



San Francisco Public Library

SAN FRANCISCO PUBLIC LIBRARY COMMISSION

Minutes of the Regular Meeting of APRIL 18, 2024

The San Francisco Public Library Commission held a regular meeting APRIL 18, 2024, at the Koret Auditorium, Main Library and able to view virtually on Zoom.

The SFPL Commission meeting was called to order at 4:30 PM.

Commissioners Present: Wolf, Huang, Ono, Mall, Lopez (arrived at 4:49 PM) and Lomax Ghirarduzzi.

AGENDA ITEM NO. 1 GENERAL PUBLIC COMMENT

A Public Commenter said Stop the Hate, Stop the Ignorance. Don't give, don't accept money from the Friends of the Library. Has that comment ever been more justified? This building was promoted with the slogan "Building the House of the Book." People valued libraries because books and words promote connection to our heritage and each other. You now promote the principle that words mean nothing. Deaccessioning books became a national scandal. Dysfunctional nature of this building became a national scandal. You surrendered your accreditation to prevent a national scandal. This month you violated your bylaws to amend your bylaws and ignored Library Users Association because you can defeat the truth by sticking together. Your Strategic Plan abandons the nobility of "Marian the Librarian" in favor of pool tables. Citizens protesting that libraries are poisonous and oppressive are the "Librarians." You should apologize to those who warned you "the lies cost more than the money."

Peter Warfield, Executive Director of Library Users Association Libraryusers2004@yahoo.com, PO Box 170544, San Francisco California 94117-0544, said the strategic plan has eliminated the old library mission statement free and equal access, that's what the library was dedicated to. Instead, it is connecting communities to opportunities and other communities, what is that? The Library touting social media in the monthly At the Library, social media is toxic.

Michael-Vincent D'Anella-Mercanti, Friends of the San Francisco Public Library gave an update on the Brown Handler Residency, Friends are welcoming five new writers to the group. The Friends started the program six years ago and it is funded by the generosity of Lisa Brown and Daniel Handler, designed to nurture emerging and established writers in San Francisco. By guaranteeing them access to free studio space in the Friends offices.

Kendall, Friends of the San Francisco Public Library board member, said she worked for a large international NGO in talent acquisition, gave an update on the Friends new Executive Director, Emily Garvie, who will start at the Friends on May 18th. They thought she would be a great leader for the organization as she comes from the nonprofit world and has experience working with city organizations, strategic planning, and fundraising.

AGENDA ITEM NO. 2 APPROVAL OF MINUTES – March 21, 2024

Public Comment

Peter Warfield said he gives his contact information because for those listening and during COVID when no one was in the room, there was no possibility for people to make community, get together, agree, or disagree, individually with what people said. He said overall these minutes are much better.

Commission Discussion

Motion: By Commissioner **ONO to amend the minutes by adding a dollar sign to Item #4** seconded by Commissioner **LOMAX** to amend and approve the **MARCH 2024** Commission Minutes.

Action: AYES 6-0 (Wolf, Huang, Mall, Ono, Lopez and Lomax Ghirarduzzi)

AGENDA ITEM NO. 3 PUBLIC SERVICES PERFORMANCE MEASURES REPORT

Randle McClure, Chief Research, Strategy and Analytics gave an update on key public service performance measures including a 19% year over year increase in visits in FY24 from FY23, circulation has been over 1.1 million each month and a 57% increase in programs offered in FY24. Patron Satisfaction with Library services are mostly satisfactory to very satisfactory.

Public Comment

Peter Warfield said one of his favorite books was how to lie with statistics and there is a certain emphasis and deemphasis that are biased in favor of telling a happy story and a positive story that is not necessarily the case. He said there's nothing that mentions what the number of visits is due to some wonderful improvement in service or greater satisfaction and the hours were much lower in 2021 during COVID, so of course the library is going to have more visits as places open.

Commission Discussion

Vice President Huang said it's interesting when they get the numbers in front of them and one thing that stands out is public service performance measures by visits, which says that getting all of the branches open to regular service was very clearly a deliberate effort on the part of leadership and staff and it went extremely well, and they can see people are enjoying their neighborhood branches more. Any takeaway that the Library is waging a campaign against certain patterns feels made up, the main thing here is that circulation is going up, that is important, and the most important thing is the Library is connecting more people to resources that they enjoy. The delivery format is up to them. He said in

the context of the Strategic plan one of the things he sees with the Library is, they get to serve much more people than they normally did under the previous traditional definition of the library.

Commissioner Mall asked for more information about library cards expiring.

McClure said there is a four year limit on the amount of time that a library card can be held before it expires, and there's some friction in that process, people are required to come back into the library and prove they have a California address. They are working with the marketing team to get ahead of that and possibly contact cardholders before the card expires and potentially have an electronic way to renew the card and prove they are a California resident; they want to make it as easy as possible for people to renew their cards.

Commissioner Lomax asked about the 54% penetration and what does that mean regarding where San Francisco is compared to peer libraries and whoever those peers are.

McClure said that he has seen data that says 50% is very good, probably not the top, he has seen a Pacific Northwest City with a 60-70% range and that might be a target the Library has.

Commissioner Lopez asked if inactive cardholders, do they engage in programming?

McClure said partially, what it means is they are not active as far as hitting the Library database, that could be checking out electronic materials, physical materials also and means they have not used the computers. It does not track if someone only comes to programs or only uses the facilities. They believe there are more people that are not cardholders using the spaces than there are cardholders using the spaces in that way.

AGENDA ITEM NO. 4 CITY LIBRARIANS REPORT

Richard Le, North Beach Branch Manager, gave a report on the Genealogy Conference and Resources. He said he and Brian Weaver, the third-floor program manager, put together an all-day conference, May 22, 2024 at the Main, for genealogists to share and show the Library genealogical tools and resources available at the Library.

Lyn Davidson, Richmond Branch Adult Manager gave an overview of the 28th Effie Lee Morris Author Talk, featuring Christina Soontornvat and the BIPOC Kidlit Festival. They achieved several goals this year including rebranding the lecture format to an author talk; expanded to include a youth literacy festival; and partnered with more public schools to create more reading communities. 377 kids in the partner schools participated and they gave away more than 430 free books.

Public Comment

Peter Warfield said he thinks it is terrific the library has many terrific resources including books, magazines, newspapers, and databases. But he rarely sees the library touting or advertising or even explaining how those things work in the way that he heard today, and he would like to see how to look something up in a catalog and see more publicity were people walking into the actual location can see, without any intervention of any technology, what is going on at the library, what's available

at the library.

Commission Discussion

Commissioner Ono asked if registration is required to attend the genealogy conference?

Le said no, anyone can walk in for the program.

Commissioner Mall asked how far can you go to track someone down?

Le said you can track anybody down if you know how to do it, have the skill set and the tools.

AGENDA ITEM NO. 5 ADJOURNMENT OF THE APRIL 18, 2024 COMMISSION MEETING

Public Comment

Peter Warfield said he thinks they should not adjourn until they insist that future agendas have an item typically at the end, which they used to have, items you want to see on future agendas.

Commission Discussion

Motion: By Commissioner **MALL** seconded by Commissioner **ONO** to adjourn the meeting

Action: AYES 6-0 (Wolf, Huang, Mall, Ono, Lopez and Lomax Ghirarduzzi)

The meeting adjourned at 5:48 PM
Margot Shaub, Commission Affairs Analyst

To access **Commission Meeting recordings** please visit: [Library Commission Meeting Recording](#)

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

Explanatory documents: Copies of listed explanatory documents are available as follows: (1) from the Commission Liaison Affairs Analyst/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 Commission webpage: sfpl.org/library-commission/public-notice/agendas. 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).