



## *San Francisco Public Library*

### **SAN FRANCISCO PUBLIC LIBRARY COMMISSION**

#### **Minutes of the Regular Meeting of November 6, 2014**

#### **(Approved at the regular meeting of January 15, 2015)**

The San Francisco Public Library Commission held a regular meeting on Thursday, November 6, 2014 in the Koret Auditorium Main Library.

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

Commissioners present: Dunning, Nguyen, Ono and Wardell-Ghirarduzzi.

Commissioners excused: Lee and Mall

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

Peter Warfield, Executive Director, Library Users Association, said he was concerned that the library was not providing the information needed for homeless services.

Leonid Nakhodkin, President United Humanitarian Mission, said they would like to provide a monument in the library in honor of Janusz Kotczal, who was a famous teacher, pediatrician and humanitarian who was exterminated with orphans in the gas chamber. He said their organization will pay for the monument.

Ray Hartz, San Francisco Open Government, said he was hoping to see his slide on the projection screen and since it is not there he will be taking the Commission back to the Sunshine Ordinance Task Force along with the Mayor. He said if you want to let people know what you are doing to help the homeless it should be apparent by signage or postings. He said the Friends have expended \$60 million and the Commission does not do anything to see where that money goes.

#### **AGENDA ITEM 2 CONTROLLER'S OFFICE SECURITY ASSESSMENT AND RECOMMENDATIONS**

Luis Herrera, City Librarian, said there are several documents on the security assessment that was done by the Controller's Office at our request. There was some initial discussion on this in the late spring. He said we have begun to implement some of the recommendations.

Randy McClure, Project Manager with the Controller's Office, said they were tasked to do an assessment of the Library's Security resources. He said they presented to the Commission in February on the initial findings of the report. He said the report was released to the Library last week and is now considered final. He gave an overview of the security assessment.

Celeste Berg, Analyst with the Controller's Office, continued the presentation with the data trend and said that serious incidents are concentrated in the afternoon. She said they studied how security staffing patterns could better match incident concentration.

Randy McClure, Project Manager, explained the Controller's Office recommendation on strategic staffing plan and the recommendation that the staff have more training.

Roberto Lombardi, Facilities Director, gave a presentation on the progress to date on the recommendations from the Controller's Office. Explanatory documents: [Controller's Memo dated October 28, 2014](#); [Security Assessment Summary](#); [Controller's Office Security Assessment Update](#) Presentation; and [Security Assessment and Recommendations](#) Presentation

#### Public Comment

Peter Warfield, Executive Director, Library Users Association, said this report is almost entirely punitive. He said there is no input from homeless people, Library Users Association, or others. He said none of this shows the core reasons for the problems.

Ray Hartz, Director San Francisco Open Government, said there is no interaction with the people who actually use the library. He said he has seen a drop in the homeless in the Main because it has become so punitive and you have disenfranchised them. He said he will be requesting all the documents from the Controller's Office for this study. He said the Controller's Office feels it is above the law and he gave several examples.

#### Commission Discussion

Commissioner Wardell-Ghirarduzzi said the qualitative analysis on this study was very good.

Commissioner Dunning asked about the training of staff.

Roberto Lombardi, Facilities Manager, said the training has started with all of the guards and is about to roll out to the staff at the branches. He explained the need for training in report writing for the staff.

Luis Herrera, City Librarian, said the training portion is a significant portion of our success. He said it is multi-layered and an ongoing commitment. He said we will be looking at focus groups of our patrons on how we are doing. He said the partnerships with the police department

and community based organizations will be very beneficial. He said the training will be for all staff.

Commissioner Wardell-Ghirarduzzi said if there is a general language and narrative that people can have then that begins to have a cumulative effect on staff and how they approach and deal with behaviors in the library that may be disruptive.

President Ono asked about the Procedure Manual and when it will be available. She asked if the Patron Code of Conduct is now being enforced and if the shift changes have taken effect.

Roberto Lombardi said that the Procedure Manual should be available in a month or two and said the Patron Code of Conduct and the shift changes are in effect.

### **AGENDA ITEM NO. 3 INTEGRATED LIBRARY SYSTEM ENHANCEMENTS AND PROPOSED REVISIONS TO THE LIBRARY'S PRIVACY POLICY**

Luis Herrera, City Librarian, said there is a memo in the packets giving some background on this item. He said in October the Library implemented Sierra a major upgrade to our existing integrated library system, which replaces Millennium. He said we will also be introducing BiblioCommons, a leading discovery layer interface product.

Laura Lent, Chief of Collections and Technical Services, gave a presentation on the Integrated Library System (ILS) Enhancements. She said Sierra is a major upgrade to our ILS software. She explained the advantages of this system. She said they have been working on the BiblioCommons project for several years and they are looking forward to the upcoming launch. She said this is the Gold-standard discovery layer. She said there are many features in the software and she showed some examples from our existing catalog and BiblioCommons.

Michael Lambert, Deputy City Librarian, explained the proposed revisions to the Library's privacy policy. He said the options for patrons will be use of BiblioCommons enhanced features; use of the Discovery Layer Interface without creating a BiblioCommons account and patrons can opt to use the existing online public access catalog.

Explanatory documents: [Memo from City Librarian dated November 3, 2014](#); [Draft Revisions to Library's Privacy Policy](#); and [Integrated Library System Enhancements and Proposed Revisions to the Library's Privacy Policy](#) presentation.

#### **Public Comment**

Peter Warfield, Library Users Association, said these two items should have been separate reports on the agenda because they are both extremely important and complex. He said the catalog is key to the patrons' success. He said there are many questions about this. He said

as long as self-service pick up which shows patrons' names and book titles the concept that the library cares about privacy is a joke and fraud.

Ray Hartz, Director San Francisco Open Government, said he is looking forward to the actual results of the new system. He said now the library is not just incorporating the Library's Privacy Policy but the BiblioCommons Terms of Use. He said he will be looking at the Terms of Use because he does not expect anyone in the management of the library to protect the privacy rights of a library user. He said the Commission cannot approve these policy changes until they have looked at the Terms of Use and know what they include.

### Commission Discussion

Commissioner Wardell-Ghirarduzzi wanted to know more about the benefits of BiblioCommons.

Laura Lent, Chief of Collections and Technical Services, said there are many advantages to BiblioCommons. She said it is designed so that more people will be able to find what they are looking for.

Commissioner Nguyen expressed his concern about how the program will work for people with disabilities and about the privacy issue.

Laura Lent, Chief of Collections and Technical Services, said BiblioCommons has its own privacy statement and terms of use.

Luis Herrera, City Librarian, said he believes the program will work the way our other software works as it relates to people with disabilities, but he said we would bring back any additional information on this.

President Ono asked how long BiblioCommons has been available.

Laura Lent, Chief of Collections and Technical Services, said it has been around since 2010.

Luis Herrera, City Librarian, said we have been working on this contract for two years and it has been complicated with what we expect on the privacy issue. He said there will be benchmarking with other libraries using it.

President Ono said the Commission has heard about this in the past through our budget process.

Michael Lambert, Deputy City Librarian, said we will bring the Privacy Policy back for possible action in December and we will bring the BiblioCommons Privacy Policy and Terms of Agreement back to the Commission at that time.

## **AGENDA ITEM NO. 4 CITY LIBRARIAN'S REPORT**

Luis Herrera, City Librarian, said the first update is on the naming and branding of both the Teen Media Lab and the Literacy and Learning Center.

Michelle Jeffers, Chief of Communications and Partnerships, gave a presentation on the branding of the Teen Center and the Literacy and Learning Center. She showed the icons that represent the different things you can do in the Teen Center. She said the name is The Mix at SFPL, and that title can be used at the branches as well such as The Mix at the Bayview Branch. She showed some renderings of the center that is currently under construction. She said the new Literacy and Learning Center opened last week. She said they wanted a name that was forward looking and that resonated with learners. She said the name is The Bridge at Main – Learning Resources+Classes+People Who Can Help.

Megan Anderson, Youth Centers Manager, gave a Presentation on Point Oh! Children's Interactive Playstation. She said Technology + Creativity = Magic! She said we can go beyond books. She said they received grant funds obtained through the Bay Area Library and Information System (BALIS). She said they have programs which promote the Library's Strategic Priorities including Literacy and Learning; Youth Engagement and Digital Strategy.

Explanatory documents: Presentation on [Naming and Branding of the Teen Media Lab and Literacy Learning Center](#); and Presentation on [Point Oh! Children's Interactive Playstation](#).

### **Public Comment**

Peter Warfield, Executive Director, Library Users Association, said it's nice to see the Public Relations plans for the Teen Center. He asked the Commission to ask about serious health issues about bpa a carbon based synthetic compound found in plastics and receipts. He said with the Teen Center there should be a review of everything with regard to paints, fabrics, etc. He said the library should do a review of its own facilities. He said he is disappointed there is not more specific connection with books, reading, and reference.

Ray Hartz, Director San Francisco Open Government, said a lot of effort has gone in by the staff to make sure that the Teen Center and the Learning and Literacy Center will meet the needs of the public. He said he wishes the library well in particular for the target audience. He said very often that you make expenditures and then never follow up to see if those expenditures were for a good choice. He said he has not heard anything about hearing back from the City Librarian on the usage of the Centers. He said he sees nothing for adult learners.

### **Commission Discussion**

President Ono said the Literacy and Learning Center is for families, children and adults.

Commissioner Dunning asked about the mixture of boys v. girls involved in the Point Oh! Program. She said this seems it would be a good opportunity to get girls involved in technology as well.

Megan Anderson, Youth Centers Manager, said Point Oh! Is technologies used in the Children's Center in general. She said many of the programs are done in conjunction with the snack program or the afterschool program. She said they will be investing in Minecraft which is very gender neutral.

Commissioner Wardell-Ghirarduzzi said it is very important to have many gender neutral programs and projects.

President Ono said she wanted to make sure that all the products used will be safe for users.

Luis Herrera, City Librarian, said we have a consultant from the Department of Public Health that gives us expertise in any matters related to health.

#### **AGENDA ITEM NO. 5 LABOR UNION REPORT**

Betty Williams, Union Steward, said that the Labor Union had no report this evening.

#### **AGENDA ITEM NO. 6 APPROVAL OF THE MINUTES SEPTEMBER 16, 2014**

##### Public Comment

Peter Warfield, Executive Director, Library Users Association, said we should have a heading on the minutes and elsewhere calling it the San Francisco Policed Library since we have a sergeant in the back and at some point we had another policeman and he wonders how that fits in with the security plan of the library. He said many of his comments in the minutes were not complete and they should have words added to clarify what he said.

Ray Hartz, Director San Francisco Open Government, said you put in the minutes what you like and you leave out what you don't like. He said there are long comments from the Commissioners and staff and the public is censored. He said his 150 word summaries will now stick out like a sore thumb. He said you make sure you get your changes in but when it comes to the public you don't give a damn.

##### Commission Discussion

Motion: By Commissioner Dunning, seconded by Commissioner Wardell-Ghirarduzzi, to approve the [Minutes of September 18, 2014](#).

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

**AGENDA ITEM NO. 7 ADJOURNMENT IN HONOR OF STEPHEN HOLLAND, LIBRARY EMPLOYEE**

Luis Herrera, City Librarian said we put this on the agenda to honor the memory of Stephen Holland. He said he was a member of staff who worked here over 20 years and was a member of the Borrower Services Department. He said he was 46 years old and passed away a week ago.

Public Comment

Melissa Riley, Librarians Guild, said Steve by all accounts was a truly valuable worker and an amazing human being. She said he will be deeply missed by everyone who knew him and his services are tomorrow.

Peter Warfield, Library Users Association, said he did not know this library employee but one thing that is good about this library is that there are many librarians who have served for a long time and he thinks that enriches the library and the public a great deal. He said he wishes there was some information about the person on the agenda packet. He said he agrees with adjourning in his honor.

Motion: By Commissioner Wardell-Ghirarduzzi, seconded by Commissioner Nguyen to adjourn the regular meeting of November 6, 2014 in honor of Stephen Holland, library employee.

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

The meeting adjourned at 6:31 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).