



San Francisco Public Library

SAN FRANCISCO PUBLIC LIBRARY COMMISSION

Minutes of the Regular Meeting of December 4, 2014

(As approved at the regular meeting of January 19, 2015)

The San Francisco Public Library Commission held a regular meeting on Thursday, December 4, 2014 in the Koret Auditorium Main Library.

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

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

Commissioner Ono entered at 4:40 pm

Commissioners excused: Nguyen

AGENDA ITEM NO. 1 GENERAL PUBLIC COMMENT

Peter Warfield, Executive Director, Library Users Association, said the library is deficient in the basics and seems to be more interested in the glitzy. He said the databases for the daily newspapers, the Chronicle and the Examiner are not up to date. He said not a single branch library has the San Francisco Examiner. He said there are a whole range of problems with the databases for newspapers.

Ray Hartz, Director San Francisco Open Government, said the Commission has had five rulings against the Library for violations of the Sunshine Ordinance. He said if you have an item on the agenda you have to take public testimony and the Commission did not do that at the last meeting under the Labor Union Report. He said he thinks the Union has not been giving reports because it has been intimidated by the administration. He said only a third of the money for the Teen Center is going to the Teen Center the rest has been for remodeling the offices.

AGENDA ITEM 2 PROPOSED REVISIONS TO LIBRARY PRIVACY POLICY #207

Luis Herrera, City Librarian, gave the background of the item as outlined in his memo of December 1, 2014.

Michael Lambert, Deputy City Librarian, gave a presentation on the proposed revisions to the Library Privacy Policy. He explained the use of BiblioCommons and its privacy statement. He said San Francisco Public Library patrons will have the choice of using the current search catalog or BiblioCommons.

Luis Herrera, City Librarian, asked that the Commission consider revising the Privacy Policy at this meeting.

Explanatory documents: [Memo from City Librarian dated December 1, 2014](#); [Draft Revisions to Library Policy #207](#); [Terms of Use for Bibliocommons](#); [Privacy Statement for Bibliocommons](#); and [Revisions to Library Privacy Policy #207](#) Presentation.

Public Comment

Ray Hartz, Director San Francisco Open Government, said the Commission probably hasn't read most of this. He said there are many issues with the BiblioCommons Terms of Use and he does not understand what the great benefit will be to the patrons.

Peter Warfield, Executive Director, Library Users Association, said there has not been enough time to review this major change to the Privacy Policy. He said this may violate state law with regard to patron confidentiality.

A woman from the audience said she is concerned with why this issue is before the Commission and there is not enough background on BiblioCommons. She said there should be a survey of the users on whether they want this.

Commission Discussion

Commissioner Dunning said she has thoroughly reviewed the material and had several questions regarding the privacy policy of BiblioCommons.

Laura Lent, Chief of Collections and Technical Services, explained the process with the City Attorney and the changes that have been made to the BiblioCommons Terms of Use and Privacy Policy.

Luis Herrera, City Librarian, said it is an opt-in for BiblioCommons and we are also working with them to make changes as required. He said this is the best product in the marketplace and they have been thoroughly vetted.

Michael Lambert, Deputy City Librarian, said BiblioCommons is a relatively new company and libraries can work together to recommend changes or improvements in the future.

Laura Lent, Chief of Collections and Technical Services, explained how BiblioCommons will work for the patron.

Michael Lambert, Deputy City Librarian, said that there are no privacy issues until a person registers for an account with BiblioCommons.

Commissioner Dunning wanted to make sure that through the roll out of BiblioCommons we make sure these privacy issues are understood by our patrons.

Laura Lent, Chief of Collections and Technical Services, explained that there will always be an option for our patrons.

Michael Lambert, Deputy City Librarian, said that we have learned from other libraries who have implemented this.

Laura Lent, Chief of Collections and Technical Services, explained the difference in the privacy policy for children under 18 and children 12 and under. She said there is a date at the top of the document that shows the date of the latest Terms of Use and Privacy Policy.

Commissioner Wardell-Ghirarduzzi said the Commission is asking that the library staff go back and work with BiblioCommons to push them to a higher standard of accountability.

Commissioner Mall said the issue that jumped out at her is the parent's ability to view their child's site at the same time that we are building a Teen Center and encouraging teens to participate fully at the library.

Michael Lambert, Deputy City Librarian, said this is more about the social media aspects than borrowing habits.

Commissioner Lee had several questions on BiblioCommons.

Luis Herrera, City Librarian, spoke about the enhancements for BiblioCommons.

Laura Lent, Chief of Collections and Technical Services, explained some of the features of BiblioCommons.

Michael Lambert, Deputy City Librarian, explained the number of urban libraries in the country and how many use BiblioCommons. He said Santa Clara has had similar concerns to San Francisco regarding the privacy policy and we will be working together to help make the changes needed to BiblioCommons in the next generation.

Luis Herrera, City Librarian, said cities such as Chicago and New York are proponents of BiblioCommons.

Laura Lent, Chief of Collections and Technical Services, said the ongoing cost is about \$180,000 a year. She said there was an implementation fee, the core product and mobile apps in three languages.

Michael Lambert, Deputy City Librarian, said there are over four million users in the BiblioCommons community.

Luis Herrera, City Librarian, said this is expensive and we will continue to monitor the usage and return on investment.

Laura Lent, Chief of Collections and Technical Services, said that BiblioCommons also includes a Summer Reading module which we had previously been paying for through another vendor. She said if a user opts out the user information is deleted and associated content is deleted unless it is part of a string of comments that would not make sense without the comments.

Luis Herrera, City Librarian, said they will follow up with the vendor and other libraries using the program. He said we will be happy to come back with updates and user comments. He said we would like to implement the software in early 2015 but if the Commission would like to continue the discussion of the Privacy Policy we can do that for another month.

Laura Lent, Chief of Collections and Technical Services, said that the contract with BiblioCommons is a three year contract but if we are not happy with the contract we can get out of it.

Commissioner Mall asked about what the Commission was being asked to approve at this meeting.

Luis Herrera, City Librarian said that the Commission is being asked to approve the Library's Revised Privacy Policy as it relates to the Terms of Use and Privacy Policy of BiblioCommons.

Commissioner Wardell-Ghirarduzzi said that it looks like we should continue this item.

President Ono asked about the marketing for the implementation of BiblioCommons.

Laura Lent, Chief of Collections and Technical Services said that the plans are to have a soft rollout on January 20 and the full rollout would be February 9 and that is when BiblioCommons would become the default catalog.

Commissioner Wardell-Ghirarduzzi said the concerns the Commission would like to have addressed are relating to the BiblioCommons Privacy Policy and Terms of Use. She would also like to know how BiblioCommons will be alerting patrons of major changes to the BiblioCommons Privacy Policy

Commissioner Dunning said her questions are primarily about what can be done locally to address the issues relating to parents' review of their 13 – 17 year old child's information.

Commissioner Lee said his concern relates to what happens to the material if someone deletes their account and he would like input from other libraries on their experience with this.

Motion: By Commissioner Wardell-Ghirarduzzi, seconded by Commissioner Dunning to continue this item to the January 15, 2015 meeting.

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

AGENDA ITEM NO. 3 LIBRARY MATERIALS BUDGET DISTRIBUTION

Luis Herrera, City Librarian, said this information was requested by the Commission at a previous meeting about how we allocate materials and the process for doing that.

Laura Lent, Chief of Collections and Technical Services, introduced Shellie Cocking, Collections and Cataloging Manager, who has brought an amazing skill set in matrix and she said she is a wizard on tracking and measuring.

Shellie Cocking, Collections and Cataloging Manager, gave a presentation on library materials budget distribution. She talked about the collection budget growth, types of materials, data sources for allocation decisions, allocation categories and how materials are chosen
Explanatory document: [Memo from City Librarian dated December 1, 2014](#) regarding Library Materials Budget Distribution; and [Library Materials Budget](#) Distribution presentation.

Public Comment

Ray Hartz, Director San Francisco Open Government, said he has never seen how decisions are made and developed by the library and it is refreshing to now hear about this and see that the Commissioners can fully understand what they are approving.

A woman from the audience said she appreciates how Laura Lent considers feedback from the public. She handed out a list of books and their published dates. She said regardless of the large budget there are many books that are not available. She asked if we are looking at all of the efficiencies available.

Commission Discussion

Commissioner Dunning said she loves matrix and is interested in comparisons of electronic and physical collections price wise.

Shellie Cocking, Collections and Cataloging Manager, said they do notice trends of different types of books and they look at the readership and costs.

Laura Lent, Chief of Collections and Technical Services, said 28% of the budget goes towards e-collections.

Luis Herrera, City Librarian, said that the driver in our decision making is a balance between the affordability factor and the demand. He said we still weigh heavily on the demand factor. He said we are seeing a trend for the e-collections.

Commissioner Dunning asked if we track local authors.

Shellie Cocking, Collections and Cataloging Manager, said that seems like more of a programming issue in promoting local authors. She said we certainly buy local author's books and keep them in our collection.

Commissioner Wardell-Ghirarduzzi asked about marketing and how people learn about our electronic collections as well as doing programming.

Commissioner Mall asked about periodicals and books that are automatically ordered and how you know how many books to purchase.

Shellie Cocking, Collections and Cataloging Manager, explained the process about how many books are ordered and looking at the best seller lists. She said there is a function where if we have more than 3 to 1 holds in physical lists that we then check and purchase more books.

Commissioner Lee said the chart of circulation material was very helpful. He wondered how our circulation material compared with other urban libraries.

Shellie Cocking, Collections and Cataloging Manager, said the healthy collection budget has made that possible.

Commissioner Lee asked additional questions on types of items in the collections. He said this information has been very informative.

AGENDA ITEM NO. 4 CITY LIBRARIAN'S REPORT

Luis Herrera, City Librarian, said the first item is the Library Neighborhood Archives.

Brian Weaver, Digitization Projects Librarian, gave a presentation on the Branch Archives Digitization Project. He gave the background of the project and described the grant received and the equipment purchased for the project. He said they have completed 10 branches and everything has been uploaded to Flickr. He said there are more than 1,000 views per day. He said he hopes to have all the branch archives uploaded to Flickr by the end of 2015.

Luis Herrera, City librarian, said the next update will be the FY 2015 and 2016 Budget review. He outlined the Strategic Priorities.

Michael Lambert, Deputy City Librarian, explained the Literacy and Learning strategic priority. He said a few weeks ago we opened the

Bridge at Main and its robust curriculum. He said Early Literacy is an important aspect of this priority. He said another strategic priority is Youth Engagement. He said The Mix at SFPL is set to open next summer and he described the various partners and how they will be involved in The Mix.

Luis Herrera, City Librarian, said the next priority is Digital Strategy. He said last year we offered over 600,000 hours of free internet access. He said we are preserving our cultural narratives. He mentioned the partnerships for excellence and how we are working with the partners to enhance our services. He said organizational excellence is very important to the Library including employee engagement, stewardship of resources and optimal staffing. He said the Chronicle did a nice feature on the secret stars of the San Francisco Public Library.

Commissioner Mall left the meeting at 6:38 pm.

Michael Lambert, Deputy City Librarian, said the Library will be fostering community.

Maureen Singleton, Chief Financial Officer, gave a presentation on the two year fixed FY 15 and FY 16 budget. She said the Library Preservation Fund Balance is \$19.7 Million. She said the FY 15 budget is \$109.5 Million and the FY 16 budget is \$112.4 Million. She said they are working with the Real Estate Department to locate space for back of house uses. She explained the Budget Investment Review, budget uses by expenditure type and budget sources. She explained the City and County Five-Year Financial Plan Overview and SFPL's draft Five-Year Financial Plan for FY 16 – 20. She also went over the City and County Ten-Year Capital Plan and SFPL's draft Ten-Year Capital Plan FY 16-25.

Luis Herrera, City Librarian, said that the next update will be on the Capital Program Reports.

Maureen Singleton, Chief Financial Officer, gave a presentation on BLIP and the Teen Digital Media Lab (The Mix). She said the approved BLIP budget is \$196,259,350 and expended and encumbered as of 10/31/14 is \$183,020,146. She gave the status of BLIP. She gave the update on The Mix. She said the project has been in three phases. She said the first phase was the administrative office relocations and tenant improvements which is complete. She said Phase 2 is the Literacy and Learning Center or the Bridge which is complete. She said the first floor bathroom ADA renovations, which are also part of Phase 2 are still under renovation. She said the Phase 3 Teen Digital Media Lab project completion is anticipated in the spring of 2015. She showed photographs of the completed project and a construction photograph of The Mix. Explanatory document: [Library Neighborhood Archives](#) presentation; [FY 14/15 and 15/16 budget, attachment 1](#); [BLIP Financial Report](#); and [Capital Program Report presentation](#).

Public Comment

Ray Hartz, Director San Francisco Open Government, said he has concern about the way in which the Teen Digital Lab has been presented to the Commission. He said it was originally \$2.5 Million and now the actual plan s \$6.8 Million. He said this is not what the Commission approved. He said the budget for the BLIP document continues to show numbers from the Friends that are undocumented.

Wendy Rinaldi, member Board of Directors of the Friends of the Library, said the presentations by the staff have been exceptional. She said she does all of her work through mobile and does not go to the full websites. She said she would welcome marketing push notifications from the library.

A woman from the audience said she uses the library frequently and uses Link+. She said the new economy will require people with great multi-tasking skills. She said in the Literacy and Learning strategy priorities it is important to have the right software. She said the partnerships are all geared to the old economy.

Commission Discussion

Commissioner Dunning asked about the digitization project and said that branch archives are on Flickr, which is free, but what do we do if Flickr starts to charge.

Brian Weaver, Digitization Projects Librarian, said the library is looking into a Digital Asset Management System and we do have all of the files backed up.

Luis Herrera, City Librarian, said the Digital Asset Management System is not currently in the budget and he said this is a small piece about a much larger conversation about digitization and collections. He said we will come back to the Commission with the funding strategy for the future.

Commissioner Dunning said the Veterans Connect is opening the first part of next year and she would like to be part of that. She said she has never seen a better presentation about how the City budgeting process works. She asked about the renovations planned for the Mission and Chinatown Branches.

Luis Herrera, City Librarian, said we do not know the full scope yet of the renovations at Mission and Chinatown. He said this is a placeholder more than anything. He said we do know that those are our next two priority projects. He said we will be very cognizant of a contingency plan.

Commissioner Wardell-Ghirarduzzi asked about the Mission and the Chinatown renovations and whether there will be a community process.

Maureen Singleton, Chief Financial Officer, said yes there will be a community process and along with DPW we will come up with a cost estimate.

Luis Herrera, City Librarian, said the public process will be driven by the Commission.

Commissioner Lee asked about the uniqueness of the branch archive material.

Brian Weaver, Digitization Projects Librarian, said a lot of the materials are ephemera, documents and newspaper clippings. He said a lot of it is pretty unique.

Commissioner Lee asked about the grant.

Brian Weaver, Digitization Projects Librarian, said it was a \$15,000 grant and all of the money was spent on the equipment.

Luis Herrera, City Librarian, said we would incorporate other equipment through our regular budget process.

The Commission Recessed at 7:30 pm.

The Commission Reconvened at 7:37 pm.

AGENDA ITEM NO. 5 LABOR UNION REPORT

President Ono announces that there was no Labor Union Report.

AGENDA ITEM NO. 6 APPROVAL OF THE MINUTES OCTOBER 16, 2014

Public Comment

There was no public comment on this item.

Commission Discussion

Motion: By Commissioner Dunning, seconded by Commissioner Lee, to approve the [Minutes of October 16, 2014](#).

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

AGENDA ITEM NO. 7 ADJOURNMENT

Public Comment

Ray Hartz, Director San Francisco Open Government, said if you are not going to have a Labor Union Report don't put it on the agenda and then he won't have any basis for saying that you are not following the

Sunshine Ordinance by not allowing public comment on the item. These meetings are going to be longer and the Commissioners should be able to stay for the entire meeting.

Motion: By Commissioner Wardell-Ghirarduzzi, seconded by Commissioner Lee to adjourn the regular meeting of December 4, 2014.

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

The meeting adjourned at 7:41 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).