



San Francisco Public Library

SAN FRANCISCO PUBLIC LIBRARY COMMISSION

Minutes of the Regular Meeting of August 20, 2020

(As approved at the regular meeting of September 17, 2020.)

The San Francisco Public Library Commission held a regular meeting on August 20, 2020 virtually and telephonically pursuant to the Governor's Executive Order N-29-20 and the Sixteenth Supplement to Mayoral Proclamation Declaring the Existence of a Local Emergency dated February 25, 2020. The purpose of the orders is to provide the safest environment for all persons consistent with San Francisco Department of Public Health Order of the Health Officer No. C19-07e and current public health recommendations, while allowing the public to observe and address the Commission.

The meeting was called to order at 4:30 p.m.

Commissioners Present: Huang, Lee, Mall, Ono, Wardell-Ghirarduzzi and Wolf

Default Library Commission Secretary: Michael Lambert, City Librarian

AGENDA ITEM NO. 1 GENERAL PUBLIC COMMENT

Peter Warfield, Executive Director, Library Users Association @ libraryusers2004@yahoo.com, P. O. Box 170544, San Francisco, CA 94117-0544, said he would like to let the chair know and anybody who's listening that when the request was made for folks to raise their hand now, he did so, he pressed *3, and he was told that he was muted. He said he had to listen, understand and press it again to be raising his hand and it was confusing. He said there was difficulty for them to make public comment at the last meeting. He said others have had problems with making comment as well; they were omitted for making public comment on Item 2. He said since that time on Monday at about noon, he requested that the City Librarian forward an urgent request to the Library Commission president and members to please work to make this a better and more successful matter, but the City Librarian did not forward that until sometime this morning and then he pushed it into general comments that were going to be buried somewhere on the website, when in fact, it was an urgent request on Monday to alert the library folks what he wanted. He said he didn't think it was appropriate for the City Librarian to blockade communications with the Library Commission. He said likewise, it's inappropriate for the agenda to have an item saying to please send your public comments to the library by 5 p.m. on Wednesday, when they're not public comments. He said they were going to be comments, somewhere, somehow, they wouldn't be in the minutes, your name would not be in the minutes and nobody at the meeting would hear the comments. He said it's a complete misdirection and it's inappropriately worded. He said it should be very clear that public comments could be made during public comment, but those comments might be sent to the commissioners and they were the only people who would have a chance to see it unless others

would find it somewhere buried in the website. He said it's a very misleading statement within the agenda as though that's how to make public comment and perhaps it might be read during public comment. He said he hoped it would go more smoothly and they certainly intended to make public comment on every item.

An anonymous caller said he fully supported what Peter Warfield said. He said on the general subject of the democratic participation of the public and patrons, the Library Commission needed to be far more democratic. He said as an example, items were placed on the SFPL website, and hundreds of thousands of San Franciscans, including himself, didn't have any access to. He said SFPL needed to make available a public terminal that anyone could come to before the meeting and look at the items that were put on the website for this meeting. He said this meeting wasn't democratic unless everyone could look at everything that they're looking at, e.g., agenda items, etc. He said the way that the Library Commission including the City Librarian had neglected to implement the mail notices policy was a great disgrace. He said his understanding was the people who had e-mail were getting far more notices than the rest of them who didn't have e-mail. He said to that extent, SFPL was being undemocratic and not fulfilling its obligations under the federal, state, local and city constitution and the charter of the City and County of San Francisco. He said the matter of the way curbside was being conducted was very disturbing; SFPL was not allowing patrons to get receipts for their returned items. He said SFPL could not blame the patrons if returned items were lost.

An anonymous caller said he wanted to endorse the comments made by the first two speakers. He said it was his first time to participate in the Library Commission online and he found the procedures were a little bit complex and every effort should be made for the Library Commission meeting to be accessible to the public without complications and maybe take a look at Webex communications system. He said most people were used to going online these days, by Zoom or some other common video conferencing tool. He said Webex's procedure to get on was complicated, but he managed to do it which surprised him. He said in the interest of making it as accessible as possible to the public, he asked the Library Commission to take a look at the procedures and see if they could be simplified and make it a little bit more transparent for average folks like him.

AGENDA ITEM NO. 2 COMMUNITY LEARNING HUBS

Michael Lambert, City Librarian, said he's pleased to share information regarding the activation of SFPL library locations as neighborhood-based Community Learning Hubs and he provided an overview of the library's partnership with the Department of Children, Youth and Their Families (DCYF). He said that this partnership would enable a citywide strategy for supporting distance learning for vulnerable populations of school-age children. He said library staff would be actively working to support our DCYF partners in preparing neighborhood libraries for operation as Community Learning Hubs and in total, 15 library locations were slated for activation as Community Learning Hubs. He said SFPL's role was to provide operational support to the community-based organizations, contracted by DCYF to manage and operate the sites and this support would largely entail library staff to assist with opening and closing the facilities each day, as well as serving onsite as gracious hosts to the CBO personnel who were using the space.

Maria Su, Executive Director, Department of Children, Youth and Their Families (DCYF), gave a presentation on the Community Learning Hubs Strategy. She enumerated Key Considerations such as: SFUSD has planned for 100% distance learning for the Fall 2020-2021 academic year; A significant number of children who did not fully benefit from distance learning since Shelter-In-Place was issued; The need for children to go to safe places during the day; Public transportation is projected to operate at 30% of normal capacity by end of August. Her presentation also covered additional supports by the Community Learning Hubs that included: In-person supports for children and youth; Support with distance learning; Access to WiFi and digital learning devices; Mental health and wellness resources; Healthy meals and snacks; Family support resources, Enrichment activities, Outdoor recreation and physical activities; Social and emotional deficits data points: Children who will

be prioritized (from low-income households, residents of HOPE SF, public housing and SROs, homeless youth, foster youth, English language learners); What the youth would get out of the program; The activities and services provided (such as Literacy, STEAM and Physical Activities, Academic Supports, Career and College Readiness, Distance learning supports and additional supports like snack, lunch and supper, family resources, mental health and well-being); How they're reaching students and their partners (DCYF, Recreation and Parks, SFPL, Mayor's Office of Housing and Community Development, HOPE SF, Department of Technology and Information Services, Department of Public Health, Human Services Agency, Office of the City Administrator, DCYF Grantees).

Explanatory documents: [City Librarian Memo August 17, 2020 – Community Learning Hubs](#); [Community Learning Hubs Press Release](#); [Community Learning Hubs Presentation](#)

Public Comments

Peter Warfield, Executive Director, Library Users Association @ libraryusers2004@yahoo.com, P. O. Box 170544, San Francisco, CA 94117-0544, said they didn't want to diminish the opportunities and the abilities of kids in our city to get a good education and have good outcomes in a whole range of ways, but it's extraordinary that this plan had suddenly developed without any advance commission, discussion or action or parent participation, nor participation by librarians and staff within the library or the public. He said what this plan appeared to do was to grab a number of library facilities and indefinitely keep them out of use as libraries. He said its purpose of taking care of kids was fine. He asked why schools were not being used, which would be completely empty during the Corona virus shelter at home and there was not one word saying why that couldn't be done. He said libraries were important for everybody's education, including kids, who were very often in libraries after school and on holidays, etc. He said libraries were considered essential and it should be treated as essential. He asked how come there were so many partners and how's that going to work. He asked what about using local care centers, etc. He also mentioned about Emily Dezurick-Badran, who sent a lot of questions to the Library Commission before Wednesday at 5 p.m.

An anonymous caller said he concurred with everything that Mr. Warfield had said in the value of taking care of children was immense, probably never been greater with the pandemic, but he's very concerned that this wasn't a matter that wasn't first, last and always the obligation of the San Francisco Board of Education. He said SFPL seemed to be pushing off the general public and people who didn't have internet from their homes in preferring children to the patrons of San Francisco. He asked if it was a publicity stunt in an attempt to gain headlines over the other needs that the Library Commission wasn't meeting to its patrons. He said SFPL's job first, foremost and always should have been for the patrons of San Francisco and it should not be neglecting its patrons. He said this matter should have been sent to the San Francisco Board of Education to be taken care of. He said the library during the fire wasn't even open for people to return items and there were multiple ways in which patrons were being deprived of their normal use of the library.

Art Crisco, a San Francisco resident, said he shared some of the concerns expressed by the two speakers in public comment. He said the Community Learning Hubs sounded like a spectacularly good idea. He asked if this was creating a conflict in use between the interests of the children who would be helped by this program versus those who were library users, to what extent this use would block out time and space devoted to library patrons. He said he hoped to get an answer to his question.

Marciel said she would like to remind the panelists that if they were not presenting, to please mute because the call-in users could hear everything that's happening and it's very loud.

Naima said she had a lot of thoughts into these Community Learning Hubs since they started implementing these programs back in March. She said she believed in the need to serve our youth and support their needs, but she had questions about the way they're going about this service. She

said she's worried that because one of the comments made was, it was set up like a summer camp and it sounded that there would be some supportive help for the students where they would be together in shared spaces and connecting with each other. She said she's also curious about how that would keep them on par with the rest of the students who were out there getting optimum education from virtual learning or support from other tutors. She wanted to know how these would weigh in and if they were actually providing a service. She said she definitely agreed with food, she definitely agreed how libraries were safe spaces for children, etc., but she said she's curious as a person of color, it reminded her somewhat of tracking when she was in school and how all of them were placed in one classroom separate from others and how hard they worked to get away from it. She said she's not opposed but these were things that they needed to think about and consider. She said she knew it's possibly short term and possibly not and that's one of the things that scared her about this. She said there were deeper issues and she's only presenting the skim of what she thought about in this regard.

A library employee who's also a native San Franciscan, a Recreation and Parks and a library kid, said Maria Su did a wonderful presentation and he echoed what the other callers were sharing. He said he wanted to share his principal concern which was the health of the children. He said he's currently a Disaster Service Worker at the food bank and they're outside. He said he had worked at other library locations and had seen the buildings. He asked how they would ensure the six feet social distance. He said they're all committed to kids, to learning, to vitality and safety should be imperative and at the end of the day nobody should get sick. He said he's worried because Maria Su gave no details about how to ensure the six feet social distance. He asked how children would be kept contained, what's the age range, how exactly it would be done, would there be signage put up, etc. He said he's looking forward to Maria Su's comments.

Commission Discussion

Commissioner Huang said with respect to some of the points raised, to paraphrase, maybe it should not be the public library that was hosting these plans, but instead, it should be the schools. He said we all knew that nobody could predict anything in this pandemic and if you were to think holistically about the problem, a lot of children in the city and the schools themselves were not allowed to reopen in its normal fashion. He said the first thing you should do would be to say, "What do we have available to us?" He said of course, the public library as an organization had always stepped up, as an institution as a whole as well as its staff and leadership. He said supposedly, that's how they ended up with the current plan. He said it's fair to believe that there were easily imaginable alternative and better ideas to host these learning hubs, and there were challenges in making it happen. He said the communication around using the libraries for these learning hubs actually came suddenly and he's interested in Maria Su's reflections on how she collaborated and communicated across these organizations and if plans would change in the future, how they might be able to be more proactive in coordinating across departments more effectively in the future.

Maria Su, Executive Director, Department of Children, Youth and Their Families (DCYF), said it's her first pandemic that she's ever lived through and because it's a state of emergency and we're all threading on brand new territories, they're moving very quickly. She said she acknowledged that they're making a lot of decisions and trying to meet the needs of the children and their families as well as balance the health and safety components. She said originally, they had thought maybe they would have enough facilities available to serve the community by standing up the brick-and-mortar buildings of their non-profit agencies, but unfortunately with health guidance, they were not able to do that and as a result, they needed to have more space. She said the call for support to the library was very quickly responded to. She said it was logical for them to partner with the libraries where children felt comfortable and where they could receive care and love,. She said that in terms of best practice, they needed to make sure that there's stability and consistency as they were talking to children and families, particularly children and families who were of highest need, so it made sense for them to use and open up facilities that they were familiar with and that they knew was perceived as a safe anchor for them in their neighborhoods.

Commissioner Huang said his question was specifically about how they made it happen. He said it felt like the coordination between the two departments wasn't quite clean this time and the finalization of the request to use these locations was done in a very quick manner. He said he's worried that in a different scenario, if it were any other set of leadership or staff at the library, that this would not have been able to get finalized in the timeline that it did. He said in the future, knowing that nobody could predict the pandemic and its development, and especially how we're going to respond to it, how were we going to make sure that if we needed to request more of the library of any other department, that we're able to do so in a timeline that would allow the department or agency a little bit more time to prepare.

Maria Su, Executive Director, Department of Children, Youth and Their Families (DCYF), said she acknowledged that there was very little time to plan for this. She said normally, an initiative of this magnitude would take a year and they had just been working around the clock to try to do this. She once again acknowledged that she gave the library very short timing, but because of the library's leadership, staff and the team, they were able to make it work. She promised that she would try her best to give way more leeway as they moved forward in the future.

Commissioner Lee asked how long it would take the Boys and Girls Club and the YMCA to prepare to be considered as an option so that at least the library would have some way to plan and therefore address the needs of the kids.

Maria Su, Executive Director, Department of Children, Youth and Their Families (DCYF), said they're standing up 80 sites throughout the city, 15 of which were San Francisco Public Libraries, 14 Recreation and Parks sites, the rest were non-profit, private and faith-based community sites. She said they're tapping into everyone and they're asking for help everywhere.

Commissioner Lee asked about the experience as far as safety was concerned and if there was any report of COVID related safety specifically.

Maria Su, Executive Director, Department of Children, Youth and Their Families (DCYF), said for the 3,000 children that they provided support to during the summer months, 38 children came down with an infection. She said these children received it outside of the summer programs, meaning, they were infected by their parents or being outdoors or out somewhere else in the community. She said Recreation and Parks had less than a handful of adult infections, and on the public side, maybe they had four staff from the non-profit agencies infected.

Commissioner Wardell-Ghirarduzzi thanked Director Su for her service to provide the type of response in real-time without a roadmap. She asked Maria Su to talk a little bit about the equity zones the City and County of San Francisco had designated. She said it might be helpful to share a little bit about what equity zones were, which libraries were targeted and why they were targeted.

Maria Su, Executive Director, Department of Children, Youth and Their Families (DCYF), said the library was using the language - equity zones. She said she's grateful that the Library Commission and the library leadership were designating equity zones. She said from DCYF's perspective, they used an equity framework to prioritize everything that they would do. They would look at data to find out where the disparities were for the children and families and where they lived. She said they knew that sometimes zip codes of children were very solid and strong indicators for future success and that should not be ok. She said for DCYF, they prioritized or targeted populations – African/American, Latino/Latina, Pacific Islanders and low income Asians – where the disparities for these populations were so great that they would prioritize into everything they could to double down and to make sure that they helped close that gap. She said the gap for success for these populations included health, education, as well as economic parities. She said they had to think about how they would do this work every day to move and close these gaps. She said that this pandemic was really shining in the corners of the city that were neglected and not paid attention to and so, that's what

motivated her and her colleagues to work very quickly to stand these programs up.

Commissioner Wardell-Ghirarduzzi said to all the individuals who had commented, the Library Commission heard them and she thanked her fellow commissioners for the good discussion and questions with Executive Director Su. She said an important thing about equity was it demanded that you take information that you knew and decisions needed to be made with it. She said Executive Director Su mentioned that there's a time when equity work was needed to be done, it would actually demand prioritization. She said it meant that if all things were being equal, what's the fairest thing that you could do for the members of the community that needed it the most, and that, by definition was equity. She thanked City Librarian Lambert, but even more so his team, because they had responded in no time at all to try to serve all the needs particularly of the most vulnerable of patrons. She said not all patrons were as vulnerable as others because not all people were as vulnerable as others. She said they had to make some priorities. She thanked Executive Director Su for her time. She said it's a very important conversation, it's not over, and there were questions and they had a responsibility to the public to continue to ask these difficult questions. She's grateful for SFPL's partnership with DCYF.

AGENDA ITEM NO. 3 SFPL REOPENING PLAN UPDATE

Michael Lambert, City Librarian, gave a presentation with updates on the library's reopening efforts with the launch of SFPL To Go, the library's contact free, front door service model, at the Main Library and the Excelsior Branch Library. Topics covered were: How SFPL To Go Works – 3 Easy Steps; Images from the reopening at the Main Library, involving the first floor staff who prepared hundreds of reserved items for pick-up, with the assistance of the Facilities staff and Public Affairs staff; Images from the reopening at the Excelsior Branch Library, the first pilot branch location; District 11 Supervisor Safai's presence that morning to engage with library patrons on the sidewalk and welcome them back to the library; Mayor London Breed's viral video tweet that showed all the holds bagged up and neatly organized; The conclusion that week one was successful in easing the workforce back into the swing of things; Approximately 800 patrons visited the two SFPL To Go sites; The next SFPL To Go locations – Marina, Merced, Mission Bay and Eureka Valley with a target date of September 1st.

Michael Lambert, City Librarian also mentioned about the fact that the wildfire season had started with a vengeance and it had already impacted library operations with a temporary suspension of SFPL To Go service when the air quality degraded into the Red/Unhealthy category. He said that the City's COVID Central Command (CCC) had requested the library be on stand-by to open the Main Library, Chinatown Branch and Mission Bay Branch as air respite centers should the air quality deteriorate into the Purple/Very Unhealthy category. He said library management would continue to monitor the air quality index and be poised to respond to changes in the air quality in the days and weeks ahead.

Explanatory document: [SFPL To Go Update](#)

Public Comments

Peter Warfield, Executive Director, Library Users Association @ libraryusers2004@yahoo.com, P. O. Box 170544, San Francisco, CA 94117-0544, said the SFPL reopening plan had changed from the July 9th special meeting of the Library Commission, particularly with respect to locations which they were previously told were selected for among other reasons - equity. He asked these questions: Are we now to have unequitable openings or less equitable ones? Does the library just do whatever the mayor asks without any discussion or push back on what its plans are with respect to the library, an essential service for all people including kids? He said they're also very concerned that there had been no mention whatsoever of access to all important newspapers and magazines and other non-circulating materials. He said in this time, especially where there was so much bad news, particularly on the internet, now would be the time when the public urgently would need to

have access to current matters like newspapers and magazines and to have those either circulating or available in some fashion at the sites or behind windows. He said in addition, the service of pick-up and drop-off should be as normal including receipts for what was borrowed and as the previous speaker had mentioned, receipts for materials being returned so they could be sure they're clear that they returned their materials. He said there's a lot more to say but time was running out.

An anonymous caller said he would like clarification on two items, as the City Librarian just said, that the return desk at the Main was closed yesterday due to the fire air pollution hazard. He asked if ever they would close it again, how much notice would be given to the public of such closures? He said the reopening had been done in a rather chaotic manner. As what he'd said before, he felt very stressed out to return items. He said he had a whole lot of items out and he's very hesitant to return them all at once for fear that the library staff might lose many of them and he would be stuck with a bill or some uncomfortable situation where he had to prove that he returned it without any receipts that he returned it. He said that the library had an obligation to the thousands of them who did not have internet, who weren't getting any e-mails and who didn't have access to these vast resources of the internet which the library was currently providing to the thousands of San Franciscans who had access to the website. He said it's an equity issue and the library had an obligation to serve seniors, low-income and disabled people who didn't have internet. He said SFPL was not doing it and it needed to be addressed.

Commission Discussion

Commissioner Ono said she appreciated everyone who had helped get SFPL To Go off and running. She's glad to hear that there were 800 people who had already participated and she's looking forward to September 1st and the other four branches being able to reopen. She said it's also very comforting to know that yesterday, the library closed for the safety of its employees because the air quality was quite stifling. She said she's sorry for the patrons who were waiting for their items but the library had to make a commitment to its staff and to others who were waiting in line that they didn't have to stand outside when the air quality was at purple or red or even orange. She said she's also glad to hear that the library was still going to be an air respite center going forward. She said she'd like to know if anyone was out there with any issues, such as a senior maybe waiting in line, if chairs were needed to be provided for them, or the wait time in line was overwhelming for anybody.

Michael Lambert, City Librarian, said that they hadn't witnessed an overwhelming response, the lines had been very manageable and people were getting service very promptly. He said he didn't know if there were chairs outside, but that's a great idea and they could take that under consideration. He said he wanted to reinforce what Commissioner Ono said, that the health and safety of the library staff should be prioritized. He said the air quality index had a color code system and when the red phase was reached, the library had to close its doors because the staff were exposed right at the entrances of the building with the doors open. He said this would be the threshold for making the determination of whether or not they could continue with SFPL To Go operations. He said they're still talking with the COVID Central Command about the air respite center operation and working out the logistics of how this service would function and at this time, it looked like the library would be called upon to stand up air respite centers when the air quality index reached the purple or very unhealthy threshold. He said he would certainly keep the Library Commission apprised of further developments.

Commissioner Wolf said she just wanted to say thank you to staff for doing such a great job and being so attentive and passionate about making it available and possible to folks.

AGENDA ITEM NO. 4 CITY LIBRARIAN'S REPORT

Michael Lambert, City Librarian, said he had a number of items to share this evening. He introduced

the first presenter, Ileana Pulu, SFPL's Youth Development Coordinator.

Ileana Pulu, SFPL's Youth Development Coordinator gave a presentation on YELL (Youth Engaged in Library Leadership) Summer 2020. She said this would be a quick presentation that showed the resilience of youth, the library's commitment to youth workforce development as key priority and the adjustment and growth mindset for having a successful program happen in a virtual space. She covered: YELL's Plan A, the arrival of COVID-19 Global Pandemic and YELL's Plan B; YELL's Final Pilot 2.1 consisting of 29 youth participants and two Community Impact Projects; STEM (Science Technology, Engineering and Math) Challenge, 25 Engaging STEM videos and covered topics such as Chemistry, Physics to Creative Coding; Other project such as Tech for Elders (T4E), a partnership with Sequoia Living and developing Zoom tutorials for a variety of devices and operating systems to help assist elders with gaining proficiency; Additional components of the program such as Life Skills, Social Media and learning about library resources. She ended her presentation by saying that she and her team were extremely proud of the teens and she shared positive and encouraging quotes from YELL parents and teens.

Michelle Jeffers, Chief of Community Programs and Partnerships, gave an update on SFPL's One City One Book (OCOB) announcement and the upcoming programming to highlight Latino Hispanic Heritage Month. She said it's her very favorite presentation to make all year, talking about One City One Book and highlighting our biggest citywide literary event. She said she's particularly excited to announce this year's book and author: *Know by Name* by Chanel Miller. She said that Chanel Miller completely astounded them. She's also the youngest One City One Book author that they'd ever selected and she's a debut author. Her memoir was written when she lived in San Francisco about her efforts to reclaim her identity and heal herself from a very widely known sexual assault, simply blew the committee away. She said Chanel's writing was magnificent, and her story was poignant, heartbreaking and inspiring. She said it's an honor to be able to recognize a survivor's tale and bring this book to wide attention in San Francisco. She said the New York Times broke the news about SFPL's One City One Book which was very exciting, and they were highlighting Chanel's artwork, featured currently in the exterior gallery of the Asian Art Museum. She said in March 2021, the library would feature programs about the book, including an author talk with Chanel that would be tied into the library's Women's History Month programming.

Michelle Jeffers, Chief of Community Programs and Partnerships, also gave a presentation about the library's VIVA programming. VIVA is the library's annual celebration of Latino Hispanic Heritage Month, which has been celebrated for many years. With the heartbreaking effects of COVID-19 this year, on San Francisco's Latino community in particular, they added the subtitle *Harvesting Hope* because they wanted to bring a spirit of hopefulness and helpfulness to their audience. She covered: *On the Same Page* for September-October featuring local author, educator, poet, activist and Mission native Benjamin Bac and his book, *Pura Neta*; Other virtual authors/poetry/lecture such as – *An Evening of Viva Poetry* with Alejandro Murguia, Celia Stahr's *Frida in America*, Cuban Graphics in Bay Area with Lincoln Cushing, etc.; Virtual Artists' Talks such as – *Mexico in San Francisco*, Diego Rivera in San Francisco with Will Maynez, Calixto Robles' *Water is Life*, etc.; Youth Virtual Programs in Spanish, such as weekly storytime, Chilean Family Cooking class, and School Success Community Chat with San Francisco Early Literacy Network.

Michael Lambert, City Librarian, said he'd like to acknowledge SFPL's Database and Statistician Librarian, Jack Tilney, who's currently also serving as the Acting Chief Analytics Officer while his boss was away on leave. He said Jack had been chosen to represent SFPL on the Public Library Data Alliance (PLDA). He said PLDA was created through the national Measures that Matter initiative, organized by COSLA (Chief Officers of State Library Agencies) and funded by the Institute of Museum and Library Services (IMLS). As background, the Measures that Matter initiative began in 2016 to help coordinate industry-wide conversation to examine, evaluate, map and develop the landscape of public library data collection in the United States. It is focused on developing data collection models that reflect the public library's changing role in the 21st century, with data standards that effectively measure outcomes as well as outputs in order to better communicate the public

library's role in their communities. A key initiative in the Measures that Matter Action Plan was the creation of the Public Library Data Alliance (PLDA) to help steer its goals forward. The core purposes of the Measures that Matter Action Plan that PLDA will inform include: Moving from outputs to outcomes to recognize the changing library landscape; Improving collection and dissemination of data demonstrating impact of libraries; Reducing redundancies in data collection. He said they're super proud of Jack's participation and representing San Francisco Public Library. He said Jack would serve for three years and bring a new voice to the conversation. He said the PLDA would convene virtually for the first time in the next several weeks, and SFPL was pleased to be among one of the select few public libraries involved in this important national effort.

Jack Tilney, Database and Statistician Librarian, said he wanted to share his excitement in joining a national conversation among public libraries and public library agencies to improve and develop meaningful library metrics. He thanked SFPL, particularly Chief Analytics Officer, Randy McClure for encouraging him to apply to join the PLDA. He said he's continually inspired by the breath of skills and knowledge that his colleagues Randy and Eun bring to SFPL's Research Strategy and Analytics unit and he's really proud that their collaborative work was helping to improve SFPL's operations and services. He said he's looking forward to taking the knowledge that they had developed in the Research, Strategy and Analytics unit to share with the PLDA and he's looking forward to seeing what members of the alliance would create together as they collaboratively deepen their efforts to develop metrics that mattered for public libraries, measures that aligned with diverse and ever-changing community needs and measures that accurately and effectively represent the vital resources and services provided by public libraries.

Explanatory documents: [Youth Engaged in Library Leadership \(YELL\)](#); [One City One Book 2020](#); [¡VIVA! Latino Hispanic Heritage Month 2020](#); [Public Library Data Alliance \(PLDA\) Press Release](#); [Public Library Data Alliance \(PLDA\)](#)

Public Comments

Peter Warfield, Executive Director, Library Users Association @ libraryusers2004@yahoo.com, P. O. Box 170544, San Francisco, CA 94117-0544, said he didn't know why he wasn't on the list immediately, he pressed *3 earlier after the other comments had concluded. He said it was a mystery and he said thank you for waiting a moment to give people a chance to get back into the queue before they got excluded for whatever reason. He said there's a great deal to be discussed and he's interested to hear a lot more and to see a lot more documentation. He said Jack Tilney had done yeoman work with statistics and whenever he had sought statistics from the library, he found that Jack was very intelligent, very understanding, cooperative and forthcoming. He said he's very troubled by this program which was full of vague terms – measures that matter. He asked what that was and what was wrong with the old measures. He said libraries had been for many decades, been busy with determining what should be the measures of their productivity, of their output and now, they're simply discovering output was out, outcomes were in. He asked what outcomes were. He said what's wrong with the outputs, for example, what's your circulation, what's your circulation per capita, etc. He asked what was wrong with such kind of measures and which measures they wanted to get rid of and replace them with what. He said they hadn't heard of a single goal. He said goals were referenced but no actual goals that had to do with performance, with usefulness to the public and there's no representation from the public whatsoever in any of these, in any of the participants that were shown. He said with respect to the kids' program, Tech for Elders, he's very concerned about the potential for patronizing and also privacy issues that had not been discussed that were very big, including Bibliocommons. He said he wasn't clear what the connection with

Sequoia was and what happened to free and equal access. He asked if that was just the location or if that was a qualifying group of people that were alone and were able to qualify.

Commission Discussion

Commissioner Ono thanked everyone for their presentations. She said the YELL program was great and it would make great leaders for the future. She said she's looking forward to One City One Book and she's glad that Susan and Connie were on the committee. She said it's a great selection and she couldn't wait to put her name on the waitlist. She's also looking forward to all the VIVA events next year. She congratulated Jack on his appointment and she applauded him for getting on this committee and representing San Francisco and California. She said this was one of the best parts of most of their meetings – hearing from everything that the staff and the library had done for the city. She said thank you to all.

Commissioner Lee said he's excited about the YELL program. He said he understood that 43 teens applied but only 29 teens were taken and he's wondering what happened to the 14 teens.

Ileana Pulu, SFPL's Youth Development Coordinator, said they discovered that some teens also had summer school and they had conflicting schedules so they were not able to take them. She said they didn't say no to anybody, the teens were the ones who said no to them. She said they wanted all of the teens.

Commissioner Lee said let the teens learn the wonderful life skills. He said, early on, there was a comment from the public about outcome. He said to him, life skill was the outcome. He also said that Jack's outcome excited him. He said the outcome of circulation was more meaningful in terms of making decision of allocational resources to gain the most outcome. He said he just had to wait in the queue about the wonderful library programs that were making him salivate. He said despite the pandemic, bright minds in the library had been churning and churning and he's very thankful for that.

Commissioner Wolf said that if there's a theme to today's meeting, it would be the idea of pivoting. She said in every turn, the best plans had been undermined without any fault of the staff. She said when everything would change, every staff member would kind of rise to the occasion, would come up with a new idea and would not lack the disappointment to slow them down, and it would only fuel them to come up with better ideas. She said she had seen that across the board. She commended Michael for his leadership and his team for rising to the occasion and for demonstrating that under the most adverse circumstances, great things could happen.

Commissioner Wardell-Ghirarduzzi thanked all of the presenters for all the work they had been doing. She said she's thrilled about the One City One Book selection and she also saw the article on New York Times. She also thanked Commissioners Mall and Wolf for their service in the selection process.

AGENDA ITEM NO. 5 APPROVAL OF THE MINUTES OF JULY 9, 2020 SPECIAL COMMISSION MEETING

Public Comment

Peter Warfield, Executive Director, Library Users Association @ libraryusers2004@yahoo.com, P. O. Box 170544, San Francisco, CA 94117-0544, said he had something good to say about the minutes. He said the minutes were actually quite a bit more extensive and seemed to be generally better than they had heard and they had seen before in previous administration. He said he wanted to say that it's rather difficult to follow what's going on in the meeting, to see who's present, to see what faces looked like, to see who's commenting and it's difficult to even know who's speaking. He said people didn't announce their names. He said he would like to make a document request to see

all of the video recordings with audio of these meetings. He said it's a formal request to the President of the Library Commission and also to the head of the library that Library Users Association would like to see the record of these meetings. He said other departments and other commissions, etc., enabled folks to see what happened to their meeting.

Motion: By Commissioner Wolf, seconded by Commissioner Lee to approve the [Minutes of July 9, 2020 Special Commission Meeting](#).

Action: AYES 6-0: (Huang, Lee, Mall, Ono, Wolf and Wardell-Ghirarduzzi)

AGENDA ITEM NO. 6 ADJOURNMENT

Public Comment

Peter Warfield, Executive Director, Library Users Association @ libraryusers2004@yahoo.com, P. O. Box 170544, San Francisco, CA 94117-0544, said it's become a habit for them to be saying that they would like to see the Library Commission should have on the agenda, what other commissions have had regularly on their agenda, and that was what commissions in the past and many other commissions currently and other bodies had on their agenda toward the end, and that was an item where they could discuss and mainly suggest items that they would like to have on future agenda for discussion or action. He cited a very good question about wait times by Commissioner Ono. He said what might be added to that question in general was what the service level was and what the service standard was for a Library To Go service. He said he's talking about people who had placed holds on library materials and had been waiting for a long time to be notified that those materials were available. He said he had something on hold since very early July, and six weeks later, he hadn't heard anything with regard to when it's coming. He said it would be very useful to have a future agenda item on to discuss it at length and to maybe solicit the public with regard to how it's working out for the public. He said likewise, there should be a thing about how these meetings were conducted and whether there were frustrations or difficulties that people had.

Commission Discussion

Commissioner Huang said he would like to remind the public that as a body, the Library Commission was committed to providing access for the public to make comments on agenda items. He said as an attendee, you could have a designated amount of time to comment more generally at the start and then on every agenda item including the adjournment and you could make full use of those opportunities or for most attendees, listen along and that was completely fine. He said with that as a backdrop, knowing that they're committed in allowing all of the attendees that access, he received a note from an organization that he wanted to read anonymously and he had some particular concerns about it. "For your information, our organization intends to participate in every meeting and to make public comment on every agenda item. We ask for continued notification of any future meetings on the same basis as the commission and any majority of commissioners and we also ask you to be alert if we are not clearly on your list of those wishing to make public comment on any agenda item or going to be admitted for making public comment, something is wrong." He said he read that as if to say that just because a particular individual or organization was expected to make comment based on the previous track record of making comments at meetings, that they ought to wait for them or seek their comment out. He said he just wanted to share his perspective which was that Library Commission meetings didn't have rewards programs. He said just because you commented and spoke twenty minutes in a row, didn't mean that you're granted a level of privilege just like how in person, if you happened to not show up, they would also not go and find you at your house and bring you to the meeting and make sure that you attend. He recommended to the rest of the body to not create any special privileges for anyone based solely on their participation record in these meetings.

Motion: By Commissioner Huang, seconded by Commissioner Wolf to adjourn the meeting of

August 20, 2020.

Action: AYES 6-0: (Huang, Lee, Mall, Ono, Wolf and Wardell-Ghirarduzzi)

The meeting adjourned at 6:56 p.m.

Almer Castillo
Executive Assistant

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).