



## *San Francisco Public Library*

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

#### **Minutes of the Special Meeting of December 17, 2015**

(As approved at the regular meeting of January 21, 2016)

The San Francisco Public Library Commission held a special meeting on December 17 at the Koret Auditorium, Main Library.

The meeting was called to order at 4:36 pm.

Commissioners present: Lee, Nguyen, Ono, and Wardell-Ghirarduzzi

Commissioners excused: Dunning and Mall

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

Peter Warfield, Executive Director, Library Users Association, said the library is featured in an ad campaign that does not list a contact for the library but only has the Friends' website as a contact. He said the bathrooms in the Main are a mess and a pigsty and there is no indication of a sign in sheet for when the bathroom was last cleaned. He said the "policification" seems to be more and more at the library and at the Commission meetings.

Paul Slade said he grew up in San Francisco and has fond memories of going to the library as a child and was told to be very quiet. He said today it is not quiet and there is no respect for silence. He said recently he was in the travel section and there was a pit bull running loose so the library should have a sign that says enter at your own risk.

#### **AGENDA ITEM NO. 2 FYS 2017 & 2018 BUDGET**

Luis Herrera, City Librarian, said this is the fourth conversation on the budget with the Commission.

Maureen Singleton, Chief Financial Officer, gave the presentation on the FYs 2017 and 2018 budget. She shared the budget calendar and gave the budget background and budget climate. She said she was going to highlight some of the investments broken down by Strategic Priorities

including Premier Urban Library, Literacy and Learning, Youth Engagement, Digital Strategy, Partnerships for Excellence and Organizational Excellence. She explained the Summary of Proposed Investments and said the total is approximately \$9.2 million. She went over the budget considerations to get to this point. She explained the budget calendar and said the Commission will need to adopt a budget in February.

Luis Herrera, City Librarian, asked the Commission for feedback on the budget.

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

#### Public Comment

Charlie Doris, member of the Library for the Blind and Print Disabled Advisory Committee, said he is pleased to see the addition of staff for the Center, especially with the new added hours. He said he hopes the Library for the Blind can get an additional staff person.

Andrea Grimes, Special Collections Librarian and one of the officers of the Librarians Guild, said we appreciate the progress made in the budget along the lines of staffing. She said we look forward to working with the library administration in the next labor management meeting so that we can have a clear understanding of the budget.

Peter Warfield, Executive Director, Library Users Association, said there is a question of priorities in the budget and we haven't heard the word books and materials enough. He said he wants to know more about how this budget will help patrons. He said he would like to see a fine fee library, more hours with enough staffing and collection review. He said there are also privacy issues and there should be a privacy audit.

#### Commission Discussion

Commissioner Wardell-Ghirarduzzi said she is looking forward to digesting this budget and going through each line item in January.

Commissioner Nguyen asked if there was any more information on repurposing and reimagining the use of the older bookmobiles.

Luis Herrera, City Librarian, said we do have a request for a new bookmobile to replace an older one.

Commissioner Lee asked about the retirement cost increases.

Maureen Singleton, Chief Financial Officer, said retirement costs have increased from what they thought would be \$8.8 Million in June to \$9.72 Million right now.

Commissioner Lee said the cost will go up and it leaves us less to play with. He said he wanted more information on the partnerships and work orders.

Maureen Singleton, Chief Financial Officer, gave some information on some of the work orders but said we could come back in January with the exact amounts of those work orders.

Commissioner Lee asked about the realignment of security management and what the savings would be from the work order with the Police Department.

Luis Herrera, City Librarian, said we are looking at security management and will bring back more detail as well.

Commissioner Lee said software is typically not a one-time cost and he asked about FY18.

Maureen Singleton, Chief Financial Officer, said we are choosing software that meet our needs so we might be buying additional modules. She said some of the numbers are still moving and she will bring the information on the available revenue and the proposed expenditures. She said in FY 16 we have more revenues than expenditures.

Luis Herrera, City Librarian, said we will give the Commission updates on the Preservation Fund each quarter. He said we anticipate that it will continue to grow. He said right now we are at \$124.5 Million.

Commissioner Wardell-Ghirarduzzi said she wanted to thank staff for the attention to detail in responding to some of the Commission's concerns.

Luis Herrera, City Librarian, said we have invested heavily in the Bridge, the Mix, neighborhood services and the Youth Guidance Center.

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

Jane Glasby, Program Manager, Library for the Blind and Print Disabled, said the Library of Congress is coming to San Francisco in April for a biennial national conference and SFPL will be a host institution for that conference. She said the conference is the National Library Service for the Blind and the Physically Handicapped (NLS), which is a department of the Library of Congress. She went over a handout giving some background on the NLS. She invited the Commission to come visit the Library for the Blind and Print Disabled in the Library.

Cathy Cormier, Program Manager of the Mix, gave a presentation on the success of the Mix. She said they have expanded programming and resources. She said they have had more than 19,000 visitors and nearly 500 registered members. She said there have been 199 programs held. She talked about the partners we are working with. She showed three short videos made in The Mix. She said there were several Board of Advisory Youth Members, Youth mentors, and other youth who would like to speak in support of The Mix.

Youths who spoke in support of the Mix included: Bernard Capistrano; Jayraj Govender; Brad Levin; Dereck Tan; Klane Justo, who also read remarks from Jennifer Greenlee, who retired as Teen Services Coordinator; Lauren Ng; Marc Wong; Fontanna Yee; Nichol Garcia; Jonah Rutkin; Polina Florora; Lucy Wu; and Dayana Ruiz.

Yemila Alvarez, Community Engagement Manager, gave a presentation on the Service Excellence Task Force. She said she is a member of the Task Force and the charge of the Task Force is to recommend best practices for creating, rewarding and sustaining a culture of service excellence. She said through input from staff the SFPL core values are service; community; professionalism; access and diversity. She said the next steps will be to develop best practices; to incorporate the core values; and to develop benchmarking.

Michelle Jeffers, Chief Community Programs and Partnerships, gave a presentation on the SFPL Annual Report. She said the report is an on-line report and it is telling the Library's story by the numbers. She said the numbers are interspersed with some quotes from users, supporters and others about the library.

Explanatory documents: [Conference of the National Library Service for the Blind and Physically Handicapped](#) handout; [The Mix](#) presentation; [Service Excellence Initiative](#) presentation; and link to Annual Report: <http://sfpl.org/pdf/about/administration/statistics-reports/annualreport2014-15.pdf>.

#### Public Comment

Anna He, member of the San Francisco Youth Commission, spoke in support of the Mix and said how important it is to the library and for the youth.

Lauren Taylor, Education Manager at the Bay Area Video Coalition, said they work with the Mix and are very supportive of that partnership. She said she is very pleased with the diversity of the patrons of the Mix.

Peter Warfield, Executive Director, Library Users Association, said he was glad to hear about the various items. He said there is a lot missing at the Mix. He said he has not heard about teens and critical thinking and he did not hear much about books and how the rest of the library might be useful for the teens. He said he has not heard about how patron service is going to be addressed through service excellence and how that will address the problems.

Wendy Rinaldi, Friends Board Member, said she leaves the Commission meetings really inspired by the work the library does. She said tonight she heard so many inspiring stories and she wanted to congratulate the Commission on the work that it does.

#### Commission Discussion

Commissioner Wardell-Ghirarduzzi said the Mix presentation was awesome and she thanked all the youth for their comments.

Commissioner Lee said he hopes we can continue the success of the Mix. He asked about the capacity of the Mix.

Karen Strauss, Chief of Main, said they are proposing to go to seven days so that will help us provide more programs and capacity for the Mix. She said we also have the Mix on the Move where we share our resources from the Mix out to the branches.

Commissioner Lee said it appears there were about 19,000 visitors and 500 registered members. He asked why there weren't more registered members.

Cathy Cormier, Program Manager of the Mix, said the 19,000 visitors is foot traffic into the Mix. She said the registered members are those that fill out a waiver form in order to use the equipment in the Mix. She said it is a membership model.

Commissioner Lee said there were 199 programs and how they relate to Science Technology Engineering and Mathematics (STEM).

Cathy Cormier, Program Manager of the Mix said that she believes the programs incorporate all of STEM. She said there was public comment that there wasn't any critical learning and thinking going on. She said this is all critical learning on the highest level. She responded to Commissioner Lee's statement that we should be including the Arts and said yes Arts is integrated at the highest level. She said she would call it STREAM because it would include reading and the arts.

President Ono said she likes STREAM. She thanked everyone for their presentations and the youth for all of their comments.

Commissioner Wardell-Ghirarduzzi thanked the staff members who are leading the Service Excellence Task Force and said she is very interested in learning more about that. She said this is a capacity building exercise and a discovery process and this is great organizational development work.

#### **AGENDA ITEM NO. 4 COMMUNITY DEMOGRAPHIC PROFILES**

Cathy Delneo, Chief of Branches, gave a presentation on the Branch Libraries community profiles. She said the challenge is to provide high quality library service that is responsive to the needs of our ever-changing communities. She explained our inspiration, our goal and the project timeline.

Alice Chan, Southeast District Manager, gave the community profile components including branch service areas, demographic data, partnership and an action plan.

Cathy Delneo, Chief of Branches, explained the practical applications of the profiles.

Explanatory document: [Community Demographic Profiles](#) presentation.

#### Public Comment

Peter Warfield, Executive Director, Library Users Association, said it seems that branch profiles have been going on for quite some time. He said he would like to see specifics on how these studies are translated into practical decisions and practical management by the library.

#### Commission Discussion

Commissioner Wardell-Ghirarduzzi thanked staff for their presentation. She said she appreciates that these studies will have to be on-going because neighborhoods are changing rapidly.

### **AGENDA ITEM NO. 5 APPROVAL OF THE MINUTES NOVEMBER 5, 2015**

#### Public Comment

Peter Warfield, Executive Director, Library Users Association, said the minutes are abbreviated or chopped off. He said under his comments under General Public Comment he spoke about the Sunshine Ordinance Task Force (SOTF) and the library's lack of understanding of free speech and that should be noted. He said under the discussion of the Library Commission Calendar his statements were not complete.

David Pilpel, said he is a member of the Sunshine Ordinance Task Force (SOTF), although he is speaking as an individual and not a member of the SOTF. He said at the bottom of page one there was a sentence that could be clarified. He said he wanted to thank the Commissioners for their continued service to the City. He said he had concerns with one of the past issues heard by the SOTF regarding the Privacy Policy. He said he was able to sit down with Deputy City Librarian Lambert and work through the issue.

#### Commission Discussion

Commissioner Wardell-Ghirarduzzi said she was happy to hear the feedback from the second speaker.

Motion: By Commissioner Wardell-Ghirarduzzi, seconded by Commissioner Lee, to approve the [Minutes of November 5, 2015](#).

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

### **AGENDA ITEM NO. 6 ADJOURNMENT IN HONOR OF FORMER LIBRARY EMPLOYEE RICH WALSH**

Luis Herrera, City Librarian, said Rich Walsh was a former library employee who began his career at the library in 1975 he said Rich was a mentor to many and he loved the library and the City of San Francisco. After he retired in 2004 he returned as a return retiree to continue work on the Branch Library Improvement Program. He said we are very saddened by his loss.

#### Public Comment

Peter Warfield, Executive Director, Library Users Association, said he would second everything Mr. Herrera has said. He said it was interesting that Rich served as both the Library Commission Secretary and the Facilities Director. He said Rich took the library seriously and he was very concerned about the complication of the design of the Main Library.

Roberto Lombardi, Facilities Director, said he was saddened by the news of Rich's passing. He said it was Rich who insisted that he apply to be Rich's successor. He said Rich will be remembered for the love of his family, the love of the people who work at the library and that he was a very positive person.

David Pilpel said he did not know Rich personally, but he knew of him by reputation and he agreed with Roberto's remarks. He said it was nice that we all agree on something.

Motion: By Commissioner Wardell-Ghirarduzzi, seconded by Commissioner Lee, to adjourn the last Library Commission meeting for 2015 in memory of Rich Walsh.

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

The meeting adjourned at 7:25 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).