



# *San Francisco Public Library*

## **SAN FRANCISCO PUBLIC LIBRARY COMMISSION**

### **Minutes of the Regular Meeting of May 18, 2017**

**(As approved at the regular meeting of June 15, 2017)**

The San Francisco Public Library Commission held a regular meeting on May 18, 2017 at the Koret Auditorium, Main Library.

The meeting was called to order at 4:35 pm.

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

Commissioner excused: Ono

The Commission currently has two vacancies.

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

Peter Warfield, Executive Director Library Users Association, said the Library is working hard internally for a Radio Frequency Identification (RFID) implementation. He said RFID presents many serious privacy issues for patrons. He said the Library's research is very biased.

Judy Beck said she is a 16 year Library Page just retired. She shared her exit letter with the Commission. She said there were many things about her job that she appreciated. She said the cooperative model she had worked under has changed under the latest Chief of Branches and other management personnel. She said the ruinous management style was her greatest worry about the Library and she hoped her words would be taken in the spirit of Library betterment.

Betty Williams said she is a retired library employee with 45 + years. She read a part of Judy Beck's letter into the record. She said needless

interference and micromanagement by the Chief of Branches and other management personnel have multiple consequences and she said it saddens her to see this.

Michael Petrelis said he is sunshine advocate. He said he wanted to know why the Library Commission meetings are not broadcast on SFGovTV. He said he is filming his own video because of this. He said second, there is a raging epidemic of dirty needles in and around the Main Library. He said there are no syringe drop boxes and there needs to be a public discussion about this issue.

An anonymous person said he agrees with Mr. Warfield's comments about RFID chips and he shares Mr. Petrelis' concerns about the Library Commission meetings not being on SFGovTV. He said one of the reference librarians told him today that Link+ has been severely degraded. He said Link+ is an invaluable, efficient system. He said that many of the California Universities have opted out of the system.

Melissa Riley said as a front line librarian she is equally dismayed at the loss to Link+. She said in order to use Link+ we all have to have the same cataloging system and these California Universities left because of a change in their vendors.

An anonymous person said at the last meeting she submitted a comment card regarding access to library services and it did not show in the Minutes.

#### **AGENDA ITEM NO. 2. LIBRARY OPEN HOURS ASSESSMENT**

Luis Herrera, City Librarian, the library open hours assessment is required every five years by the ordinance enacting the Library Preservation Fund (LPF) He said we are working on this assessment with the Controller's Office and Randy McClure from the Controller's Office will be giving the presentation.

Randy McClure, City Controller's Office, gave a presentation on the SFPL Open Hours assessment for 2017-18. He explained the Charter Requirement. He said the Charter requirement is 1,211 hours per week and the Library is currently at 1,375 hours per week and by June 30, 2017 it will be 1,460 hours per week or approximately 21% above the charter mandate. He explained the assessment goals, the project scope of work, the project timeline, the forthcoming analyses and the immediate next steps.

Explanatory document: [Open Hours Assessment 2017/18](#)

#### Public Comment

Peter Warfield, Executive Director, Library Users Association, said this looks like a complicated methodology that does not put the patrons first. He said the surveys are biased and they do not include all options. He said the library has gathered information in the past and not listened to what the patrons want.

### Commission Discussion

Commissioner Mall asked if it has ever been considered to have a private donor sponsor open evening hours. She said she thinks it should be looked into and she supports more corporate support of the Library.

Luis Herrera, City Librarian, said he is concerned with the standard practices for city employment. He said we would be at the whim of the private donor and that could be problematic.

Commissioner Dunning asked about the schedule for the public meetings.

Randy McClure, City Controller's Office, said there will be some flexibility on the schedule but we are looking at bringing this to the Commission in November.

Commissioner Dunning asked about the objective of the public hearings and whether it is to consult or to inform.

Randy McClure, City Controller's Office, said that they will have results from some of the surveys to share at the hearings and to get input on those. He said they will be talking to some non-users. He said statistically significant data will be available for all branches and the Main. He said the intercept surveys will drill down into types of usage by patrons.

Commissioner Lee asked about the types of information we are seeking.

Randy McClure, City Controller's Office, said we will be seeking information on types of usage including computer usage and Wifi usage. He said we will also be looking at circulation and programming.

Commissioner Lee asked about the last assessment.

Randy McClure, City Controller's Office, said there has only been one previous open hours assessment which was done in FY 13. He said hours that were added by that went into effect in FY 14. The program began in 2007 so this will be the second open hours assessment done.

Luis Herrera, City Librarian said it is a good idea to do a brief overview of what we learned from the last assessment.

President Wardell-Ghirarduzzi asked about the process of developing the survey itself.

Randy McClure, City Controller's Office, said they are using the consultants that they used for the previous assessment. He said they have a great deal of experience in working with city departments and the overall city survey. He said they will prepare a first draft and Management Team will then review that for its input. He said there will be quite a bit of vetting.

### **AGENDA ITEM NO. 3 CITY LIBRARIAN'S REPORT**

Maureen Singleton, Chief Financial Officer, said she will be sharing the presentation that was given to the Board of Supervisors today on the FYs 2018 and 2019 budget. She said the presentation is also available at the back of the room. She said we are still in the negotiating phase with the Mayor's office and should be finalizing that within the next week or so and the Mayor will be presenting the budget to the Board at the end of May.

Luis Herrera, City Librarian, said this was an opportunity to share with the Board various programming and upcoming capital projects. He said the Committee was very supportive of the work we are doing.

Cathy Delneo, Chief of Branches, gave a presentation on the Branch Library Open Houses 2017. She explained the goals and achievements including 19 open house events so far with each branch attracting 100 attendees. She showed photographs from the various events. She said there are still ten events planned.

Michelle Jeffers, Chief Community Programs and Partnerships, gave a presentation on Program and Exhibition Highlights. She said a special highlight was a visit by the Librarian of Congress, Dr. Carla Hayden. She showed photographs of recent programs including Digital Inclusion Week and gave exhibition highlights.

Explanatory documents: [Budget FY 2018-19](#) ; [Branch Library Open Houses - 2017](#) ; [Program & Exhibition Hightlights - May 18, 2017](#)

#### **Public Comment**

Peter Warfield, Executive Director, Library Users Association, said the Digital Inclusion Week was very one-sided and biased. He said out of the 57 programs there was only one that had a mention about privacy. He said the non-profits talked about some of the problems and issues brought about by computerization. He said unfortunately the Supervisors and other Managers had already left the meeting at the time of this discussion.

#### **Commission Discussion**

Commissioner Mall asked about the funding for the individual branch celebrations.

Luis Herrera, City Librarian, said these are funded through the Friends in a category called grants to the branches. He said we work with the branches to distribute the money equitably. He said we are also working with the Friends to increase the allotment.

Commissioner Mall would like to see these branch celebrations brought to you by corporate sponsors. She asked about needle drop offs around the Library.

Luis Herrera, City Librarian said there are needle drop offs in the area surrounding the Main, but said we are in discussions about having them at the Library and we will be back to the Commission with further information.

Brad Russi, Deputy City Attorney, said the issue of needle drop offs is not on the agenda so any discussion should be postponed.

Commissioner Lee gave kudos to branch leadership and staff for the recognition and awards. He said the City Survey rating for the Library is a B+ and he wanted to know what it would take to get an A.

Luis Herrera, City Librarian, said we will bring the City Survey back to the Commission for further discussion. He said the Library was the highest rated city department.

Commissioner Dunning said great work by the library staff.

President Wardell-Ghirarduzzi said in the budget presentation on page 11 there are two items under partnership for excellence and she wondered if there was any more information on those partnerships.

Luis Herrera, City Librarian, said the Civic Center Commons is the one with numerous city departments for the enhancement of the civic center area. He said that will be rolled out by the Mayor's office. He said we are very proud of the relationships with SFMOA and CCSF and we are not the fiscal agents for either of these.

#### **AGENDA ITEM NO. 4 APPROVAL OF MINUTES OF APRIL 20, 2017**

##### Public Comment

Peter Warfield, Executive Director, Library Users Association, said his comments under public comment need to be clarified to include that partnerships with any outside entities are troublesome. He said his comments under Scholar Card Initiative need to be clarified on the interference of a third party between the patron and the library.

##### Commission Discussion

Commissioner Dunning asked about the woman who made comments under public comment about her remarks not being included in the Minutes.

Sue Blackman, Library Commission Secretary, said that the woman's comments were made at the March meeting and they were included in those Minutes which were previously approved.

Motion: By Commissioner Mall, seconded by Commissioner Lee, to approve the [Minutes of April 20, 2017.](#)

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

**AGENDA ITEM NO. 5 ADJOURNMENT**

**Public Comment**

Peter Warfield, Executive Director, Library Users Association, said the Commission should not adjourn without having on future agendas the item of new business.

**Commission Discussion**

Motion: By Commissioner Dunning, seconded by Commissioner Lee to adjourn the meeting of May 18, 2017.

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

The meeting adjourned at 6:09 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).