



# *San Francisco Public Library*

## **SAN FRANCISCO PUBLIC LIBRARY COMMISSION**

### **Minutes of the Regular Meeting of July 18, 2013**

#### **Approved as amended at the regular meeting of October 3, 2013.**

The San Francisco Public Library Commission held a regular meeting on Thursday, July 18, 2013 in the Koret Auditorium Main Library.

The meeting was called to order at 4:45 pm.

Commissioners present: Gomez, Mall, Munson, Nguyen, and Randlett.

Commissioners excused Lee and Ono.

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

An anonymous citizen said a few years ago there was a documentary film called How America Went Postal. He said going postal is a reference to common workplace violence which is more and more prevalent in our society. He said the ostensible subject of the film is supervisors who are a bunch a Jewelle Gomez wannabes, but of course the underlying message of the film is the real social cost of those Jewelle Gomez wannabes. He said you were supposed to have learned about the social cost from the stories of the French Revolution and any number of historical precedents which make us more aware of democracy and recognizing and empowering our citizens. He said many people on a national library level assume San Francisco must be a nirvana for public discussion. He said activist citizens come to these meetings with national reputations and that should lead to a tremendously sophisticated level of discussion. He said you have to ask yourself why it doesn't and of course the reason is because people pay you money to create the impression that giving money is what is important and not the sophisticated and knowledgeable discussion of issues.

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

Stop the Hate, Stop the Ignorance – Don't give money to, or accept money from the Friends of the Library "Maybe what you should do is what they used to do in the old Roman Republic –

elect Ms. Gomez for the position of dictator for life and then at least the rest of us would have the hope an assassination might result in a change of leadership." A film called "How America Went Postal" discusses the social cost of Jewell Gomez wannabees which we know from the French Revolution, and other history that made us aware of the importance of democracy and empowering our citizens. It's assumed San Francisco is a nirvana of sophisticated public discussion of library issues involving activists with national reputations based on publications and other recognition. It isn't because you are given money to make giving money important, rather than knowledgeable discussion. What is given is a tiny fraction.

Peter Warfield, Executive Director, Library Users Association, said he entered the men's room in the Main Library today and found a grotesque scene of a stopped up toilet, overflowing to all the other stalls on the same side with a foot high pile of papers that someone had left in the next stall. He said he looked at the entrance to see when the last time someone came in to clean or inspect and the last entry was for July 16, the day before yesterday. He said he went to the Information desk and was told that was locked up two hours ago. He said he has spoken many times about the grotesque aspect of the men's room in the Main Library. He said we don't seem to have a Facilities Management that is able to handle keeping the toilets reasonably clean or have staff log into a log sheet when they have cleaned. He said when he revisited the Men's room about 35 minutes later it looked like it had all been mopped up. He said he looked at a survey the library presented on June 6 and he counted one too few branches. He said the survey noted that they did not survey Bayview because there was no change to their hours. He said the Library is spending a Million Dollars on additional hours at almost every location and didn't bother to ask the patrons at Bayview about getting nothing.

Lurilla Harris said she took the flyer about the free movies in the library to the deaf center and asked them to post it because most of the movies are captioned. She said a girl that worked there did not want to do that and her explanation was not clear. She said she would like to know the name of the person in charge of the deaf center's bulletin board. She said she noticed while the previous speakers were speaking some of the members of the Commission were busy doing other things instead of paying attention to what is being said. She said the Commission is here to listen to the public. She asked how the Commission would change anything if they are not listening to what the public is saying. She said every one of the notices has the time listed on it for when the meeting is to start. She said every one of the Commissioners knows what time it is and yet the meeting didn't start until 15 minutes after the starting time. She said she would like to see that changed and the Commissioners arrive on time.

Ray Hartz, Director San Francisco Open Government, held up a copy of the Brown Act and said the subtitle is Open Meetings for Local Legislative Bodies. He said it is from the State Attorney General's Office and he read a paragraph regarding public comment at meetings. He said he has been

very patient with the Commission for the last three years while the Commission censored his comments and those of others while the Commission prohibited his 150 word summaries from being included in the minutes. He said the Commission only gave in because there was a chance the Ethics Commission might have found the City Librarian in willful violation. He said he gets it that the Commission does not like what the public has to say. He said right now the law says you cannot silence us. He said he would like people in the audience to remember one simple thing when they hear us talk and that is just because someone says something that doesn't sound very good that does not mean we are bad people. He said all the things we say, we check the facts. He said the only thing we get in response is not facts proving us incorrect but complaints about the fact we talk to frequently, we are negative, etc. He said in other words personal attacks. He said after fighting for two years with your City Librarian for documents like the Framework where it says each quarter the Friends will give you certain information, there are no documents. He said after the City Attorney's Office made them do it the Library admitted they have no documents.

**AGENDA ITEM 2. CONTROLLER'S CITY SERVICES**  
**BENCHMARKING REPORT: PUBLIC LIBRARIES**

Luis Herrera, City Librarian, said the Controller's Office contacted us about doing a benchmarking analysis of our performance and our costs in comparison with seven of our peer libraries. He said Michelle Schurig and Kyle Burns from the City Services Auditor Division of the Controller's Office are here today to present the findings. He said the full report is also included in the Commissioner's packets.

Michelle Schurig, City Services Auditor in the Controller's Office, gave a presentation on the City Services Benchmarking report for Library Services. She said this is the third in a series of reports and all of the reports are available on their website. She said this study has been going on since 2012 and she thanked the Library staff for all of their help in supplying information for this report. She gave some of the benchmark highlights and gave the jurisdictional overview.

Kyle Burns, Controller's Office, said they chose several graphs to show the Commission some of the highlights of the report including operating expenditures. He said San Francisco has the highest operating expenditures per capita at \$100.17 Million. He said San Francisco utilizes the highest amount for material expenditures and has the second highest level with 76 FTEs per 100,000 in population. He said San Francisco has the third highest visits per capita trailing only Seattle and Oakland. He said San Francisco has the highest level of operating expense per registered borrower (\$206). He said San Francisco (27.2) has the highest amount of circulation per registered borrower and has the highest program attendance per capita. He said San Francisco has an above average number of items in its collection per capita. He said for registered borrowers as a percentage of the population, San Francisco (49%) is lower than the jurisdictional average (58%). He said expanded library

hours this year will bring San Francisco on par with other cities with 70,000+ hours of service. He said there is an opportunity for new outreach efforts for library card registrations and areas for future research including technology access, youth engagement, service to diverse populations and monitoring increased service hours.

Luis Herrera, City Librarian, said this data gives us opportunities for some goals in the future. He said one of the goals is new outreach efforts for library card registration and he said we do want to work hard at upping the ante on that and 48% of the population is not high enough. He said in the upcoming years we are going to push hard on the library card campaign to increase that percentage. He said with the expanded hours we will be on par with other cities. He said the data goes back to 2011 when we had the BLIP and about seven libraries were closed so we did not have the hours accounted for. He said areas for future research include technology access, youth engagement, service to diverse populations and monitoring increased service hours.

Explanatory documents: [Controller's City Services Benchmarking Report: City Libraries.](#)

#### Public Comment

An anonymous citizen said this would be a place where access to the graphics by the public would be very important. He said he assumes the Commissioners are not fooled. He said he had requested the data on the information that this is based on from the PLDS which he said was no longer available on paper. He said Mr. Warfield has now put in requests to the Library for the information and he hopes that he can testify to his success, but he doubts it. He said you can go to the California Library statistics for the current year and you find that San Francisco is 16<sup>th</sup> in per capita expenses and there are 15 libraries that are better. He said in per capita expenditures for print materials we are 48<sup>th</sup> so there are 47 that do better. He said in per capita circulation we are 36<sup>th</sup> so 35 libraries do better. He said these are all smaller libraries. He said we compare ourselves to libraries of equal size which is smaller than 1,000,000 and more than 500,000. He said only a handful of comparisons you were given meet that criteria. He said even though we are a 130-year old library, we are below average in collections.

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Stop the Hate, Stop the Ignorance – Don't give money to, or accept money from the Friends of the Library. It would be nice if the citizens had access to the graphics. I requested access to this database and the staff was visibly relieved to find out that it was electronic only, so they didn't have to make up an excuse to refuse. Previously I would have gone to the administration offices to document the next level of refusal. I'm too old for that. I doubt Mr. Warfield will report success. California Library statistics show that 15 libraries have higher per capita expenditures, such as

Beverly Hills. For expenditures for print materials we are 48<sup>th</sup>, for per capita circulation we are 36<sup>th</sup>. These are smaller libraries. Only a handful of the comparisons you were given were of comparable size. Comparable libraries show, as a 130-year old library, we are below average in collections.

Peter Warfield, Executive Director, Library Users Association, said this report is unfortunately one of the sadder products he has seen from the Controller's Office. He said he wanted to know if the Controller's staff has heard of statistics. He asked how you choose the comparison libraries as the previous speaker mentioned. He said it is his understanding that the Controller's Office worked with the Library to determine the comparison libraries and, of course, that means they would choose libraries against which we might look good. He said the San Francisco Public Library has obstructed our efforts to get information that they have available from the Chicago Public Library Association. He said the first time he went to get information about the latest statistics the Library's management staff told him we have the database but we don't know how to use it. He said he wasn't able to get that information so he went to Chicago and got some there. He said the Controller's Office has been rather slow in responding to our requests as well. He said we do have information that shows the Library is in a category between 500,000 and 999,999 in population and according to recent statistics our library is by far the wealthiest library with a budget of \$92 Million last year. He said the next library is way below and the mean and medium expenditure was \$28 Million and \$30 Million, way below our library.

Ray Hartz, Executive Director, San Francisco Open Government, said his experience in the Navy had a lot to do with surveys. He said he intends to follow the Controller's recommendation and go to the website and do a thorough review of the entire report. He said unfortunately he finds that sometimes summaries such as this point out all the good things and very seldom point out all the concerns. He said his question is how many Commissioners will go beyond what you are doing right now and review the entire report. He said his feeling is most of the Commissioners will not bother.

#### Commission Discussion

President Gomez asked how many city agencies the Controller's Office is auditing.

Michelle Schurig said they are with the City Services Auditor in the Controller's Office and they don't actually conduct audits, but they report on the effectiveness of service areas between other cities. She said the next Department they will look at is Recreation and Parks. She said they have looked at DPW Street Maintenance and worked with the Sheriff's Department on Jail Populations and a draft report with SF General Hospital. She said all of these reports are available on their website.

Commissioner Randlett said that there was a statement that somehow the Library Administration had worked together to establish cohort. She said her understanding is that the cohort is the name when you make the comparisons for all these other agencies.

Michelle Schurig, City Services Auditor in the Controller's Office said at the beginning of this project we identified a set of jurisdictions for all of the benchmarking reports. She said we tried to select within that grouping comparable jurisdictions. She said almost all of the cities populations in this report range from about 600,000 through 1.5 Million.

Commissioner Randlett said that the Library was not the sole contributor to the Controller's Office deciding who was in the cohort.

Michelle Schurig, City Services Auditor in the Controller's Office said that is correct.

President Gomez said a number of libraries were closed due to the BLIP.

Luis Herrera, City Librarian, said some of the branches were closed because some of the stats available for comparison go back to 2011.

Commissioner Mall asked when the last time this was done.

Michelle Schurig, City Services Auditor in the Controller's Office, said this is the first time the Library has been studied. She said the benchmarking initiative is a new initiative which started in 2012.

Commissioner Mall asked if the plan is to do all of the service areas.

Michelle Schurig, City Services Auditor in the Controller's Office, said there are different reasons why we would like to focus on specific areas. She said they would like to revisit service areas. She said other cities do this as well.

Commissioner Randlett asked when the revisitation of the Library might occur.

Michelle Schurig, City Services Auditor in the Controller's Office, said hopefully they will be able to revisit the library in the next two years.

Commissioner Munson said it would be helpful to do another study because there were a lot of expenses for the BLIP program. He said this is a good start but he thinks it will be more helpful the second time around.

Commissioner Randlett asked why the Controller's Office chose to do the benchmarking at this time rather than waiting until all of the branches were open.

Michelle Schurig, City Services Auditor in the Controller's Office, said they wanted to do a report on the library because they thought it would be of particular public interest.

Kyle Burns, Controller's Office, said the Library was chosen before looking at any data or having any discussions. He said the library was chosen in part because there is a wealth of data available for library services. He said the data was from 2011.

Luis Herrera, said the library does have consistent data gathering throughout the country but it lags behind.

Commissioner Randlett asked if one of the factors for choosing the Library is because it is very well funded.

Michelle Schurig, City Services Auditor in the Controller's Office, said that was not one of the factors they considered. She said it was coincidental.

Kyle Burns, Controller's Office, said Departments that have greater budget have greater public interest. He said Library Services has a very large public interest.

Commissioner Randlett said it is good to see that compared to other cohort cities we seem to be spending money well.

Michelle Schurig, City Services Auditor in the Controller's Office, said the findings speak for themselves in terms of the context. She said the reports are most useful to be a discussion tool. She said according to the data it appears to be a high cost compared to the other jurisdictions in the report.

President Gomez said as you can see the Commission is really interested in the report and we will look forward to when you get back to us. She wondered about the library card outreach and how the recent programs have affected that.

Luis Herrera said the library card outreach including the design competition will work to our advantage.

Commissioner Munson said that it is great that the Library has started providing meals to needy youngsters and quite a few of them have started to come to the Library for programs and that should build on the number of library cards issued. He said he would like to salute our City Librarian for his involvement in that activity.

Luis Herrera, City Librarian, said that program is a summer learning program with our youth services librarians working with the Department of Children and Youth and Families and the California Library Association and it is a pilot project that we are very proud of.

### **AGENDA ITEM NO. 3 TEEN CENTER**

Luis Herrera, City Librarian, said he is very excited to present to the Commission the conceptual design for the Teen Center. He gave a little bit of background for the project.

Roberto Lombardi, Facilities Director, gave the presentation on the Teen Digital Media Lab. He said our Teen Librarians and some colleagues from DPW have joined us for today's discussion. He said we have developed partnerships with KQED, BAVC, BAYCAT, and CalAcademy of Sciences. He said there has been a lengthy stakeholder engagement process along with a lengthy process of identifying the optimal location.

Julia Laue, DPW, explained the design process that was involved working with the Teen Advisory Board members, Teen Center staff and community partners. She said the results of the process were a concept design, which she thinks the Commission will enjoy.

Julia Schuch, DPW, said one of the most important aspects of the design process was the involvement of the youth and the library staff to understand the needs of the space. She said they wanted to focus on digital media. She said they had two charrettes working on the most important aspects of the design.

Jennifer Collins, Teen Services Specialist, said there was a design camp for teens in October 2011. She said the Planning grant was received in January 2012 and in May 2012 the Library established the Teen Advisory Board made up of 19 different youth.

Julia Schuch, DPW, explained that the charrette is the idea of creating the initial design effort that kicks off the design.

Jennifer Collins, Teen Services Specialist said during the summer and fall of 2012 they did design planning, working with the teens.

Anson said he is a member of the Teen Advisory Board said he didn't know what to expect from the charrette but as he took part in it he realized it was a lot of fun, interactive and productive. He said the teens were given three possible designs and voted on which one they liked the most. He said they gathered the best aspects of each design and put them into one teen center.

Ashoka Alvarez said before the design charrette they wanted to draw inspiration for other places where they felt comfortable. She said with the library they took tours to places like the Exploratorium, library branches and walking tours around the city so they would have an idea about what they wanted the teen center to feel like.

Shelly Ma said the teens did outreach and surveyed students for their schools and incorporated their feedback into the design. They also attended city wide events to get feedback.

Jennifer Collins, Teen Services Specialist said they worked with the YouthWorks program to get those youth involved as well. She said YouthWorks places high school youth in public agencies for paid internships.

Ariel Enrile, Jr. said he is with YouthWorks and has been involved in the design center and he is very excited about the new Teen Center.

Damon Page said he is a youth intern and he is new to the design process and he supports building the Teen Center because Teens should have a place to go.

Qi Cai said she is an intern in the library this summer and she thinks it is nice to support the Teen Center.

Kent Zhang said he is a YouthWorks intern for the Main Library this summer. He said the teens in the program were immediately involved in the branding and the design process. He said in Middle School after school he would go to the library.

Jennifer Collins, Teen Services Specialist, said thank you to the teens for being at the meeting. She said there will be more information on the Teen Center and branding so that the teens can go out and do outreach.

Julia Schuch, DPW, presented the conceptual design of the future teen center. She said the proposed location is the 2<sup>nd</sup> floor in the Main Library near the Larkin Street entrance and is 4770 square feet. She showed a 3D perspective, the library and carpet garden, the maker space, the sound booth, video booth, nook wall, and view of the Teen Center from the Carpet Garden.

Roberto Lombardi, Facilities Director, said Human Resources is located in the area proposed for the Teen Center so we are working with DPW to work on some tenant improvements on the sixth floor and it will give us the opportunity to look at how some of the offices function and make sure the layouts are as efficient as possible. He said preliminary schedules for construction of the Teen Center are showing expected completion around January, 2015. He said the work space areas will be going forward in the second part of this year and they will be going forward while the design and construction documents are completed for the Teen Center.

Luis Herrera, City Librarian, said right now the conceptual design is upwards of \$5 Million and it is difficult to ascertain the exact cost because we still need the construction documents. He said we have the dollars in the budget to move the project through construction documents. He said the timeline would be to complete design development by fall of this year, construction drawings winter 2013, bid and award, spring 2014 and a 12-month construction period.

Explanatory documents: [Teen Digital Media Lab](#) presentation

### Public Comment

An anonymous citizen said a charrette is the French word for a very small cart and architectural students with an assignment due would bring a small cart to work until the last minute. He said it came to mean rough and conceptual, then brainstorming. He said the Teen Center is now called the Teen Digital Media Lab. He said he assumes the Teen Center is for the purpose of integrating the Teens into the library as a whole. He said you were introduced to the adult world through the public library. He said the teens of today live in a world he has no clue about. He said introduction to digital media is important to teens and a Teen Center should be an introduction to all kinds of media. He said he hopes the digital part of it will only be a minor part of it.

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Stop the Hate, Stop the Ignorance – Don't give money to, or accept money from the Friends of the Library. Charrette is the French word for small cart. A char is a wagon, like chariot. Architectural students with assignments due would bring a small cart to work until the last minute. It came to mean rough and conceptual, then brainstorming. It is professional jargon among architects. This center is now called the Teen Digital Media Lab. I wonder what the teens think about you not having enough respect for digital communication to allow access to the graphics for public comment. The library is the first place that introduced us to the adult world. Teens of today will live in a world I don't understand. My generation was the first with a generation gap because our parents didn't understand our future. The digital should be just one of the media teens are introduced to.

Ray Hartz, Director San Francisco Open Government, said he would like to thank all the members of the group who participated in this project. He said the teens input will make this center something people will be able to use because you put in the perspective of what folks in your age need. He said he would like to acknowledge the people who gave this presentation. He said from the very beginning they included the end users and continued to throughout the process. He said the technology is changing in an exponential fashion and these teens and their participation are part of that. He said it was important that the teens put this experience down when applying for a job or going to college.

Peter Warfield, Library Users Association, said it looks as though there are quite a few teens taking part in this and that is encouraging. He said the cost was initially not told to the Library Commission or the public. He said eventually we heard from the Capital Planning Committee that it would be something like \$2.5 Million. He said now it looks like it is going to be \$5 Million. He said he hopes this is not a runaway train with respect to cost. He said when he was a teenager his dad said to him from time to time "kill all teens." He said to this day he is not sure how serious he was,

but he thinks his father had a twinkle in his eye. He said this is becoming more and more of a ghetto because the Teen Center is now becoming a Teen Digital Center and looks like a closed space. He said the schematic does not show an entrance. He said the library functions which service teens seem to be fading into the background. He said he hasn't seen any documentation from the charrettes. He said documenting what has happened is very important to make sure the library will stick to that function.

Scott Staub, Executive Director, Friends of San Francisco Public Library, said that Friends are doing a public private partnership with the Library and they are delighted that they have begun a feasibility study to insure that they have their share of the funding available for this.

Toni Bernardi, Chief of Children and Youth Services, said the current Teen Center was put into this building as an afterthought and it is not adequate. She said these teens are the citizens of the day after tomorrow and they deserve the very best to prepare them for the future. She said media and technology will be a huge part of that, but it is not all of it. She said we have an exceptional group of young people who have participated in this process. She said the teens have brought thoughtfulness in that yes they want technology but they have also called out for traditional books and materials. They want books and a place to study. She said she wanted to complement our Teen Services staff in doing a remarkable job and they have been enthusiastically supported by our City Librarian and our former Deputy City Librarian.

#### Commission Discussion

Commissioner Mall said she appreciated the public comment about the definition of a charrette. She asked how many students and from how many schools are represented on the Advisory Board. She asked about the process on choosing the teens.

Jennifer Collins, Teen Services Specialist, said there were initially 19 youth and some seniors have graduated so they are in a transitional period. She said there were 16 schools represented. She said there was an allocation in the budget to continue to pay for this project but there will be a smaller number of youth participating. She said the teens were recruited through the school systems and community based agencies and branch libraries. She said there was over 100 applications.

Commissioner Mall said this is a wonderful opportunity and she wished the teens well going forward. She wondered if the Main Library is the right location for the Teen Center.

One of the teens responded that the Main Library is a good location because in her family no one likes to drive so she relies on public transportation and the Main Library is a convenient location.

Another teen said that the Main Library attracts the most amount of people so it should be at the Main.

Commissioner Randlett said she was very impressed with the research the teens did.

Commissioner Nguyen said that it is a breath of fresh air to have the younger perspective in the room. He said he tremendously appreciates the courage and the insight the teens have brought. He said he wanted to acknowledge the administration for having the courage to challenge convention and incorporate this kind of collaborative effort. He asked about the square footage of 4770 and wanted to know how much of a percentage of the entire building that would be.

Roberto Lombardi, Facilities Director, said the building is approximately 375,000 sq. ft.

Commissioner Nguyen asked about the age range for the Teen Center.

Jennifer Collins, Teen Services Center, said they are still determining the perimeters of the Center. She said there are models across the country including some that target just high school youth. She said often there is the question about transitional age youth so the Advisory Board will be assigned to investigate that.

President Gomez said thank you to the staff and the teens for their hard work and enthusiasm.

#### **AGENDA ITEM NO. 4 CITY LIBRARIANS REPORT**

Luis Herrera, City Librarian, said we will begin the City Librarians report with an update on the FY 13-14 and 14-15 budget.

Maureen Singleton, Chief Financial Officer, gave a presentation of the FYs 2014 and 2015 final budget. She said the Board of Supervisors approved the budget on July 16, 2013. She showed a comparison of the FY 13 and proposed FY 14 with the FY 14 and proposed FY 15 budgets. She explained the key budget drivers for the FY 14 and FY 15 Budget cycle. She said key initiatives include More Library Hours, the Teen Center Learning Lab, Facilities Investments, Books and Digital Resources, and Technology and Innovation. She said the Board Analyst proposed reduction for FY 14 was \$485,420 and for FY 15 \$500,734. She explained the cuts in detail and said they will not be detrimental to the operations of the library. She said the majority of the cuts have to do with the telephone work order, which was way over budgeted anyway. She said there were no Board of Supervisors Add backs for FYs 14 and 15. She presented the overall chart of what the budget looks like and she showed charts showing income sources and expenditures.

Luis Herrera, City Librarian, thanked Maureen and her team for all their hard work and thanked the Commission for their great support. He said

the endorsement of the Library Commission for the Excelsior Beautification Program went to the Visual Arts Committee of the Arts Commission and it now goes to the full Arts Commission. He said there is anticipation that the project will start at the end of the summer. He said the murals will be for five years and they are not permanent. He said the Sunshine Ordinance Task Force (SOTF) ruled on the use of audiovisual equipment during public comment. He said Mr. Ray Hartz filed a complaint with the SOTF about the Library's denial of his use of audiovisual equipment during public comment. He said there is a letter in the packet to Mr. Hartz stating that we investigated a variety of options. He said there was a budget expense that we did not feel we could incur. He said the Sunshine Ordinance does not proscribe the method or mode of technology for public comment. He said we allow the use of technology for those private parties where the Commission has invited them to make presentations. He said the SOTF vote was 8-1 in favor of Mr. Hartz and the ruling was referred to the Compliance Committee of the SOTF and they also asked that the Commission be made aware of this for any discussion they would like to have. He said the next item is another survey that is done every two years by the Controller's Office. He said the City Survey is done for all of the City Departments. He gave a presentation on the survey's results relating to the Library Department. He said one-third of San Francisco residents report visiting a branch library at least once per month. He said two-thirds of San Francisco residents visited the Library over the past year. He said parents of grade school-age children (6-13) and residents between 35-44 are most frequent users. He said satisfaction ratings have improved since 2011 and on average; SFPL receives a B or B+ grade in each satisfaction category. He showed graphs and explained the improvements from 2011 to 2013. He said SFPL will continue to gauge library user satisfactions. He said public engagement efforts this year will include: Grand Opening of the North Beach Branch Library, Celebration for the completion of the entire Branch Library Improvement Program and bringing further awareness to our neighborhood libraries, implementation of increased hours at libraries and a focus on ensuring every San Franciscan has a library card. He said the Urban Libraries Council awarded San Francisco Public Library a Top Innovator Award under the category of Organizational Change and Strategic Placement for the project that is led by our Gen PL Leadership cohort where we had five different neighborhoods where the staff worked with the various community partners to identify service gaps.

Explanatory documents: [Budget Presentation Attachment I](#) [Attachment II](#) [Attachment III](#); March 5, 2013 [letter from City Librarian](#) regarding use of audiovisual equipment during public comment; and County of San Francisco [2013 City Survey Report Executive Summary](#) , [City Survey Report](#) and [Chapter 4 Libraries](#).

#### Public Comment

An anonymous citizen said it is problematic that we have five topics on the City Librarian's Report and only one three minute period to comment on them. He said the citizens should have access to the graphics. He said the Sunshine Ordinance does not specifically say that and it is because it

doesn't need to. He said the body of law about equal treatment and a public forum is so well established that it would be redundant to be mentioned in the Sunshine Ordinance. He said the letter from the City Librarian makes no use of the City Attorney's assistance in drafting it because the City Attorney would know better. He quoted a First Amendment case and said if it costs money to create accessibility so that all of us communicate on the same level, you spend the money. He said if it costs you \$40,000 you can afford it. He said more than that there is a legal principle of "invitees" and the City Librarian probably doesn't know that one of the things you can't do is you can't limit certain facilities for or processes for invitees only. He said that is proscribed.

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Stop the Hate, Stop the Ignorance – Don't give money to, or accept money from the Friends of the Library. We have one comment for five topics. Citizen's access to graphics may not come up again. Citizens should have access to graphic displays. Sunshine Ordinance doesn't specifically require it because law on equal treatment in a public forum is well established. The City Librarian's letter doesn't use the City Attorney who would know better. A First Amendment case states, "[the City] may not exchange the public's constitutional rights even for other public benefits . . ." If it costs money to create accessibility so that all of us communicate on the same level, you spend the money. If it costs \$40,000 to run two cords instead of one from here to here, you can afford it. The City Librarian uses the term "invitees" apparently unaware that in First Amendment law "invitees only" is what is proscribed.

Peter Warfield, Executive Director, Library Users Association, said the Sunshine Ordinance Task Force voted overwhelmingly that the law is being violated when you do not give equal access to members of the public as you do to your invitees. He said they practically laughed the library out of the room and it was very gratifying to see that most of the Task Force members were questioning the logic of Mr. Herrera's letter saying why do you need \$40,000, when you can just give Mr. Hartz and others from the public exactly the same access that you give to those who come here as invitees. He said they actually caught on that you are very selective about invitees. He said they actually asked the library if they ever invited Mr. Hartz or Mr. Warfield and of course the answer was no. He said the Task Force is on to the game you favor while not giving the same treatment as required by law to others. He said when the Order of Determination is filed it will state that the library has violated the law and must provide equal access. He said with respect to the budget there are some very peculiar things. He said the Commission's approval of the budget in February included a book budget freeze. He said there was a budget freeze for periodicals in teens and children's collections. He said that is unconscionable in a budget that is increasing over \$8 Million and

one of your claimed budget drivers is collections. He said the Commission voted to add 56 hours to the system at a cost of approximately \$1 Million. He said the \$1 Million is still being expended but it is only for 36 hours. He said those 20 hours disappeared and he thinks you got suckered.

Ray Hartz, Director San Francisco Open Government, said he has a lot of public records from you and every item has been redacted because of privacy concerns and here we have a letter to me and you have absolutely no problem putting my address and email address and sending it out to everyone on your email address. He said the next time you redact something because of security concerns I would like you to remember this. He said Ms. Blackman and Mr. Lombardi were laughed out of the room at the Sunshine Task Force. He said Mr. Herrera is trying to do the same thing claiming it will be \$40,000. He said he sent an email to Mr. Herrera back in February that said 'Mr. Herrera I have made it very, very clear that whatever process you use to incorporate the graphics of those which you approve (The Friends, the Community Benefit District, etc.) is something I can work with. If they send you a Microsoft PowerPoint document by email to include them in the projected images, I can do the same. I'm not asking for special changes, just the ability to access the graphics in the same way you allow others to. You seem to want to make this a very complicated request, when it's something you do (and have been doing) for years for people at almost every meeting of the Library Commission. You simply want to deny the same access to me and others because you don't like what we say! That is suppressing dissenting opinion, which is forbidden under both the Sunshine Ordinance and the Brown Act.' He said he asked Ms. Blackman the morning of the hearing how the Friends send you documents she said 'that doesn't have anything to do with it. You are harassing me and you are invading my work.' He said he could send you PowerPoint slides just like others do and you could put it in yourself and that would not cost you anything. He said the bottom line is you don't like our opinions and you are violating the law.

#### Commission Discussion

President Gomez said she wanted to thank the staff for the work on the budget and getting it through the Board of Supervisors for approval.

#### **AGENDA ITEM NO. 5 BOND PROGRAM MANAGER'S REPORT**

Commissioner Randlett left the meeting at 7:06 pm.

Maureen Singleton, Chief Financial Officer, said she is giving the Bond Program Manager's Report this evening. She said 7 property acquisitions are complete, the Support Services Facility is in operation; 23 branches are complete and open and the North Beach Branch is under construction. She said the budget is approved at \$196.3 Million and that was approved February 16, 2012. She said expended and encumbered to date is \$181.5 Million. She said the financial plan is available at the back

of the room and it has been revised from the one mailed on Monday. She said the North Beach Branch is approximately 48% complete and is scheduled for completion between December, 2013 and March, 2014. She shared some photographs of the North Beach branch construction. She also showed renderings of the completed project. Explanatory document: Current [Budget Report](#), [Manager's Report](#).

#### Public Comment

An anonymous citizen said he wondered if we had a Bond Program Manager and there was no explanation of where she is. He said we have the Quarterly Report from April through June and it says contribution from the Friends, \$9,215,658. He said above that it states the Friends FF&E commitment includes financial donations to the City to purchase FF&E as well as in kind donations for BLIP. He said if that was part of their commitment they kept it concealed. He said everybody that gave money to the Friends thought that it was going directly to the City because the City needed funds for FF&E. He said when it originally showed up it showed a commitment of \$16 Million in the City's budget because the City would be getting an accounting for that money. He said until a year and a half ago the figure was less than \$1 Million. He said we pointed this out and all of a sudden they found money that has been given to the Department of Public Works and millions of dollars which there appears to be no actual supporting documents at all. He said everybody understands that in-kind contribution is somebody that does x and takes the value of that off his taxes. He said that is not what we bargained for.

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Stop the Hate, Stop the Ignorance – Don't give money to, or accept money from the Friends of the Library. Where is the Program Manager? I understand the report was by the Financial Officer. The Quarterly Report for the second quarter says contribution from the Friends, \$9,215,658. Above that it states, The Friends' commitment includes financial donations to the City as well as in-kind donations. If true, they kept that well concealed. People who gave money to the Friends thought it was going directly to the City because the City needed funds for Furniture Fixtures and Equipment. That is why the City's budget for BLIP showed \$16 million. The City needed that money. Until a year and a half ago the figure was less than \$1 million. When we pointed it out, suddenly they found millions of dollars with no supporting documentation. The understanding of in-kind contribution is not what we bargained for.

Peter Warfield, Library Users Association, Executive Director, showed the 2000 Branch Library Improvement Bond Quarterly Report for April – June 20013. He said the cover shows North Beach Branch Library. He said this document has been a secret for years. He said it is a secret from the Library's agenda and a secret from the Library's Minutes. He said this

document has never appeared on the Library's Agenda as an explanatory document. He said it is sometimes mentioned orally as available in the back of the room. He said today's Bond Program Manager's Report lists the current budget report and that is it. He asked why this document is a secret. He said anybody following the Library Commission's agenda would never know it exists. He said someone wanting to make public comment about a key aspect of reporting on the Bond Program would certainly want to know about the existence of this document. He said he was surprised to see a brand new Bond Program Manager. He asked what happened to the Bond Program Manager at this meeting. He remained silent and there was no response.

Ray Hartz, Director San Francisco Open Government, said he has spent the last two years fighting with Mr. Herrera to get public records which he has withheld unlawfully under both the Sunshine Ordinance and the California Public Records Act. He said only by going back to the City Attorney's Office has he managed to finally get a bunch of information that he knew full well two years ago when he put in his request were all discloseable documents and he simply chose not to provide them. He said some of those documents he did not have. He said the Framework with the Friends, signed by Mr. Herrera and Donna Bero, says on a quarterly basis the Friends will report the funds they raise and finally in the City Attorney's response to me they admitted they do not have any of those reports. He said on all of these reports it says as reported by the Friends. He said he asked to see the reports from the Friends and the library said they don't have them so he asked where the \$9 Million comes from and was told it was reported by the Friends. He said you have a public financial document here on which the number of \$9 Million is there and you don't have a damn document to support that. He said telling the public the Friends gave \$9 Million is negligence. He read the Civil Code's definition of negligence. He said the Commission gave the Friends the ability to raise Millions and Millions of Dollars every year in the name of the public library and in the name of the citizens of this city and the Commission did nothing to provide oversight. He said that is negligence and it is under the leadership of Jewelle Gomez and Lee Munson.

#### Commission Discussion

Commissioner Munson said we are finishing with the BLIP and our Chief Financial Officer is filling in for the Bond Program Manager's Report.

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

Lynn Clipper, Custodian, said that the custodians of the Library have some urgent concerns and they have come together and put together a petition that they would like to submit to the Commission. He said the majority of people in the Department are in support of this. He read the Petition into the record and stated 'We the undersigned are requesting you to intervene to hold management accountable to address these workload and safety issues. Management must: 1) cancel the new swing/grave yard shift they created; 2) return Staff to the day shift. 3)

Implement the new shift once they hire the new Staff to cover it, including Security Staff; and 4) for safety and transportation issues accept the 4:00 pm – 12:30 pm schedule proposed by the union when management has the appropriate Staff to cover it.” He turned in the petitions to the Commission.

### Public Comment

An anonymous citizen said he thinks it is important that this gentleman has seen fit to bring this before you. He said there is a strong priority for custodial staff when the library is open. He said he has no knowledge or expertise about where the line should be drawn. He said he recognizes that this is a serious issue that should be in front of the Library Commission.

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

Stop the Hate, Stop the Ignorance – Don't give money to, or accept money from the Friends of the Library. I think it is important this gentleman has seen fit to bring this before you. I know there is a strong priority for custodial staff when the library is open. There must also inevitably be a demand for custodial staff when the library is closed. I have no knowledge or expertise about where that line ought to be drawn. I recognize this is a serious issue that should be in front of the Library Commission.

Peter Warfield, Library Users Association, said it is important to have good working conditions and good labor relations and that they should be both good in fact as well as perceived by the people working in the library as good. He said he has talked about the library's tremendous gifts financially which the voters have voted in favor of in order to make sure this library is well funded. He said the latest figures he has for library funding show that this library has more than triple the funding per capita in our category serving 500,000 to 999,999. He said there is no reason this library should not only be able to do the necessary work with the restrooms and also to have good relationships with the unions and all those who work in the library. He said we have talked about the deficiencies of the facilities management and he hopes that those will not include having poor labor relations with the library's unions.

Ray Hartz, Director San Francisco Open Government, said you do provide equal treatment. He said when the union representative was talking; three of the four Commissioners were looking down writing on paper and doing other stuff rather than looking the man in the eye. He said talk is cheap. He said you sit here meeting after meeting and you say the staff is wonderful and the staff does this and does that. He said let's see how you are at living up to that appreciation you have for the staff. He said when the staff comes to you with safety concerns about their working conditions and the working conditions themselves, will the Commission

do what it did with most of the things you did tonight, and sit there like lumps on a log and just remain silent or are you actually going to have a discussion and say if the employees of the library who we praise all the time have concerns about their working conditions and their safety, shouldn't we as the Library Commission have a pretense of a discussion. He said it will probably be swept under the rug like most of the things around here. He said when he goes to public meetings he tells them there are two reasons he is there and that is one, that members of the public who want to speak are allowed to; and two, that members of the public who want public records have access to those records. He said we raise issues with you and you just keep doing the same thing. He said you don't track the money for the Friends. He said Jill Bourne's going away party cost \$1700 including an \$800 cake. He said no wonder you like the Friends.

### Commission Discussion

President Gomez said her understanding is that some members of the union have met with our Facilities Manager and there is an ongoing discussion happening. She said this is an area that staff oversees and they can look to us for advice and discussion but it is not a matter to be voted on by the Commission.

Commissioner Munson said he would like to know why this has not been resolved already.

Luis Herrera, City Librarian, said this is a transition and when we look at the operational needs in terms of maintenance needs; it has been an ongoing discussion to change the shifts so that we can better address the needs. He said a night shift allows us to do that. He said management has the prerogative to make some changes obviously within the contract requirements and certainly to allow for meet and confer and we have had that. He said we know that change is difficult and we are always open to modifying the shifts to get input into what is required. He said we have made arrangements for safety considerations and have allowed the custodial staff to park below in the loading dock and we are working with security personnel to insure safety. He said we take those matters very seriously. He said it is an ongoing dialogue, but it is a change that is required to address the maintenance concerns we have in this facility. He said we are looking at making changes at the branches as well, but we have deferred those until we see how this transition works.

Commissioner Munson said workers are being asked to work a 7:00 pm to 3:00 am shift and previously they had been day workers and they don't want to work at night. He said are they asking you to hire other workers to work those shifts.

Luis Herrera, City Librarian, said there is no doubt there are some vacancies that need to be filled.

Commissioner Munson asked if there are security positions at night.

Roberto Lombardi, Facilities Director, said he welcomes the dialogue and there are over 44 custodians in the unit. He said when we make a fundamental change it is not realistic to think that all 44 are going to say this is the best thing we have ever heard of. He said for whatever reason this building has not been cleaned at night but if you go all around Civic Center Plaza the buildings are cleaned at night. He said the custodians have one of the hardest jobs in the building. He said the custodians were starting at 6:00 am and only had three hours to clean before the building opens at 9:00 am. He said we have committed that as we hire new workers they will come with the understanding that they will be expected to be able to work that night shift. He said we assign people by operational need because our biggest commitment is to keep the library, safe, clean and healthy for everyone. He said he does care what the staff thinks and he will work with those that have issues with working the night shift. He said they will have an ongoing dialogue and he has a monthly meeting with the union representatives and staff.

Commissioner Munson said he did not hear a response about whether there is security staff at night.

Robert Lombardi, Facilities Director, said currently we do not have security at night and in many of these office buildings it is not a standard operating procedure. He said we are allowing the custodial staff to park in the loading dock area during the night shift to insure safety.

Lynn Clipper, Custodian, said the issue is transportation. He said BART starts at 8 am in the morning. He said there are shifts that get off at 1:30 or 2:30 am. He said six positions are not filled and the idea was to hire those positions and place them in the night shift. He said because we did not fill those positions the Department chose to take people from the day time to the night time shifts. He said the temporary has now become consistent and ongoing. He said we were already short. He said we are grateful that they are allowing us to use the garage, however there are people walking around at 1 and 2:30 in the morning waiting for BART to open up. He said as far as branches this is the worst area and this is a very high crime area after 10:00 pm.

President Gomez said she would like to see staff continue the conversation.

Luis Herrera, City Librarian, said he has an open door policy and he is disappointed that they have not come to him directly and he does not think that the Commissioners should necessarily be involved. He said he welcomes the Commission engagement but at some point some decisions will have to be made by the management staff.

President Gomez said she knows the hard work that the administration puts into creating an atmosphere that is open to all.

Lynn Clipper, Custodian, said out of the over 200 people in the selection pool only two people chose to work these jobs.

Betty Williams, Union Steward for the library, said she is heavily involved with the custodians and she said there are a lot of issues in the unit. She said they have instituted monthly meetings with both the day and night shifts. She said after those meetings we have a monthly meeting with Roberto. She said we are all trying to see if we can get some resolution to the issue. She said Management does have a relationship with Labor and they do speak constantly.

President Gomez said things do take time and they are moving forward on the slow pace that is required by a very large institution with a lot of employees. She said she looks forward to hearing how the conversations go with staff and the union.

Commissioner Munson asked if these problems developed when you went to implement the shift change.

Roberto Lombardi, Facilities Manager, said he has had a lot of meetings with different groups of custodians and they talked about all of these changes before hand. He said when you have a large staff he does not expect that everyone is going to like what we do but we are hearing the suggestions. He said we went through a long process.

Commissioner Mall asked if the pay is the same for the day and night shift.

Roberto Lombardi, Facilities Manager, said he believes there is a differential but he is not sure what that is.

## **AGENDA ITEM NO. 7 APPROVAL OF MINUTES JUNE 6, 2013**

### Public Comment

An anonymous citizen said the Commission getting involved personally with a labor dispute is called administrative interference. He said the citizen summaries are contained here exactly as he submitted them. He said the carriage returns are removed and it is all one block. He said the explanatory documents are available in the online version but not in the paper version. He said on the first page it says the three monkeys are not supposed to be a lesson on how not to behave. He said it is not supposed to be an example to emulate; it is a lesson on how not to behave. He said on page 2 Mr. Hartz said that there was \$180,000 spent on public relations and \$181,000 for a discretionary fund that Mr. Herrera as total discretion over. He said this total is \$361,000. He said at the bottom of page 12 there is a sentence that says "it wasn't so bad after all to hear from its patrons." He said that should be its patrons without the apostrophe.

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Stop the Hate, Stop the Ignorance – Don't give money to, or accept money from the Friends of the Library. Parenthetically, the City Librarian will remind you that getting involved personally is called administrative interference. My citizen summaries are exactly as I submitted them. Your secretary achieved her objective of requiring me to spend time double-checking for the rest of my life. The carriage returns are removed to create one block. Also, the explanatory documents are noted on the online minutes but not the paper version. On page 1, I said the three monkeys was not an example to emulate, it is an example of how not to behave. Contracting to a double negative reverses the meaning. Commissioner Munson stated he was listening carefully when I was unclear. I hope he does the same when my comment is clear. On page 2, Mr. Hartz said \$181,000 for discretionary income. On page 12, the contraction "it's" is possessive, "its."

Peter Warfield, Library Users Association, said these are long minutes which he is glad of, but they should also be good and accurate minutes. He said on page three in his comments it says he said "there has never been a question about whether people would like later hours.' He said he does not think he said that, he said people are consistently requesting more evening hours. He said then there is a complete hash where it reads "He said in the past Mr. Herrera argued with the Board of Supervisors about adding additional hours and then never added the hours until the 51<sup>st</sup> week of the budget." He said the story is that Mr. Herrera opposed the Board of Supervisors with regard to adding additional Sundays to branches in 2005 and he came back in the 51<sup>st</sup> week of the fiscal year, but he still didn't add any hours until a year and a half after the initial allocation and until there had been a second allocation for a second year. He said so you go and make sense out of that. He said on page 5 under public comment it is very obscure because there is the use of the word "we" and it isn't clear if that means we the Library Users Association or we the Commission. He said it says "we did an analysis" and it should say Library Users Association did an analysis. He said it should make clear that what he said is that you can go from four evenings a week and now under the new plan it would be three evenings.

The Commission recessed at 7:54 pm.

The Commission reconvened at 7:59 pm.

Peter Warfield, Library Users Association, continued his statement and said on page 11 it says President Gomez asked if it would be possible to have the Main Library open late one night and Luis Herrera said we will report back to the Commission on that. He said those sorts of things should be in bold type. He said on page 13 under his comments it should

read “the Public Library Association data **show** that.” He said it should say “San Francisco is second **in per capita.**”

Ray Hartz, Director San Francisco Open Government said the minutes have gotten appreciably better. He said for a long, long time we raised concerns about the fact that what we said was misrepresented. He said when discussing approving the minutes certain changes had been recommended to accurately represent what we had said, our recommendations were ignored but when the Commission wanted something changed it was changed. He said he found the law that said a person could put in a 150 word summary and you fought him on that for a year and a half. He said and now you are going to fight me on the access to the graphics when all I want to do is give you a couple of PowerPoint slides and just put it in there like you do for everyone else. He said you think you have the right to ignore the law both local and state law and violate your oaths of office to support and defend the constitution. He said he has the right to come to the meeting and speak and said he doesn't have to have someone on the Commission go to the Police and file a false police report after she is recorded using words that if used here you would tell me I was outrageous saying she knew 12 people who would f\*\*\*in bury me. He said he has put up with a lot of crap just to get his constitutionally free speech into the record and you have put up a lot of crap fighting him on it. He said he didn't just do it for him he did it for all of you. He said he is a guy who knows the Sunshine Ordinance and you take Sunshine Training every year and ignore those rights.

#### Commission Discussion

President Gomez asked the Secretary to check on the number mentioned and correct that in the Minutes if need be.

Motion: By Commissioner Munson, seconded by Commissioner Mall to approve the [Minutes of June 6, 2013](#) making the following changes: on page 3 it reads “He said he grew up in San Francisco and has gone to libraries here is entire life.” That should be changed to “**here his** entire life;” under Peter Warfield's statement the secretary should check the tape to see if he said “there has never been a question about whether people would like later” or “**more** evening hours;” the last sentence by Peter Warfield on page three should be dropped; and on the top of page 4 the second word “at” should be removed.

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

#### **AGENDA ITEM NO. 8 ADJOURNMENT**

There was no public comment on this item.

Motion: By Commissioner Munson, seconded by Commissioner Mall, to adjourn the regular meeting of July 18, 2013.

Action: AYES 4-0: (Lee, Gomez, Mall, Munson, and Ono)

The meeting adjourned at 8:09 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).