



# *San Francisco Public Library*

## **SAN FRANCISCO PUBLIC LIBRARY COMMISSION**

### **Minutes of the Regular Meeting of March 15, 2018**

### **Approved at the regular meeting of April 19, 2018**

The San Francisco Public Library Commission held a regular meeting on March 15, 2018 at the Koret Auditorium, Main Library.

The meeting was called to order at 4:31 pm.

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

The Commission currently has two vacancies.

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

Ramsey Abouremeleh said he was a page on the third floor and he was terminated this Saturday. He said he believes his termination was unjust and unfair. He asked that his case be reviewed,

Marie Ciepiela, Executive Director, Friends of the Library, welcomed Maureen and Michael to the podium after Luis Herrera's retirement. She said Macy's has invited Friends to be partners in the Marcy's Flower Show. She said they will be collecting books and selling books and letting people know about the Friends and the Library.

Ray Hartz, Director San Francisco Open Government, said it sounds like the first speaker did not get due process. He said Luis Herrera has left the Commission and Michael Lambert is holding the bag when it comes to the Friends. He asked if Michael Lambert will seek the position of City Librarian and if so will he continue to actively deceive the public. If not,

will the person selected want to continue with the ongoing fraud with the Friends of the Library.

*The following written summary was provided by the speaker, Ray Hartz. The content is neither generated by, nor subject to approval or verification of accuracy by the Library Commission.*

Luis Herrera has ridden off into the sunset As far as “The Friends” he has left you holding the bag! Acting City Librarian, Michael Lambert, has some really hard choices to make. Will he permit the SFPL to continue scamming the public, when he knows that very little of what they raise actually goes to “support the library?” Now that Luis Herrera is gone will he actively run the scam? Is his “hat in the ring” to be the next City Librarian? If not, how will he explain to the person who is selected, the financial implications for the SFPL, locked in an arrangement that sells the name and reputation of the SFPL with 90% of the donations only supporting the existence of “The Friends?” And the key question: will the person selected want to continue the ongoing fraud?

Peter Warfield, Executive Director, Library Users Association, said he agrees with the previous speakers. He said the Library gets at most 10% of what the Friends raise. He said he would like to welcome the new Acting City Librarian Michael Lambert. He said this would be a good time to put on the agenda where the library has been and where it is going. He said there is a debookification of the library.

## **AGENDA ITEM NO. 2. ELECTION OF COMMISSION OFFICERS 2018**

Commissioner Mall nominated President Mary Wardell-Ghirarduzzi to continue as President, Commissioner Ono seconded that motion .

There were no other nominations

### **Public Comment**

Ray Hartz, Director San Francisco Open Government, said there are still two vacancies on this Commission. He said not a single member of this Commission has shown any leadership ability nor any desire to be more than a “placeholder.” He said whatever goes before this Commission gets a yes. He said whoever the new City Librarian is, when that person looks at the scam that is “The Friends,” he wants to believe their first act will be to ask the Mayor for the Commissioners removal.

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Not a single member of this commission has exhibited any leadership ability, nor any desire to be more than a “placeholder.” Everything I have seen in years of attending these meetings has shown you to be a group of “yes-men and yes-women!” Whatever

is put in front of you gets a “yes.” The reputation and financial interests of the SFPL, particularly relating to the arrangement with “The Friends,” is of absolutely no interest to you, individually or collectively! And, why any of you would be willing to serve as an Officer of this body is beyond human understanding! When we do get a new City Librarian I believe it beyond reason that the person could possibly be as corrupt as Luis Herrera! And when that person looks at the scam that is “the Friends,” I want to believe their first act will be to ask the Mayor for your removal!

Peter Warfield, Executive Director, Library Users Association, said the previous speaker is correct in his comments about Luis Herrera. He said there is a concern about the Friends and the lease by the Friends for the bookstore in the Main Library. He said there have been one or two Commissioners who have been active. He said Susan Mall has paid attention and he would like to see some change and he would recommend her as Chair.

#### Commission Discussion

Motion: By Commissioner Mall, seconded by Commissioner Ono, to elect Mary Wardell-Ghirarduzzi as President of the Library Commission.

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

President Wardell-Ghirarduzzi asked for nominations for Vice-President.

Commissioner Ono nominated Susan Mall for Vice-President, seconded by President Wardell-Ghirarduzzi.

There were no other nominations for Vice-President.

#### Public Comment

Ray Hartz, Director San Francisco Open Government, said he thinks Commissioners Dunning, Ono and Lee are very smart to stay away from being in a leadership position. He said the President of the Commission will have to explain to whoever is the new City Librarian about why the library has supported the Friends of the Library when they say they are raising money for the library when only 10% of what they raise goes to the library.

Peter Warfield, Executive Director, Library Users Association, said this body needs to look into the Friends and have an agenda item on the Friends finances. He said the Friends bookstore is problematic. He said the Friends get naming opportunities. The Library’s website and flyers promote the sponsorship of the Friends. He said Susan Mall might be interested in some of this and he would endorse the nominee for Vice-President.

Motion: By Commissioner Ono, seconded by President Wardell-Ghirarduzzi as Vice-President of the Library Commission.

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

### **AGENDA ITEM NO. 3 CITY LIBRARIAN RECRUITMENT UPDATE**

Maureen Singleton, Acting Chief Operating Officer, said that this is a report from the Department of Human Resources (DHR) and introduced Ted Yamasaki to give the report. She said there is a possible action before the Commission on designating a Commissioner or Commissioners to work with DHR on the process.

Ted Yamasaki, Managing Deputy Director DHR, explained the generic summary sheet that DHR uses and explains steps for executive recruitment. He said there are eight key steps in the process.

Christina Brusaca, DHR, said they maintain the list of prequalified search firms and right now there are six firms on that list. She said one of these search firms did complete the last city librarian search.

Ted Yamasaki, Managing Deputy Director, DHR. said that step 1 does require a great deal of Commission input in preparation of the Request for Proposal to the search firms. He said once the Commission makes the selection of the firm, DHR will prepare the contract and the recruitment and outreach will begin. The search firm will present a list of candidates and the Commission will hold candidate interviews, the search firm will complete the final vetting of the candidates and the Commission will present up to three names for the Mayor's consideration.

#### **Public Comment**

Ray Hartz, Director San Francisco Open Government, said the Library Commission has not expressed to the public the criteria for selecting a new City Librarian. He said no one will be appointed until there is a new Mayor. He said he hopes the new Mayor will dismiss all of the Commission and restart the selection process without their participation or input. He said the public deserves to be kept up to date on the process.

*The following written summary was provided by the speaker, Ray Hartz. The content is neither generated by, nor subject to approval or verification of accuracy by the Library Commission.*

I fear for the future of the SFPL! To the best of my knowledge this body has at no time expressed to the public what the criteria for selecting a new City Librarian will be. Thomas Aquinas teaches: "Willful ignorance of what one ought to know is a mortal sin." Throughout the tenure of Luis Herrera you each maintained a perpetual state of "willful ignorance." Is there any basis for a "reasonable person" to believe that you will make any effort to tell the public what you are looking for in the selection of new

leadership for this institution? Fortunately, politics being what it is, no one will be appointed before our next mayor is elected and installed. Hopefully, that person will dismiss you all and restart the selection process without your participation or input. Left up to you, we might as well just pull names out of a hat.

Peter Warfield, Executive Director, Library Users Association, said he was disappointed that the handout was not available in the packets. He said because this was not available it is the start of secrecy. He said this should be a very public process. He said we will just get conventional candidates and what the recruiting firm recommends. He said it is required by law that the Commission must send a specific number of candidates to the Mayor.

#### Commission Discussion

Commissioner Ono asked if there is a timeline.

Christina Brusaca, DHR, said it could take 4 – 6 weeks to execute a contract with a search firm.

Ted Yamasaki, Managing Deputy Director DHR, said Step 1 will take as long as it takes for the Commission to decide what they are looking for in a search firm. Once the Request for Proposals (RFPs) are approved it usually takes 2 – 4 weeks for the respondents to reply to the proposals. Once those proposals are in the Commission will make a decision based on its criteria. Once the contract is approved the search firm will work with the Commission on a profile. He said once that profile is approved DHR recommends that the profile be out in the public for at least four weeks. He said anyone can recommend names of people to be considered by the search firm. He said it could be a 4 – 6 month process.

Commissioner Mall asked if the search firm is the one that develops the profile.

Ted Yamasaki, Managing Deputy Director DHR, said the search firm is responsible for finalizing the profile with the Commission and others designated by the Commission. He said the search firm would synthesize all of the public and Commission input into the profile. He said a candidate profile is very different from a job description that focuses on skill sets.

Commissioner Dunning said the agenda mentions that certain tasks may be delegated to a Commissioner or Commissioners. She asked about the constraints or guidelines for the Commission.

Ted Yamasaki, Managing Deputy Director DHR, said the document is a generic document and the Commission decides how the process will go.

Commissioner Dunning asked about the budget for the process.

Ted Yamasaki, Managing Deputy Director DHR, said the library will fund the work done by DHR and the search firm.

Commissioner Dunning asked about best practices and if DHR documents the processes. She said she hopes this will be on the agenda at each upcoming Commission meeting.

Ted Yamasaki, Managing Deputy Director DHR, said the Commission might want to turn to the search firm for information about their successes.

Commissioner Lee said he would like to see the information that was used for the last search for a City Librarian. He said he is trying to learn from these legacy documents to try to piece things together.

Ted Yamasaki, Managing Deputy Director DHR, said they will identify all of the document they have and provide them.

Commissioner Lee asked if there is any orientation for the Commissioners on the selection process.

Commissioner Mall said she would like to discuss the process and whether to appoint a representative of the Commission.

Motion: By Commissioner Mall, to nominate President Wardell-Ghirarduzzi to be the designated point person on this process.

Commissioner Dunning asked what is meant by a point person. So her understanding is that President Wardell-Ghirarduzzi gathers the information and presents it to the Commission for action.

President Wardell-Ghirarduzzi said she would be a designee to work with DHR to develop and approve a RFP to send to the search terms for the City Librarian recruitment.

Motion: By Commissioner Mall, to nominate President Wardell-Ghirarduzzi to be the designee for the Commission to work with DHR to develop and approve a RFP to send to the search firms on the approved list. Seconded by Commissioner Dunning.

President Wardell-Ghirarduzzi asked for public comment on the motion.

#### Public Comment

Peter Warfield, Executive Director, Library Users Association, said the Commission needs to be very clear on the tasks that are being delegated to an individual Commissioner.

Ray Hartz, Director San Francisco Open Government, said that this process needs to be very clearly defined. He said he has a great deal of

experience in working with employees and Unions. He said he recommends working closely with the Department of Human Resources. He said the Commission has two vacant seats so it is already at a disadvantage. He said he would like to see the process open and honest for every single member of the public.

#### Commission Discussion

Commissioner Mall clarified her motion to read: To authorize the Commission President to work with DHR and staff to develop and approve a RFP for the recruitment of the City Librarian and for DHR to send that RFP to the list of the City's approved executive recruitment firms seconded by Commissioner Dunning.

Commissioner Dunning clarified that this is just for the RFP and not the proposals themselves.

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

Brad Russi, Deputy City Attorney, said he is not sure what will be on the agenda next time for the Commission but the Commission may want to direct DHR on how they want the proposals presented to them. He asked the Commission if they want to see all of the proposals or just the top recommendations from DHR.

Ted Yamasaki, Managing Deputy Director DHR, said he would like for the Commission to direct that DHR only weed out the proposals that do not meet the time requirements. He said he would recommend that DHR bring back all of the proposals to the Commission for a public discussion.

#### **AGENDA ITEM NO. 4. SAFETY AND SECURITY UPDATE**

Michael Lambert, Acting City Librarian, said that the safety and security of the patrons and staff is the number one priority every day.

Roberto Lombardi, Facilities Director, said there are three topics they would like to discuss including ALERTUS Emergency Notification System; Opioid Response – Narcan Deployment and Sheriff's Department Pilot. He gave the presentation on the ALERTUS Emergency Notification System.

Omar Castillo, Security Manager, gave a presentation on NARCAN and on the Sheriff's Department Pilot Program.

Explanatory documents: [Safety and Security Update](#) ; [Incident Report Summary](#)

#### Public Comment

Peter Warfield, Executive Director, Library Users Association, said at times this is a make believe Library Commission and operates as a rubber stamp. He asked about the cost of all this security. He said the

Library is beginning to feel like a police state. He said the incident report was not discussed and he has many questions about it.

### Commission Discussion

Commissioner Ono asked about the ALERTUS system.

Roberto Lombardi, Facilities Director, said that speed is very important to the system and that the message goes out to everyone as soon as the button is pushed. He said the system is expandable and flexible.

Commissioner Ono asked about the Narcan training.

Omar Castillo, Security Manager, said the training is voluntary and they will offer training whenever necessary.

Commissioner Dunning asked about how the Sheriff's Pilot is budgeted

Maureen Singleton, Acting Chief Operating Officer, said this was discussed as part of the budget.

Commissioner Dunning asked what the criteria for evaluating the Sheriff's Pilot program would be. She said she would like to make the metrics for the program more definitive.

Omar Castillo, Security Manager, said we will be evaluating incident tracker statistics and we will do a survey with the public and staff.

Commissioner Dunning asked about what is meant by patrons trespassing.

Omar Castillo, Security Manager, said all of the security personnel have been trained in the Patron Code of Conduct. He said the patron trespassing is if they have committed a violation and they refuse to leave.

Michael Lambert, Acting City Librarian, said there have been situations where staff and patrons have been threatened. He said the Sheriff's Department is available to be here for all of the hours the Main Library is open. He said these are voluntary Sheriffs picking up overtime hours. He said we will be doing qualitative measurements. He said at the conclusion of the pilot we will come back and share that with the Commission.

Commissioner Lee said thank you for providing the statistical report. He said there is a dip in April and a spike in September and he is wondering if there is something special about April and September.

Roberto Lombardi, Facilities Director, said we do not know what causes those spikes. He said that same pattern is repeating. He explained the branch library statistics as well.



President Wardell-Ghirarduzzi thanked staff for their presentation and thanked the library staff for signing up for Narcan training. She said it matters how people feel about the safety of their workplace.

### **AGENDA ITEM NO. 5. CITY LIBRARIAN'S REPORT**

Shawna Sherman, African American Center Librarian and Alejandro Gallegos, Community Engagement Manager gave a presentation on Government Alliance on Race and Equity (G.A.R.E.) a national network of government working to achieve racial equity and advance opportunities for all.

Daniel Matsumoto, eResources Librarian, gave a presentation on the Digital Collections. He said digital collections usage continues to increase, He presented highlights on some of our digital collections.

Laura Lay, Learning Differences Librarian, gave a presentation on FOG Readers, weathering words together. She told about the community needs, the program overview, student progress and sustainability.

Tom Fortin, Chief of Main, said the Pop-Up Care Village is a team effort and it makes a big impact on our community.

Leah Esguerra, Social Services Team Supervisor, gave the background on our relationship with Lava Mae.

Jamie Ramirez, Bay Area Pop-Up Village Manager, Lava Mae, gave a presentation on the Pop-Up Care Village. She said it takes a village and they have multiple service partnerships.

Commissioner Mall left the meeting at 7:00 pm.

Explanatory documents: [G.A.R.E. presentation](#) ; [Urban Libraries Council: Racial and Social Equity](#) ; [Digital Collections](#) ; [FOG Readers](#) ; [Pop-Up Care Village](#)

### **Public Comment**

Peter Warfield, Executive Director, Library Users Association, said the report from the Urban Libraries Council was not mentioned in the report. He said he did not understand some of the issues regarding the G.A.R.E program such as baseline measures, the goals, measures of success, where the funding is coming from, etc. He said he is concerned with the report on the digital collections. He said it is pay for play and if you don't have the devices you cannot see any of this stuff. He said the circulation is going down.

Ray Hartz, Director San Francisco Open Government, said he appreciates the programs that were presented today. He said the Pop-Up Care Village and the services it has rendered and the fact that they are treated as guests. He said he appreciates the statistics. He said this is the

first time he has heard of the FOG Readers. He said it is unacceptable that the reading level is so low in this city.

#### Commission Discussion

Commissioner Dunning asked about the partnership with Lava Mae and what that entails and asked if there is an MOU.

Tom Fortin, Chief of Main, said the Library offers water hookups, custodial, security, and staff support. He said they are working on an MOU with Lava Mae.

Commissioner Dunning likes to see that spelled out. She asked why it is only being done every other month because it is such a great thing if we could do it more often.

Michael Lambert, Acting City Librarian, said given the history of this we are at a point where we could increase the frequency.

Jamie Ramirez, Bay Area Pop-Up Village Manager, said they are exploring the possibilities of increasing the program.

Commissioner Dunning said that under the data presented it lists Trans as a third gender and that is not the case and needs to be corrected. Commissioner Dunning asked what are the metrics of success for the G.A.R.E. program.

Alejandro Gallegos, Community Engagement Manager, said they are in the process of defining what the metrics for success will be.

Michael Lambert, Acting City Librarian, said there is a measure with the biennial survey that is done by the City. He said there is implicit bias training available through the City as well.

Commissioner Ono asked about the type of trainings that might be available. She had questions about the digital catalog.

Shellie Cocking, Chief of Collections and Technical Services, explained the big increase has been in eAudio books.

Michael Lambert, Acting City Librarian, said the Shellie Coking has recently been appointed as Chief of Collections and Technical Services replacing Laura Lent who has recently retired.

Commissioner Ono asked about the criteria for the FOG Readers tutors.

Laura Lay, Learning Differences Librarian, said they ask for a six month commitment from tutors and they are volunteers one day a week after six hours of training.

Commissioner Ono asked about the shoppers at the Pop-Up Village.

Tom Fortin, Chief of Main, said the shoppers are shopping for free books that have been taken out of the library's collection and are in our redistribution center.

Commissioner Lee asked about the FOG reader program.

Laura Lay, Learning Differences Librarian, said about 20% of the population are dyslexic. She said they are seeing steady increases in grade level learning.

Kate Epler, Manager of Bridge at Main, said we are lucky to have Laura Lay who has developed this program.

Commissioner Lee asked if the parents learn the skill.

Laura Lay, Learning Differences Librarian, said the library is a neutral place for the students.

Commissioner Lee asked about G.A.R.E. and if there is a reason to reinvent the wheel from the Seattle model

Alejandro Gallegos, Community Engagement Manager, said San Francisco is very different from Seattle but they will be able to use some of the tools that Seattle has developed.

Michael Lambert, Acting City Librarian, said G.A.R.E. is a priority for the Library in developing our own racial action plan.

President Wardell-Ghirarduzzi said the four presentations focused on the humanity of the library. She said there was good feedback on these programs. She said these presentations were rich and important and require the engagement of this Commission. She said perhaps we could just limit the City Librarian Report to two or three items.

## **AGENDA ITEM NO. 6 APPROVAL OF THE MINUTES FEBRUARY 1, 2018**

### **Public Comment**

Peter Warfield, Executive Director, Library Users Association, said the Minutes should be first or high on the agenda. He said his comments on item one are not representative of what he said. He said his comments on items 2 and 3 need to be clarified.

Commissioner Ono said she would like to see a correction to the spelling of Ashbury on page 2 and the spelling of Pete Wong's name should be Pete Huang.

**Motion:** By Commissioner Ono, seconded by Commissioner Dunning, to approve the [Minutes of February 18, 2018](#) as amended.

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

**AGENDA ITEM NO. 6 ADJOURNMENT**

Public Comment

Peter Warfield, Executive Director, Library Users Association, said the Commission should not adjourn until it has a discussion on new business. He said digital collections provide an inequity. He said there should be an analysis of print circulation.

Ray Hartz, Director San Francisco Open Government, said he agrees with Mr. Warfield that the increase in eMaterials means that anyone who does not have access would have an unequal access to information.

Motion: By Commissioner Lee, seconded by Commissioner Ono, to adjourn the meeting of March 15, 2018.

Action: AYES 4-0: (Dunning, Mall, Ono and Wardell-Ghirarduzzi).

The meeting adjourned at 7:46 pm.

Sue Blackman  
Commission Secretary

Explanatory documents: Copies of listed explanatory documents are available as follows: (1) from the commission secretary/custodian of records, 6<sup>th</sup> floor, Main Library; (2) in the rear of Koret Auditorium immediately prior to, and during, the meeting; and (3), to the extent possible, on the Public Library's website <http://sfpl.org>. Additional materials not listed as explanatory documents on this agenda, if any, that are distributed to library commissioners prior to or during the meeting in connection with any agenda item will be available to the public for inspection and copying in accordance with Government Code Section 54954.1 and Sunshine Ordinance Sections 67.9, 67.28(b), and 67.28(d).