



San Francisco Public Library

DRAFT

SAN FRANCISCO PUBLIC LIBRARY COMMISSION

Minutes of the Regular Meeting of November 21, 2019

The San Francisco Public Library Commission held a regular meeting on October 17, 2019 at the Koret Auditorium, Main Library.

The meeting was called to order at 4:30 pm.

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

AGENDA ITEM NO. 1 GENERAL PUBLIC COMMENT

An anonymous citizen said he is introducing an immemorial for a former Library Commissioner Ernest J. Gaines, who served from 1974-75. Coincidentally his last meeting was Nancy Pelosi's first meeting. He said he was a professor for nearly 20 years at San Francisco State College. He said he received the National Humanities Award from President Clinton and received the National Medal of Arts from President Obama. He wrote many books including the Autobiography of Miss Jane Pittman.

Peter Warfield, Executive Director, Library Users Association, said institutional memory is very important and the last speaker only missed 4 meetings in 38 years of attending Library Commission meetings. He said last month he spoke about the secret decision to discontinue overdue print notices to the public. He said it is appalling the library did this without any discussion at the Library Commission. He said this will hit the poorest people the hardest. He said that he was originally told that there were 181 people requesting print notices, he later found out the number was 19,000.

Edward Hasbrorouck said he has worked in this library writing books which are now in the collection. He asked that the library rescind the endorsement by San Francisco Public Library of Controlled Digital

Lending (CDL), to end the Library's participation in this practice and to include the full range of opinions about CDL including those of its critics in future events. He distributed copies to the Commission of a joint appeal calling for dialogue by librarians with the victims of CDL and a more detailed FAQ.

Nick Pasquariello said that the decision to stop print notices was made undemocratically and in secret. He said the library brags about providing equal service to all. He said with this decision the library has ceased to meet that high quality of service. He said if you have home internet you get the notice if you do not. He said over 138,000 citizens in San Francisco do not have internet. He said a robo call is not a substitute for a mailed paper notice. He said surely the library with this size of budget can afford to remedy this and he is asking the Commission to look into it.

Karen Fishkin said she is a member of the Senior and Disability Act Board. She referred to a letter from the California Alliance for Retired Americans urging the Library Commission to allow patrons to receive notification by U.S. mail or by email, whichever the patron chooses. As was the previous practice. She said her concerns are both about process and practice.

AGENDA ITEM NO. 2 SAN FRANCISCO UNIFIED SCHOOL DISTRICT (SFUSD) PARTNERSHIP

Michael Lambert, City Librarian, introduced the item on the partnership with SFUSD and said we are pleased to have Devin Corrigan, Supervisor of Analytics/City Liaison Research, Planning and Assessment for SFUSD present this evening. He said Christy Estrovitz and Randy McClure would be presenting this item.

Christy Estrovitz, Manager of Youth Services, said the Library is pleased to be part of Mayor Breed's Child and Youth Friendly City Initiative. She said she wanted to follow up on some of the programs we are partnering with SFUSD including scholar card; teacher card perks; teacher librarian partners; site level collaborations; book clubs, class visits, author visits, program and the Summer Stride booklist. She explained what we learned as part of our data with this partnership.

Randle McClure, Chief Analytics Officer, showed a summer stride map showing participants and library usage, another map showing scholar card map with student participants and library usage, and the combined scholar card and summer stride map.

Devin Corrigan, SFUSD, gave a presentation on data from SFUSD and said the library and the school district have a great opportunity to reach families all across the city. He shared SFUSD demographic trends TK-12. He shared charts showing student performance on Smarter Balanced Assessment Consortium (SBAC) and English Language Arts (ELA).

Christy Estrovitz, Manager of Youth Services, explained data compared with peer libraries around the country. She said we have shared a lot of data and they wanted to share some of the ideas they have for using the data gained in the partnership.

Devin Corrigan, SFUSD, shared ideas for the data sharing between the two partners.

Randle McClure, Chief Analytics Officer, said we are excited about sharing data to get answers to a lot of our questions on serving the community.

Explanatory document: [SFUSD Partnership](#)

Public Comment

Peter Warfield, Executive Director, Library Users Association, said Effie Lee Morris was a very well-known children's librarian who thought there should be no fines for children's material. He said she thought that there should be an independent relationship with children and their library. He said he has very serious concerns about a relationship with another institution and the library.

Cathy Cormier, Program Manager at The Mix at SFPL, said this relationship is magical for The Mix because it makes The Mix better use the data.

An anonymous woman said she did not know why the library would stop the use of paper notices.

Commission Discussion

Commissioner Mall asked for clarification on some of the slides that were shown and for more information on the partnership. She asked if there were programs that the two share.

Christy Estrovitz, Manager of Youth Services, said there are many programs that they work on together. She said every school has their own teacher librarian.

Commissioner Huang said the more we know about our programs the better and he asked about qualitative research.

Devin Corrigan, SFUSD, said that is something that we could look at.

Randle McClure, Chief Analytics Officer, said his approach is always quantitative information first and the qualitative later. He said the part we have been presenting is the quantitative information. He said this is the beginning of information sharing with the School District.

Commissioner Huang asked about staffing on this.

Randle McClure, Chief Analytics Officer said his entire staff of three will be working on this.

Devin Corrigan, SFUSD, said there are about ten working on the quantitative portion and one or two working on programs.

Christy Estrovitz, Manager Youth Services, said all of our children's librarians work on the programming as well.

Commissioner Ono said she looks forward to the new data and learning about the successes of the partnership.

Commissioner Wolf said this is a great opportunity and she wonders what some of the obstacles are.

Devin Corrigan, SFUSD, said a lot of the obstacles are legal ones concerning the privacy of student data.

Randle McClure, Chief Analytics Officer, said the library is also very concerned about privacy.

President Wardell-Ghirarduzzi said we look forward to hearing more about this and that this partnership has her support.

AGENDA ITEM NO. 3. LIBRARY COMMISSION MEETING SCHEDULE 2020

Michael Lambert, City Librarian, introduced the draft Library Commission meeting schedule.

Public Comment

Peter Warfield, Executive Director, Library Users Association, said the draft Commission schedule looks the same as the last few years although in the past there were two meetings a month. He said the Commission sets the agenda and if public comment needs to be cut because of the length of the meeting there should be more than one meeting a month. He said other Commissions have meetings starting later in the evening and the Library Commission should as well.

Commission Discussion

Motion: By Commissioner Lee, seconded by Commissioner Dunning, to approve the [draft San Francisco Public Library Commission 2020 Meeting Schedule](#).

Action: AYES 7-0: (Dunning, Huang, Lee, Mall, Ono, Wolf, and Wardell-Ghirarduzzi).

AGENDA ITEM NO. 4. FYs 2021 and 2022 BUDGET PRIORITIES

Maureen Singleton, Chief Operating Officer, gave a presentation on the FYs 21 and 22 budget. She gave the budget overview and the budget overview by division. She explained the FY21 investment highlights from the prior budget cycle. She went over the budget calendar for FYs 21 and 22. She said this is a rolling two-year budget from July 1, 2020 through June 30, 2022. She said the budget is always built on our strategic and budget priorities. She listed the budget priorities for FY 21 and 22. She said there will be more information in December and January.

Explanatory documents: [FY 2019 Annual Report](#) ; [Budget FY 2021-22](#) ; [Budget FY 2021-22: Attachment I](#)

Public Comment

Peter Warfield, Executive Director, Library Users Association, said that the books and materials budget has been concealed. He said the collections are now in parenthesis and this is a bad policy of book de-emphasis. He said there is no indication of whether the book budget is higher or lower than it used to be. He asked where the free and equal access is for those who don't own computers. He said there is reduced services for instance the print notices have been discontinued. He said that should be in the budget.

An anonymous woman asked how much not sending print notices would save in the budget. She said the library needs to be accessible to everyone at every means. She said technology edits out any human connection via mail and that discredits many people.

Commission Discussion

Commissioner Mall asked about the cost savings for print notices.

Maureen Singleton, Chief Operating Officer, said there will still be some print notices going out so the savings will be on the print notices for hold notices.

Michael Lambert, City Librarian, said the Library is committed to providing access to all of the members of the community and he explained how notices would be made available to our patrons.

Commissioner Wolf asked about the elimination of fines and how that is effecting the budget.

Maureen Singleton, Chief Operating Officer, said we had built in the budget the assumption that there would be a loss of \$300,000. She said it is not a problematic amount for the library to absorb.

AGENDA ITEM NO. 5 CITY LIBRARIAN'S REPORT

Bill Kolb, Digital Strategist, gave the presentation on the new SFPL.org website. He gave the background on the website and said it is time for a

refresh. He gave the timeline for the development of the website. He showed screen shots of what the new SFPL.org home page and other pages on the website will look like.

Michael Lambert, City Librarian, said he is very excited about the new website. He highlighted the San Francisco Public Library Annual Report Card for FY 2018-19 and said he was proud that we have received the highest-rated department in San Francisco.

Michelle Jeffers, Chief of Community Programs and Partnerships gave the presentation on the San Francisco Public Library Annual Report. She said we were the first City Department to ever receive an A on the City Report Card. She said the report highlights the Library's many services and programs.

Michael Lambert, City Librarian, said he recently attended the California Library Association (CLA) conference in Pasadena. He said he had the honor of introducing Luis Herrera into the CLA Hall of Fame. He said he was joined by his predecessor Susan Hildreth in achieving that honor. He said the highlight was seeing our own Ellen Reilly, Graphic Artist, and Michelle Jeffers, Chief Community Programs and Partnerships receive the PR Excellence Award and the Best of Show for their work on the collateral for our cultural awareness programming.

Explanatory documents: [SFPL Website Launch](#) ; [California Library Association](#)

Public Comment

Peter Warfield, Executive Director, Library Users Association, said Mr. Kolb mentioned the webpage revamp as similar to an architectural design, he said but the person using the house had never been asked about the design and he said that is appalling. He said there is a problem with cookies and it is outrageous that the library will be spying on users of the website. He said congratulations to the library on the survey.

Commission Discussion

Commissioner Huang said cookies have been on the internet since the beginning of the internet. He said he has never heard about any government website getting input from the public. He asked about the navigation bar on the website. He asked if Tagalog is planned for the website.

Bill Kolb, Digital Strategist, said Spanish and Chinese will be offered on the website for the launching.

Commissioner Huang asked about the standards for the various languages.

Michelle Jeffers, Chief of Community Programs and Partnerships, said we are in compliance with the ordinance but we would like to add additional languages as we go forward.

Commissioner Wolf said the website looks fantastic and asked if there will be an app.

Bill Kolb, Digital Strategist, said the website scales to mobile so it will work on all devices. He said the app is a product of Bibliocommons.

Commissioner Ono had questions about the current app.

Bill Kolb, Digital Strategist, said there are many apps connected to our current website.

Commissioner Lee asked what matrix is being used for to measure the success of the website.

Bill Kolb, Digital Strategist, said we use Google Analytics. He also explained further the use of cookies on the website.

AGENDA ITEM NO. 6 APPROVAL OF THE MINUTES OCTOBER 17, 2019

Peter Warfield, Executive Director, Library Users Association, said the public's comments under the Sunshine Ordinance are supposed to be summarized. He said under the City Librarian's Report the things he had listed that were not reported should be clarified. He said under approval of the Minutes the group Electronic Freedom Foundation should be named correctly.

Motion: By Commissioner Huang, seconded by Commissioner Wolf, to approve the [Minutes of October 17, 2019](#).

Action: AYES 7-0: (Dunning, Huang, Lee, Mall, Ono, Wolf and Wardell-Ghirarduzzi.).

AGENDA ITEM NO. 7 ADJOURNMENT IN MEMORY OF HIROSHI KASHIWAGI, LONG TIME SFPL LIBRARIAN, POET, PLAYWRIGHT AUTHOR AND SYMBOL OF WARTIME RESISTANCE

Michael Lambert, City Librarian, said [Hiroshi Kashiwagi](#) was a long time San Francisco Public Librarian and he said his obituary was available in the packets and the back of the room.

Public Comment

Peter Warfield, Executive Director, Library Users Association, said he appreciates the summary of the career of Hiroshi Kashiwagi. He said earlier you heard a request to adjourn in memory of Ernest J. Gaines and he would like to second that request. He said the Library Commissioners are remiss in their duty to not include New Business on the agenda.

Andrea Grimes, Book Arts and Special Collections, said Hiroshi Kashiwagi was a wonderful librarian in the literature section of the old Main Library. She explained his many accomplishments.

Shellie Cocking, Chief of Collections and Technical Services, said she had worked with Hiroshi Kashiwagi's wife and she was a personal friend of both of theirs. She said in the last ten years of his life, he decided to become an actor and the library is working on adding some of the DVDs into the collection.

Heidi Ward, Senior at the University of San Francisco, said she received the first ever McCarthy Fellowship and she had the pleasure of working in the Library this fall. She wanted to thank the library staff and the Commission for this opportunity.

Motion: By Commissioner Mall, seconded by Commissioner Ono, to adjourn the meeting of November 19, 2019 in memory of Hiroshi Kashiwagi.

Action: AYES 7-0: (Dunning, Huang, Lee, Mall, Ono, Wolf, and Wardell-Ghirarduzzi)

The meeting adjourned at 7:10 pm.

Sue Blackman
Commission Secretary

Please note: These are draft minutes subject to revision by the Public Library Commission. Copies of commission minutes and handouts are available in the office of the secretary of the San Francisco Public Library Commission, 6th floor, Main Library, 100 Larkin Street, San Francisco, CA 94102-4733.

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).