



San Francisco Public Library

SAN FRANCISCO PUBLIC LIBRARY COMMISSION

Minutes of the Regular Meeting of June 15, 2017

As approved at the regular meeting of August 17, 2017

The San Francisco Public Library Commission held a regular meeting on June 15, 2017 at the Koret Auditorium, Main Library.

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

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

Commissioner Mall was excused.

The Commission currently has two vacancies.

AGENDA ITEM NO. 1 GENERAL PUBLIC COMMENT

Peter Warfield, Executive Director Library Users Association, said it is the 50th Anniversary of the Summer of Love. He said he doesn't see anything that the Library has planned for this anniversary. He said the issue of RFID has disappeared and should be heard by the Commission prior to any decision being made. He said the Library Commission still has two vacancies and there is the bare minimum for a quorum today.

Ray Hartz, Director San Francisco Open Government, said the Library Commission has chosen to remain willfully ignorant regarding the financial relationship between the Library and the organization The Friends. He said the Commission has been willfully blind and silent in regard to the actions of both the City Librarian and the Commission Secretary.

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.

Why do the members of this Library Commission, individually and collectively, choose to remain willfully ignorant regarding the financial relationship between the SFPL and the organization known as "The Friends?" Despite the fact that for years I and other members of the public have questioned this relationship, neither you nor The Friends have made any effort whatsoever to contradict or refute our statements. Instead, again for years, you have remained willfully blind and silent in regard to the actions of both the City Librarian and the LC Secretary in addressing this question! Any member of the public who chooses to accept the deceptive and dishonest statements of Sue Blackman on behalf of this Commission and the SFPL, regarding my intentions, is choosing to be willfully ignorant! You are, again both individually and collectively, grossly negligent in your responsibilities to this institution by consciously choosing to remain blind in these matters!

AGENDA ITEM NO. 2. CITY LIBRARIAN'S REPORT

Luis Herrera, City Librarian, said that last evening he attended the San Francisco Business Times Most Influential Women in the Bay Area Gala. He said President Mary Wardell-Ghirarduzzi was honored as one of the Most Influential Women so I wanted to congratulate her. He said today is the last Commission meeting for our Director of Human Resources, Donna Marion. He said she is retiring from service to the City for 32 years. He said in 1992 she actually served as Secretary to the Library Commission and in 1995 moved on to Human Resources. He said she has been phenomenal in the recruiting of thousands of employees to the Library. He said we will miss her tremendously.

Maureen Singleton, Chief Financial Officer gave a presentation of the FYs 2018 & 2019 Budget. She explained the City's overall budget and other budget highlights for the City. She gave the SFPL budget overview and explained the key budget changes. She said the Board of Supervisors should finalize the budget in July.

Luis Herrera, City Librarian, said he is pleased to welcome Randy McClure who has joined the Library as our Chief Analytics Officer, He said the Commission will recall that Randy previously worked for the Controller's Office and has made several presentations before the Commission in that role.

Randy McClure, Chief Analytics Officer, gave the presentation on the 2017 San Francisco Survey: Libraries. He shared the overall city survey grades and said the Library received a B+ the highest of any city service. He explained the comparison with the 2015 City Survey. He described the Main and Branch usage.

Tom Fortin, Chief of Main, gave a presentation on the Kodakan Photo Day at the Main Library on May 14, 2017. He said various "Shades" events have been held in the Main Library and branches. He said over

400 images were scanned and downloaded. He said the images will be printed in a book by the end of 2017 and will be used to preserve the legacy of San Francisco's Filipino-American community. He said Kodakan Photo Day was funded by Friends of the San Francisco Public Library and SoMa Pilipinas.

Denise Schmidt, Southwest District Manager of Branches and Bill Kolb, First Floor Manager at the Main, gave the presentation on Tech'd Out and bridging the digital divide through laptop lending, which includes a mifi, or portable wifi so that patrons will have access to the internet wherever they are and the whole family is able to use it on various devices. Bill Kolb, said this is a pilot program and we are asking all participants to complete a survey after their use.

Explanatory documents: [Budget FY 2018-19](#) ; [Budget Attachment I](#) ; [City Survey 2017: Libraries](#) ; [City Survey 2017: Libraries - Report](#) ; [Kodakan Photo Day](#) ; [Tech'd Out](#)

Public Comment

Peter Warfield, Executive Director, Library Users Association, said there was a lot of changes made to the budget and no documentation available. He said he would like to see the documentation going to the Board of Supervisors prior to the Board meeting. He said it was not mentioned that there is a \$500 fee for a missing or damaged laptop. He said he challenged the \$1,000 fee, which was first proposed, and the Commission changed that. He said he is glad the librarians are doing well in the survey but in every other category the library's grade went down.

Ray Hartz, Director San Francisco Open Government, said if these people lose or damage the laptop equipment the Library will just cut off their access to the library. He said the City Librarian is restricting comment and participation in public meetings by placing most of the items on the agenda into one agenda item forcing the public to have to address all of them in three minutes.

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.

If anyone would like to learn how to restrict comment and participation on public meetings they should ask City Librarian Luis Herrera to write a book! Unlike members of this LC, some members of the public seriously consider items that are presented at these meetings. They are given a choice of either attempting, in three minutes, to address all of these matters or make more meaningful comment on one or two. The first choice allows your Secretary to arbitrarily pick and detail some meaningless point this person made, censoring comments of which the City Librarian and the members of this Commission do not approve! The second choice allows only one person that is myself, to expect any reasonable and/or meaningful representation of their public

comments in the official record. I believe the most despicable thing about our City Librarian is his willingness to abridge free speech both internally and externally!

Commission Discussion

Maureen Singleton, Chief Financial Officer, said once the budget is adopted by the Board of Supervisors we will come back with a more detailed report.

Commissioner Dunning asked about when additional monies in the budget, if any would be available.

Maureen Singleton, Chief Financial Officer, said in the last several cycles they have not done that. She explained Option 2 that was approved by the Commission.

Luis Herrera, City Librarian, said when additional funds are available we use the priorities that the Commission has given us.

President Wardell-Ghirarduzzi asked about the branch Post Occupancy Improvements.

Maureen Singleton, Chief Financial Officer, said there is some allocation for monies available after the Branch Library Improvement Program. She said that we added additional monies into that account to pay for the landscaping project at Eureka Valley.

Commissioner Ono said she wanted to thank Donna Marion for her service to the Library. She said she knows how difficult that job can be. She asked about the Tech'd Out program and if she could be one of the test cases for the pilot program.

Bill Kolb, First Floor Manager, said he would love to have input from the Commission and will be happy to let Commissioner Ono borrow one now. He said the interest is there for the product and there has been some media about it.

Commissioner Lee asked for more information about the program.

Bill Kolb, First Floor Manager, said there is no deposit needed to check out a laptop. He said the length of time it can be borrowed is three weeks. He says the loss rate from other systems has varied greatly, mostly around 5% but up to 20%. He said they want to see what the loss rate will be and how the equipment is treated.

Denise Schmidt, Southwest District Manager of Branches, said there will be follow up calls to check on the equipment if it is late.

Luis Herrera, City Librarian, said the staff team has really vetted this program carefully.

Commissioner Lee, said he likes that we will be measuring the impact of the program. He said it's great to see we are helping with the digital divide we also have to insure that there is responsibility.

President Wardell-Ghirarduzzi asked about the beta testing for Tech'd Out and how the marketing will be done.

Denise Schmidt, Southwest District Manager, said the bundles will be available at the branches and part of the marketing will be training the staff so that they will work with patrons and they will promote the program at various events and programs the library participates in.

Bill Kolb, First Floor Manager, said we are working with our public relations team on outreach for the program.

Commissioner Dunning had questions about the number of bundles, what is the goal, the cost of a bundle, and overall cost of the program, and what is the acceptable loss rate.

Bill Kolb, First Floor Manager, said we currently have 32 bundles, the goal will be based on the data received and whether we need more laptops or just wifis. He said the overall cost of the program is \$128,000 for two years.

Luis Herrera, City Librarian, said that if there is anything over a 25% loss rate we would have to reassess.

Commissioner Dunning said she would like to see a report back on the loss rate for the program. She said 25% makes her very nervous. She asked if we looked at someone like Verizon to partner with.

Luis Herrera, City Librarian, said that we could look at a partnership for the program.

President Wardell-Ghirarduzzi said she thought the Kodakan program was a really great project.

Commissioner Dunning said she is glad the Library comes out ahead of other Departments in the City Survey. She asked if there are any recommendations that would come out of the survey.

Randy McClure, Chief Analytics Officer, said this is a high level survey and a basic temperature check on how the City is doing in various areas.

Luis Herrera, City Librarian, said we need to look at the areas that may need some improvement.

AGENDA ITEM NO. 3 CIVIC CENTER COMMONS

Luis Herrera introduced Amy Cohen, Director Neighborhood Program

Development who has been working on this project with the various partners.

Amy Cohen, Director Neighborhood Programs gave a presentation on the Civic Center Commons (the Commons). Amy Cohen gave information about the Initiative and an overview of the project. She said the project is an inclusive approach and explained the Four Pillars of the Project. She said the Four Pillars are Daily Destinations, Inclusive Stewardship, Identity and Management. She explained the process moving forward.

Randy Carter, Supervisor for Hunters Point Family, spoke about his background and the Hunters Point Family and how they work on various projects and his work with the people in the area. He said they have resources and they document everything that they do. He likes that people feel safe in the areas he works in.

Steve Gibson, Executive Director, Tenderloin Community Benefit District (TCBD), said United Nations Plaza is part of the TCBD. He wanted to thank the Library and the Commission for the support of the project. Explanatory document: [Civic Center Commons](#)

Public Comment

Peter Warfield, Executive Director, Library Users Association, said this smells and sounds like a version of homeless removal. He said he would feel better if there were some homeless advocacy groups involved in the project. He said he is not clear what the Library's role is in all of this. He said there is no information on the costs to the Library.

Ray Hartz, Director, San Francisco Open Government, said this presentation is a good example of what was portrayed by George Orwell in his book 1984 as Newspeak. He said they are meaningless expressions. He asked what further commitment of SFPL resources will this effort demand. He asked how this is different from the \$250,000 of library resources squandered on the Community Benefit District. He said this looks like another load of BS.

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.

This presentation is a good example of what was portrayed by George Orwell in his book 1984 as "Newspeak!" Meaningless expressions such as "transform daily experiences in the public space," "a new collective name," public space stewardship," and "how to bring new activation to the area" are some examples. What does any of that mean? More importantly, what further commitment of SFPL resources will this effort demand? Will the members of the LC ask any serious questions or will they simply rain meaningless praise on the "wonderful effort?" What aspects of library services will be cannibalized in support of this effort?

How is this different from the \$250,000 of library resources squandered on the Community Benefit District? While that question has been repeatedly raised over the years the public has never received a response! This seems to me another example of confusing activity with achievement! Another load of BS!

Commission Discussion

Commissioner Lee asked about the concern about the homeless and how that is addressed.

Amy Cohen, Director Neighborhood Programs, said we are trying to make a space that allows homeless people to be there. She said yes we are trying to run off drug dealers. She said this is an experiment where we are trying to find solutions.

Luis Herrera, City Librarian, serves a very diverse area and community. He said he looks forward to leveraging resources and he is very optimistic. He said this effort is inclusive rather than exclusive.

Commissioner Dunning said it sounds like we are reaching out to the homeless with services. She said the investment in surrounding areas will help insure safe access to the library.

President Wardell-Ghirarduzzi said the library is an anchor institution, an enduring institution, and we promote equity as well as access to resources. She said we will discover things through this effort and she wanted to thank Amy Cohen for her leadership in this area.

AGENDA ITEM NO. 4 APPROVAL OF MINUTES OF MAY 18, 2017

Public Comment

Peter Warfield, Executive Director, Library Users Association, said he was very strongly negative about the privacy threats to patrons from RFID. He said his comments under General Public Comment need to reflect that. He said the comments of Judy Beck and Betty Williams did not reflect their devastating account of the miserable working conditions for the staff. He said his comments under open hours need clarification.

Ray Hartz, Director of San Francisco Open Government, said some of the comments under General Public Comment could have been done under the Labor Union Report, which is no longer on the agenda. He said these comments were made by retirees. He said he believes current employees making dissenting opinions would find it to be detrimental to their employment.

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

I would like to call the attention of the public and the members of this LC to the comments made under General Public Comment. A significant number of these comments could have previously been made under an agenda item called Labor Union Report. As some comments made under that agenda item did not please City Librarian Luis Herrera it has been eliminated. Most of the comments in this section have been made by people who have completed their service with the SFPL. I believe most employees of the SFPL realize that daring to express a “dissenting opinion” would be detrimental to their employment! I also believe that they know that the members of this commission, individually and collectively, will dismiss their comments without response! If “dissenting opinions” by members of the public are actively discouraged, such opinions expressed by employees of the SFPL “under your thumb,” will not be tolerated.

Motion: By Commissioner Dunning, seconded by Commissioner Lee, to approve the [Minutes of May 18, 2017](#).

Action: AYES 4-0: (Dunning, Lee, Ono and Wardell-Ghirarduzzi).

AGENDA ITEM NO. 7 ADJOURNMENT IN MEMORY OF MIRIAM PAVIS, LONG TIME COUNCIL OF NEIGHBORHOOD LIBRARIES (CNL) MEMBER AND LIBRARY SUPPORTER

Luis Herrera, City Librarian, said Miriam Pavis represented the Bayview Library. He said she was able to galvanize the Bayview community. He said she was instrumental in pushing hard for a new Bayview Library. He said she was one of the founding members of the CNL. He said this is a big loss for us.

Public Comment

Peter Warfield, Executive Director, Library Users Association, said he supports adjourning in memory of Miriam Pavis. He said he is very disappointed that there is not any information on Miriam Pavis in the back up material. He said you need to place memorials as a separate item on the agenda. He said it seems she was very concerned with libraries for a very long time.

Ellen Egbert, Bernal Heights said she was a member of CNL for a “million” years. She said she served with Miriam Pavis during that time as did Marcia Popper who left a statement for her to read. She said the statement included praise of Miriam and read: “Miriam was a model of what can be accomplished by a steady focus on the potential of the library community and the needs of everyone who is, or could be, a member of that community. She did this with good humor, appropriate anger and a remarkable level of persistence.” And she said Marcia thanked the Commission for honoring Miriam today. She said when something was wrong at Bayview she let them know again and again until things were taken care of. She said she will be missed.

Denise Schmidt, Southwest District Manager, said for a while she was the children's librarian at the Bayview Library and Miriam volunteered there. She said Miriam was really wonderful.

Ray Hartz, Director San Francisco Open Government said he would like to echo Mr. Warfield's comments that from the agenda you would basically know nothing about Miriam Pavis because the library didn't think enough of her to put something in writing for her.

Cathy Delneo, Chief of Branches, said she Chairs the CNL. She said Miriam was so important to CNL and to her library and the concerns of the Bayview. She said she will be missed.

Motion: By Commissioner Ono, seconded by Commissioner Lee, to adjourn the meeting of June 15, 2017 in memory of Miriam Pavis.

Action: AYES 4-0: (Dunning, Lee, Ono, and Wardell-Ghirarduzzi)

The meeting adjourned at 6:46 pm.

Sue Blackman
Commission Secretary

Explanatory documents: Copies of listed explanatory documents are available as follows: (1) from the commission secretary/custodian of records, 6th floor, Main Library; (2) in the rear of Koret Auditorium immediately prior to, and during, the meeting; and (3), to the extent possible, on the Public Library's website <http://sfpl.org>. Additional materials not listed as explanatory documents on this agenda, if any, that are distributed to library commissioners prior to or during the meeting in connection with any agenda item will be available to the public for inspection and copying in accordance with Government Code Section 54954.1 and Sunshine Ordinance Sections 67.9, 67.28(b), and 67.28(d).