



# *San Francisco Public Library*

## **SAN FRANCISCO PUBLIC LIBRARY COMMISSION**

### **Minutes of the Regular Meeting of November 16, 2017**

The San Francisco Public Library Commission held a regular meeting on November 16, 2017 at the Koret Auditorium, Main Library.

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

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

The Commission currently has two vacancies.

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

Brent Paradise said he would like to see the Main Library open Monday through Friday until 8:00 pm. He said he appreciates security in the Main. He said in the last hour you cannot use the many available computers if you have used your two hours for the day so they sit unused. He said he would like to see that changed. He thanked the Commission for their service.

Peter Warfield, Executive Director, Library Users Association, said he agrees with most of what the previous speaker had to say in particular his wish for more late hours at the Main. He said at the last hours analysis the administration's proposal cut every single hour where a library was open until 9 pm. He said the patrons had expressed that they wanted more weekends and evenings. He said he would like to see RFID on the Commission agenda.

Ray Hartz, Director San Francisco Open Government, said he supports the statements of the first speaker on the issue of unused computers. He said the Commissioners on a personal level are probably very nice people, but as members of the Commission they are the most dishonest and incompetent group he has ever seen in public service. He said the

City Librarian, Luis Herrera is a coward who hides behind this commission. He said maybe sometime a Commissioner will respond to a member of the public rather than sitting there deaf, dumb and blind.

*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 don't know you and you don't know me, except for interactions at these meetings. On a personal level you're probably very nice people. As members of this commission you are the most dishonest and incompetent group I have ever seen in "public service!" You come to these meetings unprepared to ask any intelligent questions and those you ask received perfunctory and meaningless answers. Peter Warfield of Library Users Association and I are the only two members of the public that study, prepare and challenge this commission and our morally bankrupt City Librarian, Luis Herrera. Mr. Herrera is a coward who hides behind the commission. He places his subordinates in positions where they are forced to perform "a song and dance" trying to explain policies which he sets. Maybe sometime today one of you will actually respond to a member of the public rather than sitting deaf, dumb and blind.

Roberta Wenstrom said she is a Library Steward. She said she spoke to the Commission in February about the custodial department and its shortage. She said she wanted to remind the Commission that they are still 15 FTEs short in the custodial department and she hopes the Commission will take this under consideration as they enter the budget process.

## **AGENDA ITEM NO. 2. LIBRARY COMMISSION MEETING SCHEDULE 2018**

Sue Blackman, Library Commission Secretary, said there is a correction to one of the dates. The previous draft had April 15 as a Commission meeting date and it is actually April 19. She said the meetings will be the third Thursday of each month with two meetings in February to discuss the budget.

Explanatory document: [Library Commission Meeting Schedule 2018](#)

### **Public Comment**

Peter Warfield, Executive Director, Library Users Association, said there are items in the packet that were not included previously and some that were corrected. He said multiple items are jammed into the City Librarian's Report and they should be separate items and there should be two meetings a month to accommodate those items. He said additionally the meetings should begin much later in the evening and there should be 5:30 or later start times.

Ray Hartz, Director San Francisco Open Government, said the Commission should go beyond setting the meeting dates because many of them will be cancelled due to a lack of quorum. He said the Commission should be required to explain to the public what it has accomplished the last year. He said besides rubber stamping what is put in front of the Commission he does not know what it does and said the Commission should resign en masse. He said as a group the Commission is both morally and intellectually bankrupt.

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This commission should go beyond simply providing a list of meeting dates, many of which will be canceled. How do I know this? Although there are seven seats on this commission, two seem to be permanently vacant. Needing four members for a quorum more than one absence will result in cancellation. Rather than simply providing a list of proposed meetings I believe you should be required to explain to the public exactly what you have accomplished during the prior year. All you can do is say “we showed up!” Honestly, other than “rubberstamping” what is put in front of you

#### Commission Discussion

Motion: By Commissioner Mall, seconded by Commissioner Dunning, to approve the 2018 Library Commission calendar.

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

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

Michael Lambert, Deputy City Librarian, said that the Library has a strong partnership with the Office of Treasurer and Tax Collector. He said today we will be giving a presentation on the SFPL Accounts Collections Initiative.

Cathy Delneo, Chief of Branches, gave the presentation on the Accounts Collections Initiative. She said the key issues are outstanding liability, impacted borrowers and inactive borrowers. She said the Library is working with the Treasurer and Tax Collector Bureau of Delinquent Revenue (BDR) and the shared goals are to recover physical materials from patrons with billed items, restore borrowing privileges to many Library patrons, lower the Library's outstanding liability and increase Library patronage and usage. She explained the timeline for the Library Record Restoration Initiative.

Christy Estrovitz, Manager, Youth Services, gave a presentation gave a presentation on the Library's Summer Stride 2017 program. She showed a short video of one of our partners, Sheryl Davis, Executive Director of

the Human Rights Commission. She said the theme was Read.Explore.Connect. She said we met every goal for the program. She gave an overview of the Summer Stride program. She told about the partners of the program and said that we continued our partnership with the National Parks Service and showed a brief video highlighting that partnership.

Michelle Jeffers, Chief Community Programs and Partnerships, gave a presentation on the Annual Support Fund from the Friends of the Library. She described the grants to branches, innovation grants, children and youth services, public affairs, programs and exhibitions, library support fund, professional development, and Friends initiatives. She said the total for traditionally funded programs was \$405,569 and donor restricted funds were \$167,386.

Explanatory documents: [Treasurer & Tax Collector Memo: 11/13/17](#); [Treasurer & Tax Collector Report](#) ; [Friends Grant Report 2017](#); [Summer Stride 2017](#)

#### Public Comment

Peter Warfield, Executive Director, Library Users Association, said thanks for the Summer Stride report. He said he is glad there was an amnesty program and he supports a fine fee library. He said there are many people who owe less than \$100 and asked why they are not included in the collection program. He said there is a serious question about bargaining with patrons.

Ray Hartz, Director, San Francisco Open Government, said the Friends are nothing more than a scam perpetrated on the citizens of San Francisco. He said the only number relevant in this report is \$450,000 and that is only one tenth of what the Friends raised last year.

*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.*

“The Friends” is nothing more than a scam perpetrated upon the citizens of San Francisco under the guise of “supporting the library!” The only number in this report that is of any value is the last sheet where the total funds expended is \$406,569. What percentage is that amount of the total raised and expended during that same timeframe? If you folks were honest you would want the answer to that question! Instead you make vague and meaningless statements about the “good relationship” between this group and the library. I believe if you take the salary and benefits for the top three people in the leadership of “The Friends,” it would add up to more than what the library gets. You’ve had literally years, as have “The Friends,” to come up with any meaningful response. The fact of the matter is you and they haven’t responded because you can’t!

Edna James said she enjoyed the Summer Stride program and it is a great program.

#### Commission Discussion

Commissioner Ono asked about the cost for the Accounts Collections Initiative.

Cathy Delneo, Chief of Branches, said the total amount is \$72,714.

Jeff Smejkal, Treasurer and Tax Collector's Office Bureau of Delinquent Revenue (BDR), said the program will be done by both email and regular mail.

Commissioner Ono asked about the increase on the Summer Stride program.

Christy Estrovitz, Manager Youth Services, said she thinks that the partnerships and the staff have made a big difference in the increase for Summer Stride. She said we started a little earlier this year. She said there was a raffle every week. She said the programs are so incredible.

Luis Herrera, City Librarian, said the entire team works year around on this program.

Commissioner Ono asked about the Friends grants.

Michelle Jeffers, Chief Community Programs and Partnerships, explained the way the Friends grants are divided out.

Commissioner Dunning asked about the fees collection program and what we do about items that are obsolete.

Cathy Delneo, Chief of Branches, said the original list is made up of anyone who owes more than \$100. She said later in the process that can be negotiated. She said there are 13,009 records so it will depend on individual negotiations.

Jeff Smejkal, BDR, said the collector's main goal will be to allow patrons to regain access to their accounts.

Commissioner Dunning said she wants to restore access and get some money back and she said she hopes there is a proactive way of making that happen.

Luis Herrera, City Librarian, said we can go back and look at the database again and see if we can revisit that. He said ultimately we would like to be able to purge some of these items after the completion of this process.

Michael Lambert, Deputy City Librarian, said we are happy to hear from the Commission on this item.

Cathy Delneo, Chief of Branches, said there is something called the Financial Justice Project that works with the BDR on this.

Commissioner Dunning asked if we were using the contact information from the Tax Collector.

Jeff Smejkal, BDR, said yes the Tax Collector information will be used.

Commissioner Dunning asked about the demographics for Summer Stride.

Christy Estrovitz, Manager Youth Services, said they do track demographics through our database and will be reaching out more to areas that seem to be a little lacking in participation.

Commissioner Lee, said he had nothing but praise for Summer Stride. He asked if there was any feedback on the grants.

Michael Lambert, Deputy City Librarian, said we are in communication with the Friends who have expressed enthusiasm for the programs we are doing.

Luis Herrera, City Librarian, said there is a process where the staff provides feedback to the Friends on the programs.

Commissioner Lee asked if there might be a point in time where we are spending more money on collection than we are getting back.

Cathy Delneo, Chief of Branches said the collection process is just beginning. She said the entire process will be done by June of next year. So the process will be evaluated at the end.

Jeff Smejkal, BDR, said the collection process is pretty comprehensive. He said it can be adjusted as we go along.

Commissioner Lee asked about the process and if there is a sunset clause.

President Wardell-Ghirarduzzi said thank you to the staff for the comprehensive reports.

#### **AGENDA ITEM NO. 4 CONTROLLER'S OFFICE OPEN HOURS ASSESSMENT**

Luis Herrera, City Librarian, said this is the second presentation we have had on this item, which is an every five year process.

Randy McClure, Chief Analytics Officer, said this is a presentation from the Controller's Office on the Project Update for the SFPL Open Hours assessment. He said we will come back in January with the consultants to give the Commission the findings of the assessment.

Ryan Hunter, Project Lead, Office of the Controller gave the presentation on the SFPL Open Hours Assessment 2017-18 Project Update. He explained the Charter requirement of the Library Preservation Fund requiring the assessment be done every five years and this one is to be completed by June 30, 2018. He explained the Assessment Goals and the Current Open Hours. He said the Charter requirement is 1,211 hours per week and the current open hours for the library is 1,460 hours per week. He went over the project timeline. He said there will be a more detailed discussion of the survey in January. He explained how the patron intercept and library staff surveys were conducted.

Deric Licko, Project Analyst, Office of the Controller, went over the data analysis and gave an overview of the SFPL System 'Waking Hours' Coverage. He said this includes the June 2017 expanded hours so that now each library is open seven days a week. He explained the methodology used to analyze the visitor traffic/computer login information. He explained the average traffic at the Main Library, a sample branch library and the average traffic for all branches. He explained the average logins at the Main Library, a sample branch library and the average logins at all branches. He said Preliminary Finding #1 is that substantial latent demand during the opening hour at many libraries. He said Preliminary Finding #2 is that libraries are generally busier each hour when open fewer hours in the day (i.e., weekends and Fridays). He said Preliminary Finding #3 is that libraries are generally less busy on weekday evenings after 7 p.m. He explained the next steps of the project.

Explanatory documents: [Controller's Office Memo: 11/16/17](#); [Main Hours Summary](#); [Branch Hours Summary](#); [Individual Branch Summaries](#)

#### Public Comment

Peter Warfield, Executive Director, Library Users Association, said the purpose of the survey is to inform the Commission's decision on possible additional open hours. He said the wording of the survey did not directly ask the question of which hours would you prefer to see the libraries open. He said there was nothing included for non-users. He said there was a very light turnout and he was disappointed that more Commissioners did not attend the meetings.

Ray Hartz, Director of San Francisco Open Government, said it would have been nice to have the preliminary findings in the packets. He said Finding #2 is logical because if the library is open fewer hours there will be more people using the library when it is open. He said Finding #3 does not necessarily represent those users who most need to use it. He said it is good to have the numbers and he would encourage you to give these numbers to each branch manager and get their input.

A person from the public said that extra hours would help keep people off the streets and that use would grow exponentially.

## Commission Discussion

Commissioner Dunning asked about the benefits versus costs and whether we know what the additional labor costs would be per hour. Luis Herrera, City Librarian, said we could bring that back to the Commission.

Commissioner Dunning said she is struggling with finding #3 because that is movement in and out of the library not necessarily usage. She asked how we determine what the staff would like.

Randy McClure, Chief Analytics Officer, said there was a staff survey conducted in November and there was a 60% response rate from staff.

Commissioner Dunning asked if other libraries have done similar studies.

Randy McClure, Chief Analytics Officer, said as far as he knows we are the only library with a specific mandate to do this type of study as a full assessment.

Commissioner Dunning was concerned that the Controller's report was not in the advance packet and she would not like that to happen again.

Commissioner Lee asked about the Wi-Fi usage analysis.

Deric Licko, Project Analyst, Office of the Controller, said the Merced branch is affected by people using the Wi-Fi outside the library. He said we do look at the physical computer logins as well.

Commissioner Lee asked if we are doing comparisons with the last study.

Randy McClure, Chief Analytics Officer, said the studies are quite different and this is more comprehensive.

Commissioner Ono said we added additional hours in June and wanted to know how that is being incorporated into the final analysis.

Randy McClure, Chief Analytics Officer, said there are tools that we can use and do some comparisons.

Commissioner Ono said she only went to one of the hearings but she said in talking to people that attended they said the meeting was very well advertised and publicized.

## **AGENDA ITEM NO. 5 FYS 2019 AND 2020 BUDGET PRIORITIES**

Maureen Singleton, Chief Financial Officer, gave the presentation on the FYS 2019 and 2020 Budget Priorities. She explained the prior cycle budget review, the budget calendar, and budget background. She said the SFPL strategic and budget priorities to be the Premier Urban Library

are: Partnerships for Excellence; Literacy and Learning; Youth Engagement; Organizational Excellence; Digital Strategies; and Facilities, Maintenance and Infrastructure. She listed the budget priorities and asked the Commission for their input on the budget.

Explanatory documents: [Budget FY 2019-20](#); [Budget Attachment I](#)

#### Public Comment

Peter Warfield, Executive Director, Library Users Association, said he wasn't sure why the library system hours assessment did not have a budget attached. He said he is very concerned about RFID, which is a toxic form of technology and he sees that listed as a potential budget priority. He said there needs to be a separate item on the agenda to discuss RFID. He said it should not be adopted at this library. He said he would also like to see a priority for a privacy audit.

Ray Hartz, Director of San Francisco Open Government, said on page two it mentions the Maya Angelou statue and he said apparently there is a meeting on this today at the Arts Commission and it doesn't seem like this information is being shared with the public, He said on page three it says the budget needs to be approved by the Commission in February. He said he hopes the Commission will be able to hear the budget in January and the two meetings in February.

#### Commission Discussion

Commissioner Ono asked if the budget includes additional staffing.

Luis Herrera, City Librarian, said we will be adding capacity incrementally.

President Wardell-Ghirarduzzi said she appreciates the presentation and knows the staff will be bringing back additional information in January.

Commissioner Mall left the meeting.

### **AGENDA ITEM NO. 6 APPROVAL OF MINUTES OF SEPTEMBER 21, 2017**

#### Public Comment

Ray Hartz, Director of San Francisco Open Government, said he spent approximately eight years trying to get his summaries included in the Minutes and as you can see there are about four of them. He said it is in the public record that what the public has said is not accurately reflected in the Minutes unless there is the 150 word summary included.

Peter Warfield, Executive Director, Library Users Association, said under his comments under General Public Comment it should say that RFID is toxic to patron privacy. He said his comments on page seven need to be clarified. He said on page nine under the City Librarian's Report he also said there should be written documentation at the open hours hearings.

He said on page 10 his comments should read “hearings on open hours” not “hearings on open government.”

Motion: By Commissioner Ono, seconded by Commissioner Dunning, to approve the [Minutes of September 21, 2017](#) with an amendment to page 10 to Peter Warfield’s comments to change it from “hearings on open government” to “hearings on open hours.”

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

**AGENDA ITEM NO. 7 ADJOURNMENT IN MEMORY OF GEORGE FOX WHO WAS INSTRUMENTAL IN MAKING SURE HIS FATHER’S COLLECTION, THE FOX COLLECTION OF EARLY CHILDREN’S BOOKS WAS DONATED TO THE LIBRARY**

Luis Herrera, City Librarian, said the [obituary for George Fox](#) is in the packets. He said George Fox was a great supporter of the San Francisco Public Library. He said the Fox Collection is on the sixth floor. He said it is a one of a kind and is rich in children’s literature.

Public Comment

Ray Hartz, Director San Francisco Open Government said he has asked in the past to have information included on the packet and he said he is glad to see that there is information on the person the Commission is being asked to adjourn in memory of. He said it appears George Fox deserves the recognition.

Peter Warfield, Executive Director, Library Users Association, said thank you for the additional information provided about George Fox. He said it would be appropriate to have adjournments in memory as a separate agenda item. He said he looks forward to looking at the collection. He said the Commission needs to have a topic on the agenda about new business. He said he was disappointed that the Commissioners and Luis Herrera did not attend more than one or two of the open hours meetings.

Edna James, Council of Neighborhood Libraries (CNL), said she would like to see the Commission adjourn in honor of a former CNL member Vanessa Wallace.

The Commission said they would adjourn a future meeting in memory of Vanessa Wallace.

Commission Discussion

Motion: By Commissioner Ono, seconded by Commissioner Lee, to adjourn the meeting of November 16, 2017 in memory of George Fox.

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

The meeting adjourned at 7:19 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).