



# *San Francisco Public Library*

## **SAN FRANCISCO PUBLIC LIBRARY COMMISSION**

### **Minutes of the Regular Meeting of October 17, 2013**

**(As amended and approved at the December 5, 2013 regular meeting)**

The San Francisco Public Library Commission held a regular meeting on Thursday, October 17, 2013 in the Koret Auditorium Main Library.

The meeting was called to order at 4:32 pm.

Commissioners present: Gomez, Lee, Mall, Munson, and Ono.

Commissioner excused Randlett.

Commissioner Nguyen arrived at 4:38 pm.

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

An anonymous citizen said if the cop in the back of the room does not shoot him quick, the cop will soon realize that he is here to protect the criminals. He said a cop usually tells someone where they can go to address grievances. He said only those paid to listen will say there is no recourse. He said you will understand what Sir Walter Scott meant by "Oh! What a tangled web we weave when first we practice to deceive!" He said each set of lies produces another set of lies. He said any memory of the Commission being decent people has disappeared and there is no longer any memory of when it disappeared. He said he would prefer a reasonable discussion. He said the Commission has decided that its absolute irrationality proves its absolute power.

*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." The cop will soon realize he is here to protect the criminals. A cop will tell you that somewhere you can address your grievances. Only those paid to listen say there is no recourse. You understand what Sir Walter Scott meant by "Oh! what a tangled web we weave when first we practice to deceive!" – each set of lies produces another. Any memory of you being decent people has disappeared. We would prefer a reasonable discussion. You have decided your absolute irrationality proves your absolute power.

Peter Warfield, Executive Director, Library Users Association, said the most important thing about today's meeting is what is not on the agenda. He said there is nothing about the Fair Political Practices Commission (FPPC) agreeing to accept the City Librarian's stipulation in which he acknowledged wrong doing relating to his filing of the mandatory Form 700. He said on that form the City Librarian is required to report gifts received and for years 2009, 2010 and 2011 the City Librarian said he had received nothing. He said following a complaint from a member of the public an investigation took place and they found Mr. Herrera in violation for each of the three years. He said Mr. Herrera signed under penalty of perjury that he was telling the truth. He said none of that is on the agenda this time nor was it on the last agenda. He said that is a sad commentary on the Commission's willingness to follow the law and democratic procedures. He said the Commission issued a letter that said some things in support of the City Librarian and smeared the public by saying they had mischaracterized the nature and severity of the events at the FPPC. He asked why the Commission had a seriatim meeting and then Michelle Jeffers said when it was brought to her attention, she asked that it be retracted. He said only the Commission can retract the letter. He said he had an Immediate Disclosure Request for each of the Commissioners individually that he will ask the Secretary to distribute.

A man from the audience said he can't understand why they don't have chairs at the Big Book Sale. He said there were people there in their 70s, 80s and 90s and not one chair. He said he and his family have supported the Book Sale for years. He said it was inhumane and inexcusable for not having chairs. He said he hopes there will be chairs next year. He said the second issue is the Presidio Branch continues to have noise ricocheting off the structure in the interior. He said there are two security systems. He said he brought this up twice last year and he is bringing it up again. He said before the security systems came to the branch, it was quiet and if you can't hear it then technology is taking our hearing away from us. He said he hopes you can find a way to move the security system around and get rid of the humming that is going on there.

President Gomez said that after a previous meeting Commissioners decided to send a group letter in support of our head Librarian. She said unbeknownst to us it was not appropriate to circulate the letter amongst the Commission and because of that, she asked that the letter be withdrawn.

## **AGENDA ITEM 2. ACCESS SERVICES AT THE LIBRARY FOR PEOPLE WITH DISABILITIES**

Luis Herrera, City Librarian, said we are pleased to have a presentation on Access Services providing support for people with disabilities. He said there will also be a presentation by the Library for the Blind Advisory Group.

Marti Goddard, Access Services Manager, said thank you to the Commission for the dedication they have to the library. She gave a presentation on Assistive Technology. She explained some of the devices available at the Library, the Wheelchair accessible bookmobiles, and the Accessibility Toolkits. She said the Library also offers computer-based accommodations like hardware and different types of software. She was offered the job of Deaf Services Coordinator 24 years ago today. She said the Deaf Services Center not only serves deaf and hard of hearing people but their family members and others. She said there is assistive technology specific for deaf or hard of hearing. She said the Library for the Blind and Print Disabled has a large selection of braille books along with assistive technology for users who are blind or have low vision.

Jane Glasby, Library for the Blind and Print Disabled Manager, explained the Digital Download Station. She passed around some of the talking books, which have the printed braille labels on them. She said there are approximately 33,000 talking books available. She said most of our books go through the mail, but they can also be downloaded. She said patrons are from very small children to people over 100. She said they have both fiction and non-fiction books.

Marti Goddard, Access Services Manager, said the Library for the Blind and Print Disabled also provides a program called Friends for Life, which is a program for people who for whatever reason cannot come to the Library. She said we send things to them through the mail. She said we have a very large collection of large print in the Main and soon it will be a floating collection. She said there will be new assistive technology laptops that will be available at the branches. She said we have them here for a demonstration after the meeting. She explained the types of software available including JAWS (Job Access with Speech) and Dragon NaturallySpeaking.

Edward Melton, Chief of Branches, said we are getting ready to roll out the new assistive technology laptops in November 2013. He said the Branches will be Excelsior, Glen Park, Merced, Mission, Sunset and Potrero. He said they are working on programs at these branches for patrons with developmental disabilities. He said we have received a grant from the Friends in order to expand services to people with disabilities. He said at the Mission Branch we are partnering with Youth Services where they are having a multi-sensory program for children with special learning needs.

Luis Herrera, City Librarian, said we will now have a presentation from the Library for the Blind and Print Disabled (LBPD) Advisory Committee.

Tommie Lussier, President for the LBPD Advisory Committee, said thank you to the Library and the Commission for allowing this presentation. She said she is with Charlie Dorris, the Secretary for the LBPD, who will tell you more about the history of the LBPD Advisory Committee.

Charlie Dorris, Secretary for the LBPD Advisory Committee, said the LBPD is on the second floor of the Main Library and will be right across from the Teen Center when it is finished. He said the LBPD is part of the San Francisco Public Library but it is also a part of the National Library Service which is part of the Library of Congress. He said it was created in 1931 by an Act of Congress. He said it started out with braille and then very quickly moved into talking books. He said there are about 700 active patrons.

Tommie Lussier, President for the LBPD Advisory Committee, said the most important service the LBPD gives is the gift of reading that the library gives to adults, teens and children that they would not otherwise be able to experience. She said the books and magazines are mostly audio books that are listened to on a high quality digital player that is provided to us free of charge by the National Library Service. She said another service of the LBPD is audio music instruction and music scores in braille. She said some braille books are available including picture books for children. She said the LBPD also has access to the Library's large print collection. She said there is also a limited number of audio described movies available. She said on Thursday evenings the LBPD provides yoga instruction. She said there is also Newsline for the Blind which is a valuable information service with hundreds of daily newspapers, magazines, job listings, etc. She said that is available 24 hours a day either by phone or other digital equipment. She said the LBPD also provides technical support.

Charlie Dorris, Secretary for the LBPD Advisory Committee, said technology is used by many SFPL patrons but he believes it is used much more by patrons of the LBPD. He said when a person becomes a LBPD patron they are loaned a small computer that requires the staff to explain how to use it. He said books can be downloaded and all of the downloads have somewhat different procedures which requires staff instruction. He said for patrons for the LBPD, technology is integral to their usage of the materials. He said the importance of technology and the technology support is a big difference for the LBPD.

Tommie Lussier, President for the LBPD Advisory Committee, said each one of the network libraries of the National Library Service is required to meet regularly with a consumer advisory group. She said that is the LBPD Advisory Committee. She said the Committee members are volunteers and currently there are seven members but there can be up to 11 members. She said the primary goal is to offer support to the LBPD and to act as a conduit between the patrons and the staff. She said one of their major goals is outreach to the community so that new patrons can

be attracted to the library. She said there are at least several thousand people in San Francisco who could use these services. She said another role is to advise and make recommendations to the library and the Library Commission regarding the policies and procedures of the LBPD. She said one of their future goals is a campaign to solicit philanthropic funding to supplement the public funds. She said finally we are fortunate to have in place the equipment and the foundation of an existing staff with strong technical skills. She said one of their important goals is to help acquire more staff to build on this foundation and meet the needs for the additional hours.

Luis Herrera, City Librarian, said thanks to Tommie and Charlie for their invaluable input to the library.

President Gomez said there will be a demonstration for the public on some of the equipment after the meeting.

Explanatory document: [Access Services Providing Support for People with Disabilities Presentation ; Library for the Blind & Print Disabled Advisory Committee](#)

#### Public Comment

An anonymous citizen said the quotation “oh what a tangled web we weave when first we practice to deceive” resonates because your president has given us one more dramatic illustration and he grateful for that. He said the disabled community might benefit most from the citizens having access to the graphics. He said he wonders what they think when learning that those graphics are not available to the public. He said accessibility may be political or not. He said there is an announcement and it is on the agenda that there will be a non-meeting at the end of the meeting without any public comment, recording or participation. He said his lawsuit in August 1978 was on this issue and the Commission told the court it would never happen again. He said the Commission told me that whatever the Commission told the court you told me you can do what you want. He said if you want to demonstrate accessibility to the disabled community the Commission would allow them to present as part of the regular meeting with principles of democracy.

*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. Your president has given another dramatic example of the “tangled web” of ever increasing deception. Wouldn’t it be nice if citizens had access to the graphics. The disabled community might benefit most from citizens having access. I wonder what they think when learning that the graphics are not available to the public. Accessibility may be political or not. Your agenda announces a non-meeting meeting at the end presumably without public comment, recording or participation. My lawsuit in August 1978 was on this issue and

you told the court it would never happen again. You told me that whatever you tell the court, you do what you want. If you want to demonstrate accessibility to the disabled community you would allow them to present as part of the regular meeting with principles of democracy.

Peter Warfield, Executive Director, Library Users Association, said thank you for a very informative report. He said one of the strongest issues that concerned him, is that much of this information isn't just for people who themselves have vision difficulty. He said he had an experience at another library at another jurisdiction where he saw enlarged print displayed on a screen. He said when they were through he asked if he might try it. He said he told them it was because he might know someone who might need that and he found it useful. He said he tried to do the same at this library, triggered by someone who had complained. He said there was an extraordinary administrative blockade thrown up to him. He said he is very glad to hear about this technology and it should be available to everybody. He said he had brought copies of an IDR to be distributed to the individual Commissioners and they had not yet been distributed.

#### Commission Discussion

Commissioner Mall asked for more information about the Bookmobiles.

Marti Goddard, Access Services Manager, said the Senior Bookmobile serves about 40 sites per month. She said there is also a children's bookmobile and the regular bookmobiles. She said they hold hundreds and hundreds of books. She said books can be requested to be delivered by the bookmobiles.

Commissioner Mall asked about fines and late fees for patrons who use the bookmobiles.

Marti Goddard, Access Services Manager, said the checkout period is longer for people who use the bookmobiles.

Commissioner Mall asked about talking books and books on tape.

Marti Goddard, Access Services Manager, said for some time the only talking books were those made available by the National Library Service. She said those books are read by actors and are just plain text without all the sound effects and bells and whistles.

Jane Glasby, Library for the Blind and Print Disabled Manager, said the talking books also have a mark up so that a reader can go from chapter to chapter or section to section.

Commission Mall asked if these materials and equipment are available in the branches.

Marti Goddard, Access Services Manager, said not every branch has this equipment but people in every branch have access to the books that are available in the Main. She said the toolkits are in all of the branches.

Commission Mall asked how we get the word out about LBPD.

Marti Goddard, Access Services Manager, said it is mostly by word of mouth and the website, but the Advisory Committee is looking at ways of doing more.

Tommie Lussier, President for the LBPD Advisory Committee, said outreach is something the Advisory Committee is focusing on.

Charlie Dorris, Secretary for the LBPD Advisory Committee, said the Committee has developed a Public Service Announcement and they are working with the Library to get this out to the public. He said they are trying to get the word out in various ways.

Commissioner Nguyen said thank you for the comprehensive and very thoughtful presentation. He said since San Francisco is a technology hub, he wondered how technology is addressing these needs.

Marti Goddard, Access Services Manager said there are assistive technology companies all over the place. She said Apple is a company that is making their devices more accessible. She said she is excited about the Global Public Inclusive Infrastructure Project. She said she is hoping the library will be a partner in this. It will allow any patron to identify the assistive technology that they use and it would be available at any location.

Tommie Lussier, President for the LBPD Advisory Committee, said that Apple and Windows are both working on this.

Charlie Dorris, Secretary for the LBPD Advisory Committee, said the explosion of the senior population and the aging of the baby boomers that is adding to the movement in this area.

Marti Goddard, Access Services Manager, said we have an accessibility liaison in each of our branches.

Commissioner Ono asked how long the Advisory Committee has been in existence.

Charlie Dorris, Secretary for the LBPD Advisory Committee, said that he does not know how long the Committee has been in existence. He said the Bylaws were completed in 1997 but he doesn't know how long before that.

Commissioner Ono said there was a presentation on this a few years ago and there has been so much change since then. She said there is more software and hardware. She said she is quite impressed.

Commissioner Lee said thank you to everyone for the presentation. He said he now appreciates the value of all of this and the LBPD Advisory Committee's work on this. He asked if there are people to help train on the equipment because one of the speakers said he had problems with that.

Marti Goddard, Access Services Manager, said she was surprised to hear that because the machines that the speaker was referring to are available at some of the branches and the Main. She said what he was talking about is something called a CCTV where you bring the print material and you can adjust the size, color, etc. She said people do have to work with staff on access to the computers.

#### **AGENDA ITEM NO. 3 CITY LIBRARIAN'S REPORT**

Luis Herrera, City Librarian, said he wanted to provide some information on the Library Café closure. He said the vendor has chosen to close, so we will be putting out a new Request for Proposals for a new tenant. He said it does take a period of time. He said hopefully a new tenant will be in by the spring. He said the Filipino American International Book Festival is sponsored in part by our Filipino American Center. He said it starts tomorrow and runs through the weekend.

Roberto Lombardi, Facilities Director, gave the Bond Program Manager's Report. He said there are 7 property acquisitions complete, the Support Services Facility is in operation, there are 23 branches complete and open and one branch in construction. He said the approved budget is \$196,259,350 and the amount expended and encumbered is \$181,510,775. He said the North Beach branch is under construction and is 65% complete. He said the approved opening is December – March 2014. He showed schematics of the new building and some photographs of the current construction.

Explanatory documents: [Current Budget Report; BLIP Manager's Report; and Filipino Book Festival Schedule.](#)

#### **Public Comment**

An anonymous citizen said all of a sudden the hard won agenda requirements have gone out the window. He said the legal requirement is notice of items to be discussed. He said he doesn't think a full-blown Bond Program Manager's Report is noticed by "recent bond program related activities." He said a Quarterly Report and a Bond Program Manager's Report are available but are not listed on the agenda. He said the Bond Program total is \$196 Million and the Friends' total that is documented is \$3.6 Million. He said when the Friends promised to raise \$16 Million that was 15% of the total. He said what was provided is less than 2%. He said it ought to be you that holds them accountable for that. He said "Oh! what a tangled web we weave when first we practice to deceive!"

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Stop the Hate, Stop the Ignorance – Don't give money to, or accept money from the Friends of the Library. Does anyone think it is a coincidence that hard-won agenda requirements have gone out the window? The legal requirement is notice of items to be discussed. I don't think a full-blown Program Manager's Report is noticed by "recent bond program related activities." Certainly a Quarterly Report and a Bond Program Manager's Report are available but not listed as explanatory documents. The requirements exist so that the public can prepare. The Bond Program total is \$196 Million and the Friends' total that is documented is \$3.6 Million. When the Friends promised to raise \$16 Million that was 15% of the total. What was provided is less than 2%. It ought to be you that holds them accountable for that. "Oh! what a tangled web we weave when first we practice to deceive!"

Peter Warfield, Library Users Association, said the Bond Manager's Report has been a separate agenda item for quite some time. He said the explanatory documents that are listed are the Current Budget Report and the Filipino Book Festival schedule. He said he has not seen the Filipino Book Festival schedule. He said the Bond Program Manager's Report was available in the back of the room but it was not listed on the agenda. He said the quarterly report is never listed as an explanatory document or mentioned in the report. He said it seems that the Commission wants to bury it completely. He said with only one project left, the Friends have reportedly only donated \$9 Million of the \$16 Million originally pledged. He said that \$9 Million is questionable. He said he brought documents for each Commissioner and he would like the Secretary to distribute them to each of you as intended.

Scott Staub, Executive Director, Friends of the Public Library, said last December he presented to the Commission a detailed spreadsheet showing check numbers for each expenditure for all of the branch libraries. He said we have 23 beautifully furnished branches. He said we will have another detailed report for the Commission in the future.

Wendy Renaldi said thank you to the Commission for all the support for the public library. She said she is raising her children here and she uses the Excelsior Library twice a week. She said she has been a volunteer for the Friends and most recently she has been invited to be a Board member with the Friends. She wanted to give some positive feedback from the community. She said she looks forward to being more active and contributing to the Friends and the Library.

#### Commission Discussion

Commissioner Lee said that he heard in the report that there might be a delay in the North Beach Branch and he wanted to know about the cause for the delay.

Luis Herrera, City Librarian, said we are working with the contractor and will be coming back to the Commission for action. He said we are anticipating a month or so delay and it has to do with the slow start of the project and other issues.

Roberto Lombardi, Facilities Director, said this contractor has been very good and cooperative.

#### **AGENDA ITEM NO. 4 ADJOURNMENT**

Peter Warfield, Library Users Association, said he does not think the Commission should adjourn without having a New Business item so that Commissioners can have the opportunity to say what they would like to have on future agendas. He said other bodies have it and you have had it in the past. He said this would give you the opportunity to ask for such items as discussing that this is the wealthiest library in its service size. He said it might be useful to have a discussion about the sunshine requirements you have which are not very clearly understood and even the support letter that presumably went out through a seriatim meeting here and whether it should be rescinded or reinstated. He said the format omits the opportunity for members to say what they would like to see on future agendas.

Robert Livingston said there are other operating systems available for the disabled and others.

Luis Herrera, City Librarian, said the demonstration of the new technology is for the public and members of the Commission as long as we have three or less Commissioners participating.

Motion: By Commissioner Munson, seconded by Commissioner Ono, to adjourn the regular meeting of October 17, 2013.

Action: AYES 6-0: (Lee, Gomez, Mall, Munson, Nguyen, and Ono)

The meeting adjourned at 6:14 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).