



San Francisco Public Library

SAN FRANCISCO PUBLIC LIBRARY COMMISSION

Minutes of the Regular Meeting of February 1, 2018

(Approved as Amended at the March 15, Commission meeting)

The San Francisco Public Library Commission held a regular meeting on February 1, 2018 at the Koret Auditorium, Main Library.

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

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

The Commission currently has two vacancies.

AGENDA ITEM NO. 1 GENERAL PUBLIC COMMENT

An anonymous citizen said it was four years ago that the Library Commission had a full complement of seven Commissioners, He said there are citizens in this city who would be willing to come and be a part of these meetings. He said it is the social capital that provides support for the institutions. He said the public library is one of those institutions.

Keith Savage said he is concerned with the access to the restroom at the Mission Branch library. He said there is only one toilet room available for patrons, staff and others. He said that this has led to various people soiling themselves. He said there are temporary toilets that could be used and he would like a response.

A woman said she is a Project Read reader and she has been working on her reading for two and a half years. She said she writes a blog entitled "Break the Silence," She said it is on the Library's website and she read it to the Commission.

Tes Welborne said she is representing the Haight Ashbury Neighborhood Council. She said that no hearings on RFID have been heard in recent years and she said there are serious privacy issues. She said they are asking the Commission to hold public hearings on RFID before any action is taken.

Bessie Hahn, University Librarian Emeritus of Brandeis University, said she was also a member of the Council of Neighborhood Libraries for the Ortega Branch. She thanked Luis Herrera for the work he has done. She read some words from Tiffany Lac, branch librarian for Ortega. She said there are many other accolades for Luis but she wanted to wish him good luck and farewell.

Mary Petri said she has always wanted to work for Project Read because she is a reading specialist but she said she is not allowed to use her own methods. She said she has easy techniques to help people but she is not allowed to participate unless she uses Project Read's program.

Annie Lee, member Board of Directors, Friends of the San Francisco Public Library, spoke in support of the library and all of the programs that it makes available for free. She said she has a personal relationship with her branch library at Parkside. She said thank you to the Commission and the staff for all they do.

Peter Warfield, Executive Director, Library Users Association, said five years ago the Library was planning to put in place the exact opposite of what the surveys showed the public wanted, which was to have more evening and weekend hours. He said there should have been a separate agenda item on RFID to discuss its privacy risks. He brought in a letter from the ACLU and the Haight Asbury Neighborhood Council both opposing RFID.

AGENDA ITEM NO. 2. OPEN HOURS ASSESSMENT FINAL REPORT

Luis Herrera, City Librarian, said there is a cover memo that outlines the various explanatory documents for the item.

Randy McClure, Chief Analytics Officer, said we have members of the Controller's Office here to walk the Commission through the final report. He said the survey consultant will also be giving a presentation. He said this has been a very comprehensive process.

Deric Licko, Project Analyst, Controller's Office, gave the Patron Use and Open Hours Analysis Findings and Recommendations presentation. He explained the Summary of Findings. He said the first Recommendation is to allocate any new open hours to specific priority areas. He said Recommendation #2 is to consider reallocating existing open hours within and across branch libraries. He said Recommendation #3 is to conduct further analysis into usage patterns.

John Canapary, Corey, Canapary and Galanis, said they are a local firm that does survey research. He gave the presentation on the open hours assessment including the overview and components. He explained the results of the satisfaction with open hours for both the Main and the branches and additional hours for the Main and the branches. He explained the timing of additional hours and survey comparison. He shared some of the comments from the public input survey and the time spent at the Library. He explained the summary of findings and the recommendations.

Explanatory documents: [Open Hours Assessment memo](#); [Open Hours Findings - Controller](#); [Open Hours Summary - CC&G](#); [Open Hours Assesment Patron Use Analysis - Controller](#); [Open Hours Report - Controller](#)

Public Comment

Pete Wong said that was phenomenal and tremendous work.

Peter Warfield, Executive Director, Library Users Association, said he agrees with the recommendations from the Controller's Office that the public would like more evening and weekend hours. He said he was concerned about how the survey was distributed. He said that no comments were written down at the meetings only questions.

An anonymous person said the Main Library has excellent reference books and you need more time to review these books since they cannot be checked out. He said the Main Library should be open 9 – 9.

Commission Discussion

Commissioner Mall had questions about the process and the surveys.

John Canapary, Corey, Canapary and Galanis said that patrons could participate more than once on the online survey and the surveys distributed at the hearings. He said there were 4500 random surveys done.

Luis Herrera, City Librarian, said the hours were expanded in June to seven day service and this survey was done after that.

Randy McClure, Chief Analytics Officer, said data had been collected through 2016 and that has been included. He said five years from now we will have a more technologically savvy way of doing the patron counts.

Deric Licko, Project Analyst, Controller's Office, said the analysis has not been done on the expanded hours done in June.

Commissioner Ono asked about the possibility of undercounting.

John Canapary, Corey, Canapary and Galanis, said there was no undercounting of the survey.

Randy McClure, Chief Analytics Officer, said that his unit is now compiling non-patron data as well.

Commissioner Mall asked about the budget for this.

Randy McClure, Chief analytics Officer, said this is .2% of the Library's budget and it is mandated by the City Charter.

Luis Herrera, City Librarian, said we work with the Controller's Office on what projects they will be analyzing.

Commissioner Dunning said we expanded the hours without any analysis and one of the recommendations is to do further analysis.

Luis Herrera, City Librarian, this will not occur for another five years but in between additional data will be analyzed.

Commissioner Dunning was concerned about the low turnout at the hearings. She said she would like to see if we can find a way to increase the turnout.

Randy McClure, Chief Analytics Officer, said the hearings are the only mandated part of the requirement and we need to find ways to encourage a higher turnout.

Luis Herrera, City Librarian, said we want the Commission's feedback. He said it will be difficult to implement additional hours because of the requirement that we have no new FTEs. He said we can use this data for subsequent budgets.

Commissioner Mall said the hours could be juggled around.

Ryan Hunter, Controller's Office, said that their recommendations are if you have money you could look at adding hours but if not you could look at adjusting hours.

Luis Herrera, City Librarian, said we can bring back some sort of model of reallocation, but we need to keep in mind the issue of equity.

President Wardell-Ghirarduzzi said there needs to be a grounding framework that includes equity in the discussion.

Commissioner Lee said he loves the data and he has a lot to look at for the future. He said it looks like the use of technology will affect the patron usage as well.

President Wardell-Ghirarduzzi asked about how we insure that the surveys have been inclusive.

John Canapary, Corey, Canapary and Galanis, said there were multiple opportunities and ways to accommodate all patrons.

Commissioner Lee said 59% of the patrons said they would like additional hours and in the future we can make a prediction on the hours.

AGENDA ITEM NO. 3 BRANCH CAPITAL PROJECTS FEASIBILITY STUDY

Roberto Lombardi, Facilities Director, gave a presentation on the Branch Capital Projects. He said the packets contain the entire Branch Capital Projects Feasibility Study completed by the Department of Public Works. He gave the preliminary budget range numbers for the Mission Branch, the Chinatown Branch and the Ocean View Branch. He explained the inefficiencies and challenges of each of the three branches. He explained the recommendations of a phased approach and the timeline. He said the total budget for the Mission Branch Library Project would be \$19.8M.

Luis Herrera, City Librarian, he wanted to emphasize the importance of the partnership with DPW. He said the Commission's action today is critical as it relates to the approval of the budget. He said we are asking that the Commission approve the estimated funding for the Mission branch totaling \$19.8M and to approve \$.3M for additional planning for the Ocean View and Chinatown Branch projects. He said we want to work with the Ocean View community on possibility finding a new location for a new branch.

Explanatory documents: [Branch Capital Projects](#) ; [Branch Capital Projects Study - DPW \(PDF 15M\)](#)

Public Comment

Pete Huang asked about the budget for the additional planning on the Chinatown Branch and what that will entail.

An anonymous person said he wondered if you could add more hours if you scaled back or postponed the renovation of the branch libraries.

Peter Warfield, Executive Director, Library Users Association, said the library constantly needs projects going on. He said he is disturbed by the vague analysis and the term inefficient service points and what he sees is a debookification of the library. He said reference desks have been reduced or removed through the BLIP program.

Commission Discussion

Commissioner Mall said she would like to know what a charrette is.

Roberto Lombardi, Facilities Director, said a charrette is usually a long and intense design session. He said the plans have been to better inform the community meeting on the possibilities for each branch.

Luis Herrera, City Librarian said we have had a lot of engagement with staff on the projects.

Commissioner Mall asked about the naming opportunities for the branches.

Luis Herrera, City Librarian said there are naming opportunities in the branches by working with the Friends.

Commissioner Ono said the renovations will not be until 2019/20. She wanted to know if patrons will still be able to use the Mission Branch while it is being renovated.

Roberto Lombardi, Facilities Director, said the construction would be so extensive that the branch would have to be closed for some time.

Luis Herrera, city Librarian, said we would probably suggest a temporary location and would have to add that to the budget.

Commissioner Ono asked about the \$300,000 for the other three branches and what that will include.

Roberto Lombardi, Facilities Director, said this will be used for meeting with the architectural teams and community meetings.

Commissioner Dunning asked about the level of confidence in the \$19.8M amount.

Roberto Lombardi, Facilities Director, said the estimates were prepared by an estimating company. He said we tried to be conservative with the schematic designs. He said we need to be concerned that the construction market is extremely volatile.

Andy Sohn, Architect with DPW, said there would be a 25% contingency in the construction side.

Luis Herrera, City Librarian, said we are concerned about these costs as well.

Roberto Lombardi, Facilities Director, said we need to be aware of scope creep.

Commissioner Lee asked about the contingency experience in the BLIP program.

Luis Herrera, City Librarian, said it varied significantly per branch and there is always unknown factors.

Commissioner Lee asked if it is too early to talk about contingencies for this project.

Roberto Lombardi, Facilities Director, said it is too early in the process and we need to hear from the community what their priorities are.

Luis Herrera, city Librarian, said we need to partner with the community and be responsive to what the needs are. He said the Commission will make decisions on projects as they move forward.

Motion: By Commissioner Mall, seconded by Commissioner Ono, to approve the estimated funding for the Mission Branch totaling \$19.8M.

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

Motion: By Commissioner Dunning, seconded by Commissioner Ono, to approve \$.3M for additional planning for the Ocean View and Chinatown Branch projects.

Commissioner Lee asked about what we expect for the additional \$300.00 for the Ocean View and Chinatown Branch projects.

Cathy Delneo, Chief of Branches, said the next phases will be working with the staff and the community.

Commissioner Lee said the amount will wipe out the Library Preservation Fund.

Luis Herrera, city Librarian, said it will depend on the fund balance.

Commissioner Lee asked if there is an urgency for the \$300,000 expenditure.

Luis Herrera, City Librarian said there is an urgency to show the community we are continuing to work on those branches.

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

AGENDA ITEM NO. 4. FYS 2019 AND 2020 BUDGET

Maureen Singleton, Chief Financial Officer, gave the presentation on the FYs 2019 and 2020 budget. She explained the budget calendar and she updated the Commission on possible upcoming legislation. She said the budget is based on the Library's Strategic and Budget Priorities. She explained the Summary of Proposed Investments. She explained the two Options before the Commission and said the Commission could also mix and match as well. She said after the Commission approves a budget it will be submitted to the Mayor's office by February 21, 2018.

Explanatory document: [Budget FY 2019-20 & Attachment I](#)

Public Comment

Peter Warfield, Executive Director, Library Users Association, said debookification here we come and without RFID we could save \$3M by cutting out this privacy invasive program. He said that Commissioner Mall seemed to assume that library cards have RFID tags and that suggests that she does not have a full understanding of RFID. He said he would

like to see the Commission have a full discussion of this issue prior to approving it.

Commission Discussion

Commissioner Ono asked about Option 2 and its impacts.

Roberto Lombardi, Facilities Director, said there is a strategy that the Main Library roof can last a while longer so that expenditure can be deferred.

Maureen Singleton, Chief Financial Officer, said there will still be money for the roof but there will not allow us to have a roofing fund.

Luis Herrera, City Librarian, said they are comfortable with Option 2 because it gives a little more flexibility.

Commissioner Lee asked if there is any elaboration on RFID because the public has a concern over the privacy issue and that is invalid.

Michael Lambert, Deputy City Librarian, said there was some discussion about RFID at the last meeting and there was a demonstration on RFID and our staff answered the questions about the privacy issue. He said we are confident that this poses no privacy threat to our patrons.

Luis Herrera, City Librarian, said we need to continue to educate the public on RFID and there is misinformation out there about the privacy issue.

Commissioner Lee said he is convinced that there is no issue with RFID and he looks forward to the return on investment that it will break even in about 8 years.

Commissioner Mall asked if there could be something on the library card to count the number of patrons.

President Wardell-Ghirarduzzi said that the Library staff said that they were in support of Option 2 for the budget.

Motion: By Commissioner Dunning, seconded by Commissioner Mall to approve Option 2 of the FYs 2019 and 2020 budget.

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

AGENDA ITEM NO. 5 ADJOURNMENT

Public Comment

Peter Warfield, Executive Director, Library Users Association, said the Commission should have an item to discuss new business. He said the Library Commission should have further discussion about RFID. He had additional questions about how the survey for the open hours was conducted.

Pete Wong said there has been serious comments about debookification. He said the collections budget should not be based on a percentage of the overall budget.

Motion: By Commissioner Ono, seconded by Commissioner Dunning, to adjourn the meeting of February 1, 2018.

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

The meeting adjourned at 7:13 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).