission for moving forward with the Mix and providing opportunities for these teenagers. He said we will see productions and products coming from the Mix and the Bridge that we can't even imagine now.

#### Commission Discussion

Commissioner Mall asked if adults will be able to use The Mix also.

Luis Herrera, City Librarian, said the age for the Mix is 13 - 18. He said there will be occasions for open house and dedicated programming for adults.

Megan Anderson, Youth Centers Manager, said the programming will be specifically targeted for those ages 13 – 18. She said things like the 3D printer for adults will be available in the Bridge.

#### **AGENDA ITEM 3 CITY LIBRARIAN'S REPORT**

Luis Herrera, City Librarian, said he is very pleased to announce Cathy Delneo as our new Chief of Branches. He said Cathy has been with the library for 9 years and most recently she served as Assistant Chief of Main. He said he wanted to express his sincere appreciation to Martha Arroyo-Neves who has been serving as the Acting Chief of Branches. He said she will be retiring next month and we want to thank her for her amazing contributions to SFPL. He said Laura Lent and Joan Lefkowitz will be presenting the BiblioCommons Implementation Update.

Laura Lent, Chief of Collections and Technical Services gave a presentation on the BiblioCommons Implementation Update, She said there has been an average of about 740 sign ups a day. She said people are participating in content creation. She said staff have received and responded to many questions from patrons on the program. She said staff has developed three videos on easing the transition and showed one of the videos. She said there have also been numerous training sessions.

She explained how the borrower's records are protected. She also explained the notifications of changes to the Terms of Use.

Joan Lefkowitz, Web Services Manager, continued the presentation on BiblioCommons by explaining the many services of BiblioCommons. She said the library produced a flyer with 8 reasons to get a BiblioCommons account. She shared a couple of comments from users.

Luis Herrera, said the next update is on a challenge we received from the White House to accept the ConnectED Library Challenge, pledging to provide students with easily accessible information and educational resources. He said the SFUSD and the Mayor's office have also bought off on this and we will be part of 30 jurisdictions that will be part of the program. President Obama has kicked off the program and it supports every student having a library card. He said the next update is a report on the Main Library plumbing.

Roberto Lombardi, Facilities Director, reviewed the memo explaining the issues involved with the Main Library plumbing and the steps that are being taken to resolve them.

Luis Herrera, City Librarian, said the last update is on the Custodial Task Force.

Roberto Lombardi, Facilities Director, gave a presentation on the Custodial Task Force. He said current projects that the Task Force is working on are service level agreements and custodial supplies inventory. He explained completed projects, custodial staffing and next steps. Explanatory documents: [BiblioCommons implementation](#) presentation; [ConnectED Library Challenge](#) description from the White House; CL Memo dated May 18, 2015 regarding [Main Library Plumbing Report](#); and [Custodial Task Force](#) Presentation.

#### Public Comment

Peter Warfield, Executive Director, Library Users Association, said this item should have been split into separate items. He said at the last meeting Luis Herrera said the plumbing issue was under control and yet we had the Main Library closed for a complete day and it seems there are still issues with the plumbing. He said there is still not a task list in the men's restrooms for custodial. He said all of the issues with BiblioCommons are ones that Library Users Association first pointed out. He said the privacy issues still exists. He said BiblioCommons basically traps people into using it.

Ray Hartz, Director San Francisco Open Government, said the Library Commission has continued their deceptive pattern of behavior in presenting how BiblioCommons has been implemented. He said patrons do not know that they have the option to use the classic catalog. He said most parents will be totally unaware that their children using the internet are in harm's way.

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The City Librarian and this Library Commission have continued their deceptive pattern of behavior in presenting how BiblioCommons has been implemented! While both repeatedly stated that library users would be able to use the “classic catalog,” the implementation was conducted in a way that 99% or better of library patrons would never know they had that option. A second, more major concern, is one I believe most parents will be totally unaware: access by their children to areas of the Internet which may place their children in harm’s way. Most parents these days are aware of the need for “parental control” and “parental monitoring” of Internet access and usage by their children. I believe the library has potentially created a situation in which many of its younger patrons will be placed in harm’s way! Parents efforts to protect their children may be totally undone by the Library.

Glen Ramisky said he is speaking as a private citizen. He said he was at the first meeting about BiblioCommons where it was mentioned that you could use either the Classic Catalog or BiblioCommons. He said sometimes he switches between the two and he does not have a problem with it. He said when Management and Labor sit down and talk about what is possible inside of a labor agreement, most everything is possible. He said the Custodial Services is another example of that.

#### Commission Discussion

Commissioner Mall said she has been heartened by the positive public comment that we have heard today. She asked about the “roto-rooters” under the building.

Roberto Lombardi, Facilities Director, said that there are pumps underneath the building and that they are adding grinders.

Luis Herrera, City Librarian, said he believes there is a serial vandal that is causing a lot of the problem.

Commissioner Wardell-Ghirarduzzi said this could be caused by behavioral issues that are mental health conditions.

Commissioner Mall said she is very pleased that the changes made to BiblioCommons have been adopted by so many other libraries.

Luis Herrera, City Librarian, thanked the Commission for having the dialogue and said the changes to BiblioCommons are significant enhancements nationwide.

President Ono said she wanted to thank Martha Arroyo-Neves for her service and congratulated her on her retirement. She also thanked Roberto and his team for all their hard work on the plumbing issue.

#### **AGENDA ITEM NO. 4 LABOR UNION REPORT**

Betty Williams, Library employee and Union Steward, said she is part of the Custodial Task Force and she said Labor is quite pleased with how this committee is going and they hope that the progress that has been made continues. She said they are excited about the Mix but they want to make sure it is adequately staffed. She said library staffing issues is another ongoing issue that Labor and Management continue to discuss. She gave an example of one of the staffing issues.

#### **Public Comment**

Ray Hartz, Director San Francisco Open Government, said he concurs with the person who said if Labor and Management sit down that reasonable persons can come up with reasonable conclusions. He said his concern has always been that this item on the agenda was not clear on what was going to be discussed. He said this is part of a complaint he has filed with the Sunshine Ordinance Task Force. He said if he can get a public commitment from the Library Commission that this agenda item will continue to give a meaningful description, he will withdraw the complaint before the Task Force.

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This agenda item is the subject of the complaint which I filed with the Sunshine Ordinance Task Force. The substance of that complaint was that this particular agenda item failed to meet the requirements of the Sunshine Ordinance. The requirement is that agenda items be stated in such a way that a “reasonable person” would understand both what was to be covered and whether or not their interests would be affected to a degree that they would feel it appropriate for them to attend. I will admit at the last meeting I missed the fact that this pattern had been changed. If I can get a public commitment from this library commission that this agenda item will continue to give a meaningful description, I will withdraw the complaint before the task force. If, as is their pattern, they refuse to respond then I will not. The choice is yours!

Peter Warfield, Library Users Association, said the agenda item is certainly an improvement but the concern seems to be the adequacy of the staffing issues. He said this is one of the wealthiest libraries in the country. He said the he has questions about the Custodial Task Force on the inadequacies of checking the cleanliness of the library.

#### **Commission Discussion**

Commissioner Wardell-Ghirarduzzi thanked the Union for their report and she said staffing issues go up and down and she thinks it is important that the Commission continue to get feedback on persistent issues. She thanked one of the commenters for his comments on how positively labor and management can work together.

Luis Herrera, City Librarian, said they are addressing the staffing level in the Mix. He said we now have 3.5 librarians and temporary support and additional page support. He said one of the reasons we are not opening for the fully 60 hours a week is because we are working towards being fully staffed.

Commissioner Wardell-Ghirarduzzi said one of the speakers addressed the need for a librarian in the Filipino Center and asked how that will be addressed.

Luis Herrera, said our affinity centers are a priority and our commitment is that we serve each of the respective communities.

President Ono thanked Betty and all the members for their work on the Custodial Task Force. She said we appreciate that the Union is providing us with additional information for the agenda.

#### **AGENDA ITEM NO. 5 APPROVAL OF THE MINUTES APRIL 16, 2015**

##### **Public Comment**

Peter Warfield, Executive Director, Library Users Association, said his comments on page 2 need to be clarified to include his comments that the library has had plumbing issues since it opened and we should be slow to blame patrons for the problems. He said his comments on page 6 should be more specific and say the study should include whether the library got better libraries.

Ray Hartz, Director San Francisco Open Government, said the reason his 150 word statements are in the minutes is because for three years he fought to keep his public comments abridged. He said on page three he said he would like his comments to be positive affirmations of the library's staff. He said his problems are with the Commission. He said the Commission should tell its employee not to provoke him and that her comment telling him his comments were inappropriate was inappropriate.

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I would like to call the library commission's attention to my 150 word summary on page 3 of these minutes. To be perfectly clear I would prefer my 150 word summaries be positive affirmations of the good efforts of the library and its staff! Both the city librarian



and the members of this commission would like the public to believe that my comments, both oral and written have some sort of malicious intent. For the record I wish to state that my comments raise issues which I feel should be of concern to the general public but which the library commission and the city librarian do their best to conceal. They use their control of the agenda and the control of these meetings to silence “dissenting opinion,” not only mine, but also other members of the public. They use these controls to deceive the public and to conceal their negligence!

Motion: By Commissioner Wardell-Ghirarduzzi, seconded by Commissioner Mall, to approve the [Minutes of April 16, 2015](#).

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

### **AGENDA ITEM NO. 6 ADJOURNMENT**

President Ono stated that today is Red Nose Day. She said Red Nose Day is all about raising money and changing lives. She said the money raised will help raise money for children living in poverty in the United States and overseas.

Commissioner Wardell-Ghirarduzzi said the national organizations supporting this include the Boys and Girls Clubs of America, Charity Water, Children’s Health Fund and others.

Commissioners and members of the audience who chose to participate came up to the front with their red noses. Photographs were taken to be placed on social media.

#### **Public Comment**

Ray Hartz, Director San Francisco Open Government, said he thinks this meeting should be adjourned in honor of James Chaffee, who for years came to all these meetings to raise concern to the Library Commission. He said he is not dead but someone doesn’t have to be dead to show them some respect. He said people like Mr. Chaffee and Mr. Warfield have raised issues which the Commission then congratulates itself on resolving without giving credit to the public who brought up the issues. He said he has never heard the Commission thank the public for approving the \$180 million bond program to support this library.

Peter Warfield, Library Users Association, said the previous speaker is correct that James Chaffee appeared at the commission meetings for 38 years. He said in the last 20 years he missed one meeting. He said James Chaffee should be recognized by this Commission. He said the Commission should have New Business on the agenda. He expressed his concerns about BiblioCommons.

Motion: By Commissioner Nguyen, seconded by Commissioner Mall to adjourn the regular meeting of May 21, 2015.

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

The meeting adjourned at 6:34 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).