



San Francisco Public Library

SAN FRANCISCO PUBLIC LIBRARY COMMISSION

Minutes of the Regular Meeting of September 17, 2015

(As approved at the regular meeting of November 5, 2015)

The San Francisco Public Library Commission held a regular meeting on September 17, 2015 in the Koret Auditorium Main Library.

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

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

Commissioner excused: Nguyen

AGENDA ITEM NO. 1 GENERAL PUBLIC COMMENT

Peter Warfield, Executive Director, Library Users Association, said it is disappointing that the Commission, which has seven seats, only has six appointees and he is not sure why the Mayor has not appointed someone. He spoke about several complaints that the Library had before the Sunshine Ordinance Task Force (SOTF) He said the library was found in violation of the Ordinance on a complaint filed by someone else and it showed a lack of understanding about the basics of open records. He said there continues to be breaching of privacy with BiblioCommons.

Parker Higgins said he works on policy and advocacy at the Electronic Frontier Foundation. He said TOR is a global system for enabling anonymous and private internet browsing and it relies on volunteer infrastructure and is a well-tested privacy tool that is helpful for libraries. He said after some controversy in New Hampshire they reinstated the system. He said he hoped the library would be receptive to hearing more about this and he would be willing to volunteer in helping the library.

Ray Hartz, Director San Francisco Open Government said there is a listing at the back of the room that show the 24 times that the Sunshine Ordinance Task Force has ruled that his rights have been violated under the law and that includes seven times this Commission has been found in violation. He said that the people on the stage have forgotten their obligation to support and defend the Constitution. He said you don't like what I have to say but that does not permit you to interfere with his or any other San Franciscan's right to free speech. He said it is inappropriate for

Sue Blackman, an official of the Library Commission, to interject her personal criticism of his public comment.

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 remind you that extremism in the defense of liberty is no vice! And let me remind you also that moderation in the pursuit of justice is no virtue!” This quote from Barry Goldwater. I use it today to point out that it is Constitution Day! It seems most, if not all of the people on the stage have forgotten not only the Constitution, but also, their obligation to “support and defend” that document. You all don’t like what I and other members of the public have to say. It does not, however, permit you to interfere with my, or any other San Franciscan’s right to free speech! A listing of 24 findings by the capital SOTF has been made available. Seven of those rulings involve the SFPL, and I think it’s fair to say I can establish a “pattern of harassment” much more clearly than any of you!

AGENDA ITEM 2 FINAL CONTROLLER’S REPORT: REINVESTING AND RENEWING FOR THE 21st CENTURY

Luis Herrera, City Librarian, said this is the final report from the Controller’s Office titled Reinvesting and Renewing for the 21st Century A Community and Economic Benefits Study of San Francisco’s Branch Library Improvement Program (BLIP). He gave some background on the BLIP and the goals for the program when the project started. He said we have had updates on the Controller’s report and today we will hear about the findings from the final report. He said the full report is available along with the Technical Appendix. He introduced Peg Stevenson, who is the Director of the Performance and Audit Division of the Controller’s Office and consultants from Berk Consulting, Brian Murphy, Project Manager and Annie Saurwein, Lead Analyst.

Brian Murphy, Project Manager, Berk Consulting, gave a presentation on the report. He said the study included both a qualitative and quantitative analysis. He said there are four categories of community benefit. He said for every dollar invested in BLIP San Francisco realized a return of between \$5.19 and \$9.11 and contributed more than \$330 million in indirect and induced benefits to the San Francisco economy. He explained the top four categories where there were significant benefit. He said these are serving San Francisco in the 21st Century; Catalyzing Neighborhood Vitality; Preserving Resources and History; and Stimulating Economic Activity.

Annie Saurwein, Lead Analyst, Berk Consulting continued the presentation and said that the four categories discussed give us a framework for quantifying the Return on Investment. She said they studied scenarios with BLIP and without BLIP. She said there are certain

values that you cannot measure. She said the community's investment in BLIP includes all community public funding and Friends of SFPL contributions but not earned income. She said the three kinds of Economic Benefits are Direct, Indirect and Induced. She said they did not include direct benefits in the estimate of economic benefits. She explained the economic impact of BLIP Operational spending. She said the BLIP capital investments and additional operational spending contributed more than \$330 million in indirect and induced benefits to the San Francisco economy.

Brian Murphy, Project Manager, Berk Consulting, explained the lessons learned and the six recommendations: When possible, take a programmatic approach, rather than an incremental approach; Use partnerships to leverage complementary skills and abilities; Reinvent, when necessary, and build with the future in mind; while investing in facilities, invest in neighborhoods; engage the community and deliver on promises made; and learn and reflect, both during and after the investment period.

Explanatory documents: [Controller's Report Presentation](#); Controller's Report: [Reinvesting and Renewing for the 21st Century](#); and [Technical Appendix](#).

Public Comment

Peter Warfield, Executive Director, Library Users Association, said BLIP brought various improvements to the library system. He said this analysis is dangerous, methodologically unsound and flat wrong. He said he would like to know what the control is and what was being compared. He wanted to know whether BLIP resulted in better branches.

Ray Hartz, Director San Francisco Open Government said he wants to concentrate on page 62 and the list of stakeholders. He said almost all of the people listed have a vested interest in declaring how successful this program is. He said there is nothing about the amount of the Friends' contribution to the program and there are no documents showing how much the Friends' gave. He said this is a serious omission.

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'm going to focus today solely on page 62 of "Reinvesting and Renewing for the 21st Century." I think it goes without saying that almost all of the people listed as "Stakeholders," have a vested interest in declaring how successful this program is. You certainly aren't going to hear any of them say anything negative! Although both the former and acting Executive Directors of "The Friends," appear in this listing we see nothing about the group's contribution to the program. For a group that committed to raising \$14 million, they have only made totally unsubstantiated claims of less than \$9 million. This is a serious omission! I believe the public should be

aware that this group of “private individuals” has not made a formal report in two years. And, despite serious concerns raised by members of the public, “The Friends,” have failed to provide any proof of an actual contribution.

Commission Discussion

Annie Saurwein, Lead Analyst, Berk Consulting, responded to questions from Commissioner Dunning and said that part of the BLIP was changing the way the library does business so there were some increased operational costs. She explained that the operational costs are not included in part of the investment. She said the Friends donations are true community investments.

Brian Murphy, Project Manager, Berk Consulting, responded to questions from Commissioner Wardell-Ghirarduzzi and said they had to learn about the history of BLIP and the projects prior to BLIP so that they would have an understanding of what BLIP was intended to do. He said some of the indicators for the success was additional foot traffic and a reenergizing of the neighborhoods.

Brian Murphy, Project Manager, Berk Consulting, responded to a question from Commissioner Mall about the stakeholders who were included in the study. He said they were looking for the results of the investment and not looking at some of the challenges along the way. He said they contemplated a survey and concluded that it would not be an effective mechanism because it is really hard to do. He said their surveys usually concentrate on what is going on in the present.

Commissioner Lee said he recently read the Pew research and was pleased to see that the San Francisco library is fighting some of those trends.

Annie Saurwein, Lead Analyst, Berk Consulting, responded to questions from Commissioner Lee regarding some of the graphs and explained that some of the branch libraries were not open during some of this time. She said the values stay pretty constant.

Luis Herrera, City Librarian responded to a question from Commissioner Lee on relating to veterans. He said we have opened the Veterans Resource Center which is part of the Bridge. He said he wanted to thank the members of the Controller’s Office who worked on this as well as the Library Management team.

Peg Stevenson, Director of the Performance and Audit Division of the Controller’s Office, said it will be posted on the Controller’s Office website on Monday. She said this is a very important study that we use for population forecasts and other studies.

AGENDA ITEM 3 SAFE AND WELCOMING FACILITIES

Luis Herrera, City Librarian, said we have taken a holistic approach to this working with a multitude of partners. He said we have recently revised the Patron Code of Conduct and we have introduced an appeals process and have expanded the social worker program.

Roberto Lombardi, Facilities Director, gave a presentation on the strategies to promote public safety. He went over the Security Operational Updates and Security Statistics and Trends.

Karen Strauss, Chief of Main, continued the presentation, discussing the Partnership with the Department of Public Health for FY 14-15. She explained the Social Worker Program Outcomes. She showed photographs of Lava Mae, the new portable shower vehicle that the library has partnered with. She showed a video which was prepared for the ALA conference in June "Serving Communities in Need." Explanatory document: [Safe and Welcoming Facilities](#) presentation.

Public Comment

Peter Warfield, Executive Director, Library Users Association, said he is glad for the services the library does provide for the underserved. He said unfortunately the Library administration excludes and ignores some people who have contributed to what the library is doing well. He said the penalties were increased in the initial Patron Code of Conduct in response to a letter from the Mayor. He said he got the homeless groups involved and the next draft of Patron Code of Conduct was much more lenient.

Chris Norman, Analyst in the Facilities Division, said he is a member of the Security and Communications Task Force. He said the Task Force has been working for about a year and a half. He said they are working on a Manual that will help explain the types of incidents and how to address them.

Ray Hartz, Director San Francisco Open Government, said he agrees with Mr. Warfield's comments. He said what the library has come up with is a more holistic and humanistic approach and the Commission should acknowledge Mr. Warfield for his assistance in making this happen. He said the Commission and the City Librarian continue to suppress both public comment and public participation. He referred to his hand out showing 24 orders of determination from the Sunshine Ordinance Task Force.

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.

My comments today are not directed at the substance of this presentation, but focus on the style that is used. If you compare the listing of orders of determination I discussed during general public comment, you will see that this presentation uses the same style, which belongs to the program Microsoft PowerPoint. So,

despite the fact that the Library Commission and the City Librarian have claimed that they need to spend more than \$40,000 in order to project my slides onto the screen. This shows that claim to be totally false! As far as the commissioners are concerned, what I say is bad enough! Allowing me the use of audiovisual equipment would really “drive them over the edge!” This is another example of their desire to suppress both public comment and public participation. Anyone critical will not be tolerated! Only those who are “totally supportive” will be treated with respect.

Jennifer Friedenbach, Executive Director, Coalition on Homelessness, said she appreciates the Library’s cooperation in allowing them to work on making the library a more welcoming environment. She said she appreciates the tone the library has put forth towards the homeless. She said everything is a work in progress.

Kelly Cutler said she is a volunteer with the Coalition on Homelessness. She said she really appreciates the process and how well it has gone. She asked if the library has been looking for a second social worker.

Karen Strauss, Chief of Main, said the library is looking for a team leader to help supervise the group.

Commission Discussion

Commissioner Mall said that this is a huge issue and we do need to treat the homeless with respect. She said she saw two incidents in the library today and she asked what it takes to become an incident.

Roberto Lombardi, Facilities Director, said that equity was the biggest issue when developing the Patron Code of Conduct. He said the incidents are all listed and kept track of.

Luis Herrera, City Librarian, said one of the changes we have made is to try to correct the behavior before it results in an incident. He said it is also a reporting choice by the staff member.

Roberto Lombardi, Facilities Director, said there has been a huge effort in training staff.

Cathy Delneo, Chief of Branches, said the minor offenses are really correctible ones.

Commissioner Lee asked if we have statistics on whether the patrons and the staff members feel more secure.

Roberto Lombardi, Facilities Director, said we can pull the reports and surveys on how patrons and staff feel about safety.

Karen Strauss, Chief of Main, said there has been surveys of staff on perceptions of safety.

Commissioner Lee said the stakeholder perspective is very important.

Luis Herrera, City Librarian, said the Coalition of Homelessness provided some training for us in how we deal with these issues.

Commissioner Wardell-Ghirarduzzi said she was not aware of some of the work of the social worker and she was not sure if that was being shared. She said she is interested in learning more about Lava Mae.

Karen Strauss, Chief of Main, said Leah Esguerra, our social worker, really deserves much of the credit on this program.

Commissioner Dunning asked about a survey of the librarians on whether they were feeling safe and she wanted to know if this survey was open to the entire staff.

Karen Strauss, Chief of Main, said the survey was open to all staff. She also said the social worker is available inside the building.

Roberto Lombardi, Facilities Director, responded to questions from Commissioner Dunning on the training of staff. He said training is mandatory for all security staff. He said there are various types of training including some that are part of the police academy training.

Karen Strauss, Chief of Main, said there are three to four part time Health and Safety Associates.

Luis Herrera, City Librarian, said as we discuss the budget the Commission may want to look at these areas for further investments.

Commissioner Wardell-Ghirarduzzi said she would like for the library to be a national model in this area.

Luis Herrera, said he wanted to thank the Homeless Coalition for all their support and work on this.

AGENDA ITEM NO. 4 CITY LIBRARIAN'S REPORT

Luis Herrera, City Librarian, said every two years the City Controller's Office issues a report that measures objectively residents' use and satisfaction with City services. He addressed the results of the survey relating to Libraries. He said that Libraries in the City received a B+ grade.

Christy Estrovitz, Youth Services Manager and Co-Chair of the Summer Stride Committee, gave a presentation on the Summer Stride Program. She gave all the statistics from the program including the fact that there

were 14,692 participants which included 11,340 children and teens and 3,352 adults. She showed some images from the program. She said the marketing and outreach was very successful. She thanked the Friends and all of the other sponsors of the program.

Michelle Jeffers, Chief Community, Programs and Partnerships, gave a presentation on the Library's Program and Exhibit highlights for the fall. She said this included Hispanic Heritage Month; SF Hosts the Panama Pacific International Exhibition; Filipino Book Festival; World War II in the Philippines Exhibit; One City One Book; Tricycle Music Fest 2015 and The Re(a)d Zone – Read for the Record.

Roberto Lombardi, Facilities Director, said the Ingleside Garden Project is scheduled to have its grand opening on Thursday, September 24, at 11:30 am. He said the project looks great and he said the partnership with PUC, DPW, Rec and Park and the Library worked really well.

Luis Herrera, City Librarian, said that we will be making some changes and repairs to the plumbing at the Main and to do that we will be closing the Library on Sunday, October 11 on Columbus Day weekend so that we will have two days to complete the work with the Monday holiday. He said we have been working closely with Labor so that this works as smoothly as possible.

Explanatory documents: [City Survey 2015 Libraries](#) presentation; San Francisco 2015 City Survey ([Executive Summary](#) and [Library Chapter](#)); [Summer Stride](#) presentation; and [fall programming presentation](#).

Public Comment

Peter Warfield, Executive Director, Library Users Association, said it is nice to hear about library programs especially ones that have to do with reading. He said these items should be heard separately. He said the Library only uses positive surveys and not reality based surveys.

Ray Hartz, Director San Francisco Open Government, said that 98% of the things that happen at the library are exceptional and that is due to the staff and the service. He said he gets frustrated that the library highlights all of the good things about the library but is not open to criticism or discussing the things that aren't so good.

Commission Discussion

Commissioner Lee asked about the drop in library usage to 68% compared to prior years.

Luis Herrera, City Librarian, said the change in methodology for the survey may have made a difference in how things were assessed. He said we need to be in touch with future trends.

President Ono thanked the staff for all their hard work and especially for the programming for October.

AGENDA ITEM NO. 5 LABOR UNION REPORT

Vanessa Hardy, Union Steward, said the report today is on the Preservation Department, of which she is a part as a Book Repairer. She said the Union and the 7400 series have worked together on a reclassification proposal. She said the class title is currently Book Repairer but over the last five years the unit has been providing an increasing amount of conservation, which is not part of the job description for Book Repairer. She gave a history of the unit and referred to a booklet that is part of the Commission's back up material. She said the job description has been updated twice and it hasn't solved the problem. She said they have presented this to Management and have not heard back. She said she would like to invite the Commissioners to visit the book repair section.

Explanatory document: [report](#) prepared by Preservation staff and SEIU1021

Public Comment

Peter Warfield, Executive Director, Library Users Association, said that was a very informative presentation. He said many libraries have items other than books. He said the Boston Public Library has a variety of rare things just as we do here in the History Room. He said the Commission should give labor what they want.

Ray Hartz, Director San Francisco Open Government, said he appreciates that we are now having on a fairly regular basis a Labor Union Report. He said it took a trip to the Sunshine Ordinance Task Force to have this accomplished. He said it is good to hear the input from the Union. He said efforts to maintain and preserve the long and rich history of the City of San Francisco are worthy of wholehearted support and he looks forward to the discussion by the Commission and management on this effort.

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 congratulate the employees of the San Francisco Public Library and the representative of the employees union SEIU Local 1022 on this fascinating report. As I have stated on numerous occasions my concerns about the SFPL, are not with its employees or staff. Efforts to maintain and preserve the long and extremely rich history of the City of San Francisco are worthy of wholehearted support. The history of both the City and its public library are entwined to a degree that they are truly inseparable. Preserving library resources, as this report makes clear, also acts to preserve the history of the City of San Francisco and its

citizens. I await with eager anticipation the discussion by members of the Library Commission and senior library staff about what they intend to do to support this extremely important effort.

Commissioner Mall left the meeting at 7:25 pm.

Donna Marion, Library Human Resources Director, said the library has engaged with the Union and our Book Repairers several times. She said we have brought in the Compensation and Classification Director to speak with them and have had discussions with the Executive Director of the Civil Service Commission. She said they are waiting to hear back from the Book Repairers on data on how much preservation material they receive versus book repair material. She said there is a city process that we need to go through and we need the information from them to continue the process.

Commission Discussion

President Ono thanked the labor union for their presentation and said she understands that it is being handled by Department of Human Resources and the library.

Commissioner Wardell-Ghirarduzzi asked about the time frame for getting the data back to do some analysis.

Laura Lent, Chief of Collections and Technical Services, said the process has not begun and she said they are trying to forecast into the future what the needs will be.

Luis Herrera, City Librarian, said the important factor in this is we should not enter into any bargaining with labor until such time as the Department of Human Resources has engaged in their process.

Donna Marion, Human Resources Director, said at first the union had asked for a wage increase for this classification and they were informed that in order to do that they would have to negotiate with the City in the spring of 2017. She said now they approaching this as a reclassification to a new classification.

Vanessa Hardy, Union representative, said they originally had asked for a salary raise. She said that subject was first broached 25 years ago. She said it has taken them a while to find out the appropriate way to go about this. She said they have been working with the Department of Human Resources because the problem is that we have two different classifications doing the work.

Arcelia Montoya, SEIU 1021 Field Representative, for the library workers, said last year they invited the library management to a tour of the preservation unit. She said there was no interest by management to do so. She said she is again asking management staff and the Commission to tour the preservation unit.

The Commission recessed at 7:31 pm.

The Commission reconvened at 7:36 pm.

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

AGENDA ITEM NO. 6 APPROVAL OF THE MINUTES JULY 16, 2015

Public Comment

Peter Warfield, Executive Director, Library Users Association, said on page one under general public comment his comments refer to a webinar and he said that was a specific webinar on BiblioCommons and that should be included. He said on page two under public comment under the Controller's Report the summary does not include his request for information on whether the voters got what they paid for. He said on page four his comments were not as he had stated them. He said on page seven his comments were not as he stated them.

Ray Hartz, Director San Francisco Open Government, said he was not going to speak at that meeting but because of the egregious decision to allow the representative of the Friends to speak under adjournment on a topic that was not about adjournment, he decided to speak on that issue. He said he has fought very hard to get the Library to include the 150 word summary in the body of the minutes.

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

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

AGENDA ITEM NO. 5 ADJOURNMENT

Public Comment

Peter Warfield, Executive Director, Library Users Association, said that democracy is dying here because this agenda does not include New Business and you should not adjourn without it. He said there are several issues that should be included on upcoming agendas.

Ray Hartz, Director San Francisco Open Government, said the Commission should adjourn in honor of James Chaffee who spent more than three decades coming to these meetings and who has now stopped coming to the meetings.

Motion: By Commissioner Wardell-Ghirarduzzi, seconded by Commissioner Lee to adjourn the regular meeting of September 17, 2015.

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

The meeting adjourned at 7:49 pm.

Sue Blackman
Commission Secretary

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