



San Francisco Public Library

SAN FRANCISCO PUBLIC LIBRARY COMMISSION

Minutes of the Special Meeting of October 8, 2015

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

The San Francisco Public Library Commission held a special meeting on October 8, 2015 at the Ortega Branch Library.

The meeting was called to order at 4:02 pm.

Commissioners present: Dunning, Lee, Nguyen, and Ono,

Commissioner Wardell-Ghirarduzzi arrive at 4:05 pm.

Commissioner excused: Mall

AGENDA ITEM NO. 1 GENERAL PUBLIC COMMENT

There was no one to speak on general public comment.

AGENDA ITEM NO. 2 SFPL LIBRARY SERVICES TO YOUTH IN CUSTODY

Luis Herrera, City Librarian, said it is important to talk about the diversity of services we offer throughout the library. He said Rachel Kinnon and Anna Civitokic from Services to Youth in Custody are here today to present along with Chief Allen Nance, Chief of the Juvenile Probation Department.

Rachel Kinnon said she is the librarian at the Juvenile Justice Center. Anna Civitokic said she is the librarian at Log Cabin Ranch. Together they gave a presentation on SFPL Library Services to Youth in Custody.

Rachel Kinnon gave some background on the Juvenile Justice Center and explained the use of the library by the youth in custody and the programs they offer. She showed photographs of the Center. She told about notable author visits at the Center.

Anna Civitokic gave some background on Log Cabin Ranch which holds approximately 10 -15 young men ages 14 – 18. She said they are youth

that have previously been to the Juvenile Justice Center. She told about the various programs available through the library at Log Cabin Ranch. She said every person leaves Log Cabin Ranch with a library card in hand. She said they are proud of their collection and listed some of the popular titles.

Rachel Kinnon brought in a knit hat made by one of the youth. She said knitting is very popular because it is something they can do for a long period of time. She said the collection is shared with the two facilities. She said they have their own circulation system.

Anna Civitokic said that partnerships are very important to the program.

Rachel Kinnon shared some testimonials from the youth.

Chief Allen Nance, Chief of the Juvenile Probation Department, said they are very grateful and appreciative of the support of the library. He said his hope is that when these young men return to the community they will continue their appreciation of literacy. He said the two women who spoke today think of their jobs in terms of social development and he wanted to applaud their work.

Explanatory document: [SFPL Library Services to Youth in Custody](#) presentation.

Public Comment

Peter Warfield, Executive Director, Library Users Association, said he was glad to hear about some of the details of the program. He said he would like to know about the budget, the start date and the type of catalog they use because of the privacy issues.

Commission Discussion

Commissioner Nguyen said he was grateful for this presentation and for these services.

Commissioner Dunning asked about the budget for the program.

Luis Herrera, City Librarian, said it is part of the Library's budget and that includes materials and staffing.

Commissioner Dunning asked about the ages and how many youth involved.

Rachel Kinnon, Juvenile Justice Center said the ages are typically 13 – 18 and they have about 55 youth. Anna Civitokic said Log Cabin Ranch as 13 youth right now.

Commissioner Lee asked about the participation in the program.

Rachel Kinnon, Juvenile Justice Center, said they all use the library because it is part of their school. She said they all get to the library at

least once a week. Anna Civitokic said there is 100% usage at Log Cabin Ranch. She said the Discover and Go Program is also available to the families and she encourages them to get library cards as well.

Commissioner Lee asked if the youth are able to access the catalog.

Rachel Kinnon, Juvenile Justice Center, said in both facilities the youth can access the internet only with staff supervision.

Anna Civitokic, Log Cabin Ranch, said that they do have a separate catalog for both facilities.

Rachel Kinnon, Juvenile Justice Center, said if there was material that a youth was interested in they could add it to the separate collection.

Commissioner Wardell-Ghirarduzzi said the work is clearly important and asked about the collaboration with San Francisco Unified School District and other branch librarians.

Rachel Kinnon, Juvenile Justice Center, said they work closely with the branch teen librarians.

Anna Civitokic, Log Cabin Ranch, said many of the plans developed for after care for the youth include the libraries. She said she works part time at Log Cabin Ranch and part time at the Mix. She said there is a new program coming up entitled Steps and Skills for Teenage Parents.

Luis Herrera, City Librarian, said the program began in 1993.

Commissioner Wardell-Ghirarduzzi asked what some of the things are that would take the program to the next level.

Anna Civitokic, Log Cabin Ranch, said that the biggest opportunity now is through the Mix and Teen programming and getting the word out.

Rachel Kinnon, Juvenile Justice Center, invited the Commissioners to come and visit the facility.

President Ono asked if there was a breakdown of the materials that are used by the youth.

Rachel Kinnon, Juvenile Justice Center, said they start with magazines and comic books and then go onto books.

President Ono said she thought the idea of Steps and Skills for Teenage Parents was a great idea.

AGENDA ITEM NO. 3 FYs 2017 AND 2018 BUDGET PRIORITIES

Luis Herrera, City Librarian, said we are beginning the discussions on the 2017 and 2018 budget priorities. He said at last month's Commission

meeting we discussed the Return on Investment study so that will be part of the future investment discussion. He said this year the Controller's Office is doing a staff study that we hope will inform us as to what the staffing needs are.

Maureen Singleton, Chief Financial Officer, said we are now in a fixed two year cycle. She gave the budget presentation including the background review. She said the future begins with strengthening our foundation and we build upon that with our six strategic priorities. She explained the areas involved in these priorities.

Luis Herrera, City Librarian, said the first priority is to be the Premier Urban Library and described some of the investments we will be making in order for that to happen.

Michael Lambert, Deputy City Librarian, said the next priority is Literacy and Learning and he described the investments we are proposing in this area. He said the next priority is Youth Engagement and he described the investments we are proposing in this area. He said another priority is our Digital Strategy and he explained the investments we are proposing in this area.

Maureen Singleton, Chief Financial Officer, said another priority is partnerships for excellence. She listed some of the partnerships and the investments needed. She said the final priority is Organizational Excellence. She went over some of the areas proposed for investment under this priority. She explained the budget calendar.

Explanatory document: [FYs 2017 and 2018 Budget](#) Priorities Presentation.

Public Comment

Peter Warfield, Executive Director, Library Users Association, said he was interested in knowing the source of the strategic priorities. He said there is nothing about books in the presentation and the only word he heard was collection. He said he would like to know the resources going into books. He said there are serious issues relating to privacy and custodial issues.

Commission Discussion

Commissioner Dunning said it is good to have a discussion on the priorities. She said trained staff is one of our greatest assets and she wants to make sure we continue to invest in our staff.

President Ono asked about the Citywide Literacy Initiative that was mentioned under the Literacy and Learning priority.

Luis Herrera, City Librarian, said they met with the Superintendent of Schools on coming up with strategies to make the library card campaign work. He said we will be partnering with SFUSD in the literacy initiative

which is currently being developed, and that it will include a library card campaign.

President Ono said she was glad that we are having the presentation in October but wanted to know when we will have actual numbers.

Maureen Singleton, Chief Financial Officer, said we will probably have some numbers in December.

Luis Herrera, City Librarian, said they will come back with some additional information at the November meeting. He said the priorities have been around for a number of years and they are modified as the Commission makes recommendations.

Commissioner Wardell-Ghirarduzzi said it would be helpful to understand the priorities within the strategic areas.

Luis Herrera, City Librarian, said we will come back at the November meeting and drill down into some of these areas. He said we are looking at some feedback from the Commission on some of this. He said some of the priorities are the Mix and needs at the branches. He said we will be looking at security and custodial. He said staffing will be a driving force and we look forward to getting the Controller's Study on staffing to help us address it.

Commissioner Lee said that youth engagement is a priority. He said we need to measure the value of what we are prioritizing.

AGENDA ITEM NO. 4 CITY LIBRARIAN'S REPORT

Luis Herrera, City Librarian, said we are very happy to be at the Ortega Branch Library and welcome the opportunity to give an update on what is going on here at Ortega.

Denise Schmidt, Acting South West District Manager, said that Ortega is one of the Branches in that area. She gave a presentation on the Ortega Branch, including giving an overview of the neighborhood, showing photographs of the opening of the new branch in 2011, and the living roof. She gave statistics on the use of the library comparing the old branch with the new branch. She said the new library's popularity is on the rise.

Tiffany Lac, Ortega Branch Manager, said this branch is the crown jewel. She said Supervisor Tang has said that the Ortega Branch is a safe place for children to be because it is structurally sound. She said the whole community is proud of this library.

Luis Herrera, City Librarian, said there has been a lot going on in the branches including open house celebrations and we wanted to give the Commission an update on that and also to thank the Friends of the Library for their support in making these celebrations happen.

Cathy Delneo, Chief of Branches, gave a presentation on the Open Houses that have occurred this year. She said there were over 16 open house events celebrating neighborhood libraries and the completion of the Branch Library Improvement Program. She said the events have been sponsored by the Friends of the Library and she wanted to thank them. She showed photographs and told about the celebrations held at the Bernal Heights, North Beach, Potrero, Marina, Merced, Golden Gate Valley, Eureka Valley, Anza, Western Addition, Chinatown, Mission Bay, Portola, and Excelsior branches. She said other events are coming up at Bernal Heights, Glen Park, Parkside and Ingleside.

Luis Herrera, City Librarian, said the Bayview Linda Brooks-Burton Branch received a New Landmark Library award from the Library Journal. He said he wanted to remind the Commission that the Main Library will be closed this Sunday to do upgrades on the plumbing so that there will be two days including the holiday on Monday to complete the work. Explanatory documents: [Ortega Branch Library](#) presentation; [Open Houses at SFPL's Branch Libraries](#) presentation; and [Bayview Linda Brooks-Burton Branch Library New Landmark Libraries 2015](#) Winner article.

Public Comment

Peter Warfield, Executive Director, Library Users Association, said the Ortega Branch is open until 9:00 pm two days a week and other branches are open late as well. He said it was an intensive campaign that his group put on to insure that the library would maintain those late hours. He said there are only six Commissioners and the Library Commission should have seven. He said in September there was a unanimous ruling by the Sunshine Ordinance Task Force to find the library in violation of the Sunshine Ordinance for withholding public records. He said the library should certainly know what constitutes a public record.

Deborah Doyle, Friends of the Library, said the parties have been wonderful and we have enjoyed celebrating the new branches. She said we want everyone in San Francisco to be happy with their libraries so that when the time comes they will revote for the set aside again.

Chris Ho said he is a resident of Bernal Heights and he would like for the Commission to approve Sunday hours at the Bernal Heights Library. He said there are only seven branches that are not open on Sundays and Bernal is one of them. He said as you can tell the library is well loved. He said he would like to see additional hours on Saturday morning as well at Bernal.

Commission Discussion

Commissioner Wardell-Ghirarduzzi said thank you to Tiffany and her staff for the work they have done and for hosting the Commission today. She said there is something right and good that is happening here.

President Ono asked about the demographics of the area.

Tiffany Lac, Ortega Branch Manager, said that 60 – 70% of the patrons are Asian and they are predominantly Chinese. She said she does see an increase in Russians too. She said they have increased the number of story times. She said this room is usually used for tutoring three times a week.

AGENDA ITEM NO. 5 LABOR UNION REPORT

Arcelia Montoya, SEIU 1021 Field Representative for library workers, said she would like to share two important issues. She said one is regarding the Library Technical Assistants 1, Class 3616, who have been working out of class at the branches for years. She said the second issue is scheduling Library Technical Assistant 1s to work the reference desk at the Main Library. She said these issues are also budget issues and that is why they are bringing this to the Commission. She explained the background of the issue. She said the Union has filed a grievance and the grievance has been set to be heard in December.

Commissioner Wardell-Ghirarduzzi left the meeting at 6:02 pm.

Frank Vaughn said he has worked at the Main Library for 20 years. He said he has worked in numerous areas of the Main. He said he is now a 3616 at the Government Information Desk. He said the 3616s are being asked to do out of class work that should be done by 3618s or Librarians at the reference desk. He said the administration has rejected many of the claims the union has filed. He said they are in the process of rewriting the descriptions of the 3616s and 3618s.

Steve Lee said he is also a 3616 and gave an example of a question he was asked that should have been answered by a librarian, but he was on the desk alone.

Melissa Riley said she has worked for SFPL for 33 years and she has worked at every branch and all the departments in the Main library. She said there is a lot of short staffing at the branches so many of the librarians have had to be sent to other branches. She said you end up with a lot of waste and inefficiency. She said it appears that the library is leaning towards having technicians at the reference desk rather than having a librarian. She said it is just plain bad service. She said they want the Commission to be aware of these issues. She gave examples of typical questions asked by patrons that need to be answered by librarians. She invited the Commission to visit the branches and learn more about the difference between questions asked of technical staff and librarians.

Andrea Grimes, Special Collections Librarian, said there is a wide variety of work done by librarians. She said she wanted to talk today about reference services. She said patrons demand the expertise of the librarians and she explained the importance of reference librarians.

She gave many examples of research questions that are asked of the reference librarians.

Public Comment

Peter Warfield, Executive Director, Library Users Association, said he is very glad the librarians are presenting detailed information. He said as he has said many times the best search engine is a librarian. He said he supports the librarians in their concerns. He said it was unfortunate that half of the bound magazine shelving was eliminated from the Fifth Floor. He said he thought there was a rule that only MLIS librarians are at reference desks.

Commission Discussion

President Ono said Commissioner Wardell-Ghirarduzzi apologizes that she needed to leave for a teaching commitment but she did have one question about the protocol for a grievance and if the Union has followed that protocol to date.

Luis Herrera, City Librarian, said we have been following protocol and the process has been going on for almost a year.

Donna Marion, Human Resources Director, said whenever there is a dispute or disagreement between Management and the Union there is a proscribed process that is dictated by the Memorandum of Understanding that has been agreed upon between the Union and the City. She said we are following that process. She said there are three steps and the third step is that the grievance goes to the Employee Relations Division and in this case the grievance was denied. She said the Union then has the ability to request arbitration which is done between the City attorneys and the Union attorneys. She said at this point she has not received any notice of arbitration.

Commissioner Nguyen told the Unions that the Commission hears their stories.

Commissioner Lee said it sounds like the employees feel obligated to answer all of the questions by the library user.

Luis Herrera, City Librarian, said if there is a complex questions the 3616 should refer the question to a librarian.

Commissioner Dunning asked if there is a dollar figure that labor is asking for to be included in the budget process.

Arcelia Montoya, SEIU 1021 Field Representative, said that the grievance has been set for December 1 and there is no dollar amount requested at this time.

AGENDA ITEM NO. 6 ADJOURNMENT

Public Comment

Peter Warfield, Executive Director, Library Users Association, said that the Commission should not adjourn without hearing New Business. He said the Commission is abrogating its responsibility by not discussing subjects that they would like to have added to the Agenda.

Motion: By Commissioner Dunning, seconded by Commissioner Lee to adjourn the regular meeting of October 8, 2015.

Action: AYES 5-0: (Dunning, Lee, Nguyen and Ono)

The meeting adjourned at 6:47 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).