



# *San Francisco Public Library*

## **SAN FRANCISCO PUBLIC LIBRARY COMMISSION**

### **Minutes of the Regular Meeting of September 21, 2017**

#### **(Approved as amended at the November 16, 2017 regular meeting)**

The San Francisco Public Library Commission held a regular meeting on September 21, 2017 at the Chinatown Branch 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**

Peter Warfield, Executive Director Library Users Association, said the Library's slogan "All are Welcome" is nice but he said the library is not safe. He said there are serious privacy threats with things like Bibliocommons. He said the library also wants to implement RFID. He said he has asked that privacy issues be placed on the agenda and it has not been.

Ray Hartz, Director San Francisco Open Government, said he distributed an Order of Determination from the Sunshine Ordinance Task Force that says the Friends of the Library must comply with the entire Sunshine Ordinance. He said the Friends raise millions of dollars a year but in 2016 only 10% of those funds went to the library. He said he wondered where the rest of the money went. He said the members of the Library Commission feel they have absolutely no responsibility to protect the reputation and financial interests 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.*

At the September meeting of this Library Commission I discussed public records that show the group known as “The Friends” raise millions of dollars a year but in 2015 only 10% of those funds went to “Support the Library!” Where did the other 90% go? The members of the Library Commission couldn’t tell you if their life depended on it! The members of this Library Commission feel they have absolutely no responsibility to protect the reputation and financial interests of the SFPL. When a representative of “The Friends” came to the podium there were only two questions: Commissioner Dunning wanted to know their tax status and seem to believe knowing that was the extent of this commission’s responsibilities. Commissioner Lee, sort of asked the question, but received a meaningless answer which he did not pursue. These commissioners don’t want an answer and successfully evaded that knowledge for over five years!

An anonymous person said he has tried three times to do the online survey and he asked if that could be fixed.

## **AGENDA ITEM NO. 2. UPDATE ON THE CHINATOWN BRANCH LIBRARY**

Luis Herrera, City Librarian, said we wanted to welcome everyone to the Chinatown Branch Library.

Lorna Chee, Adult Services Manager at the Chinatown Branch, said she was born and raised in this neighborhood and has worked here for 35 years. She gave a presentation on the Chinatown Branch including its history, the demographics of the area, the collections, usage in FY 17, and programs and events in FY17.

Explanatory document: [Chinatown Branch Update](#)

### Public Comment

Ray Hartz, Director San Francisco Open Government, said one thing he has learned from the Asian community is that there is an extremely high value placed on education and this presentation clearly shows that. He said he would encourage everyone to utilize the library but to actively participate in all efforts to plan the future growth. He said do not assume that this Library Commission will make any effort to that effect. He said the most dishonest person in the librarian system is the City Librarian.

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Before moving to San Francisco in 1999 I lived in Hawaii for 25 years. One thing I learned from friends and associates in the Asian community was the extremely high value placed on education. The presentation we have just seen clearly shows that. The participation of community members, particularly those of

Chinese heritage, is what makes this branch of the SFPL, a unique center for culture and community! I would encourage everyone to not only utilize library facilities but to actively participate in all efforts to plan its future growth. Please do not assume that the Library Commission will make any effort to that effect! In my years of experience they have shown little interest in any matter other than to simply approve what the City Librarian puts in front of them. Just look at the fact that two of the seven seats have been vacant for many months!

Peter Warfield, Executive Director, Library Users Association, said Chinatown has always been one of the busiest branches. He said the branch is an official San Francisco landmark that needs to be considered when making future renovations. He said it is a time to look at what is the usage and what are the needs of the branch. He said perhaps more later hours in the evening would help the patrons.

#### Commission Discussion

Commissioner Mall asked about the usage by teens at the branch. She asked if there was a way to know where the teens using the Mix are from

Michael Lambert, Deputy City Librarian, said that the teens' library cards are scanned when they enter the Mix.

Luis Herrera, City Librarian, said part of the vision is to have Mix on the move to visit the branches.

Commissioner Dunning asked about unmet needs or services.

Lorna Chee, Adult Services Manager at the Chinatown Branch, said there is probably a need for additional computer classes.

Commissioner Dunning asked about the constraints on getting additional needs met.

Lorna Chee, Adult Services Manager at the Chinatown Branch, said additional staff would probably help meet the needs of the patrons. She said usually we have enough computers available but patrons bring their own devices as well.

Commissioner Ono asked about the youth volunteers and if that service is offered. She also had questions about bilingual software, adult programming and Summer Stride.

Lorna Chee, Adult Services Manager at the Chinatown Branch, said the youth volunteer service is very popular. She said they try to balance out all of the programming.

Cathy Delneo, Chief of Branches, said there has been additional capacity for teen services because they currently have a half time position doing that and soon that will be a full time position.

President Wardell-Ghirarduzzi said that 36% of the patrons are over 60 and asked how that population will continue to be served.

Lorna Chee, Adult Services Manager at the Chinatown Branch, said they are doing outreach to senior centers to provide more services.

### **AGENDA ITEM NO. 3 BRANCH CAPITAL PROJECTS FEASIBILITY STUDY**

Luis Herrera, City Librarian, said there is a cover memo giving context for this item and some history of the Ocean View, Mission and Chinatown branches.

Andy Sohn, Architect with the Department of Public Works (DPW), gave a presentation on the branch capital projects feasibility study. He explained the work to date and guiding principles. He showed photographs and possible design options for the branches. He said the next steps are the community engagement feedback, feasibility analysis document, cost estimating and review options and to establish priorities.

Luis Herrera, City Librarian, said he wanted to reiterate that this is only the beginning and we are looking for the Commission's feedback on this. He said we will be updating you on a regular basis.

Explanatory document: [Branch Projects Feasibility Study](#)

#### **Public Comment**

Ray Hartz, Director, San Francisco Open Government, said the Commission should look at the line that says community, engagement and feedback and see what kind of feedback has been received. He said City Librarian, Luis Herrera, will give you what he determines you need and the commission members will blindly approve He said all the Commissioners want to see is the pretty pictures. He said the planning should be based on the needs of the community.

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Don't be fooled by all the pretty pictures! Turn to the very last page and look at the line that says "Community engagement and feedback." Ask the members of this Library Commission how many members of this community have been engaged or provided feedback? The next two lines show the planning is an accomplished fact. Next month, they will tell you what you want. City Librarian Luis Herrera talks about "community engagement and feedback, but cares little about your opinions and particularly wishes to avoid your participation. He will give you what he

determines was needed and the commission members will blindly approve. In fact, all they want to see is the “pretty Pictures.” Remember, this is your branch of the SFPL, not theirs! As the branch moves forward the planning should be based on your needs and those of our families. Demand to be included in the process.

An anonymous person asked if the meeting size and the number of books will need to be reduced.

Peter Warfield, Executive Director, Library Users Association, said he is disappointed by this presentation. He said you need to work out the objectives. He said a lot of this is for another fundraising opportunity for the Friends of the Library. He said the Friends keep more than 90% of what they raise for themselves.

#### Commission Discussion

Commissioner Dunning asked about the community engagement process and the costs involved.

Luis Herrera, City Librarian, said we do not want to get ahead of the process with the community or that we have any preconceived preferences for any of these concepts. He said with the BLIP process we heard that the community was listened to.

Andy Sohn, Architect, DPW, said these plans are looking at what is possible and establish some first ideas and possible costs. There will be a considerable amount of public outreach and public input. He said there will be an extensive community process. He said the community will see multiple options.

Luis Herrera, City Librarian, said there is no set timeline for the projects.

Commissioner Mall asked about the \$4.5 million budget and what that entailed.

Luis Herrera, City Librarian, said we wanted to put a placeholder in the budget and the budget can carry over to the next stages of the process.

Andy Sohn, Architect, DPW, said we have to do the community process before we come up with any conceptual designs.

Commissioner Mall said she wanted the Commission to understand what this money will be paying for at each stage.

Luis Herrera, City Librarian, said they will present that information in detail to the Commission.

Commissioner Ono said she understands the staff has been working in this process and she wanted to know if we will be looking at the line of sight for the staff.

Andy Sohn, Architect, DPW, said the line of sight will definitely be part of the discussion.

Commissioner Ono asked about the AG (All Gender) restrooms.

Andy Sohn, Architect, DPW, said not all of the bathrooms will be AG but there are requirements for that as well as ADA requirements.

Luis Herrera, City Librarian, said that we will have some level of service for any renovation period.

Commissioner Lee said he would like to see the objective of this defined, as to why we are doing this.

Michael Lambert, Deputy City Librarian, part of the discussions with the staff was to identify whether these facilities are still functional in their current design. He said we will also be looking at trends for the future.

Luis Herrera, City Librarian, said that when these branches were renovated the funds were limited and the renovations reflect that.

Commissioner Lee asked if teens will be involved in the community outreach.

Luis Herrera, City Librarian, said we will be very proactive in engaging the schools and with our teen librarians in getting feedback from teens.

President Wardell-Ghirarduzzi said that there should be an acknowledgment of the asset knowledge that the staff holds.

Luis Herrera, City Librarian, said he heard the Commission ask for more details on the cost of the project, more information on timelines and preliminary schedules, sequencing of the projects, impacts on the high construction costs; more information on the community process and the compelling reasons on why we need to move forward on these projects.

#### **AGENDA ITEM NO. 4 CITY PUBLIC SAFETY UPDATE**

Roberto Lombardi, Facilities Director, gave the Public Safety Update presentation including security statistics and trends, branch security incident monthly averages, and security operational updates.

Omar Castillo, Security and Safety Officer, presented some updates from the Security and Communications Task Force. He gave the security training update for security staff.

Leah Esguerra, Social Worker, gave an update on the Library and/Department of Public Health Partnership. She explained the Community Partnerships, showed photographs and shared statistics on the Social Worker Program.

Roberto Lombardi, Facilities Director, explained the next steps for the new Security and Safety Officer, Safety and Maintenance Partnerships and Operational Improvements.

Explanatory document: [Public Safety Update](#)

#### Public Comment

Peter Warfield, Executive Director, Library Users Association, said this is an extremely disappointing and tragic presentation. He said this library is rich beyond what most libraries would even hope for. He said we still can't expect the best of everything here. He said there is a gigantic differential between the cop side and the social worker side. He said the cop side has a much larger budget. He said there are constant stories about rude and even worse than rude security staff.

Ray Hartz, Director of San Francisco Open Government, said he agrees with Peter Warfield on many things but he does give the library kudos in the sense that he sees some outreach to the homeless community and those with addiction problems. He said on the Library's website there is a link to the Patron Code of Conduct. He said there is nothing about documentation of the incident, who decides what penalty shall be applied or how patrons may challenge such findings.

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On the SFPL website there is a link to the "Patron Code of Conduct." There is however, absolutely no information relating to the policies and procedures for enforcing the code. There is nothing relating to what the patron can expect as far as documentation of an incident, who decides what penalty shall be applied or how patron may challenge such findings. These and other factors leave both the patron and library staff in the dark as to how this policy should be properly implemented.

This is typical of how Luis Herrera chooses to handle most of what goes on at the SFPL. While the library staff may be excellent at helping people find general information, its administration is openly hostile to providing information regarding how the library is run. Luis Herrera chooses to treat the SFPL patrons like mushroom: keep them in the dark and feed the manure!

#### Commission Discussion

President Wardell-Ghirarduzzi asked for more information on what it means to deploy Narcan and who has been trained and who is targeted to be trained.

Omar Castillo, Security and Safety Officer, explained the deployment of Narcan and said that the training will be done on a volunteer basis.

Luis Herrera, City Librarian, said we are not the first public library to do this and we have made it a point to phase in the training.

Commissioner Mall said she applauds the library for what it is doing for public safety.

Luis Herrera, City Librarian expressed his appreciation to Leah and the whole social worker team. He said we have ideas for the next budget cycle to increase capacity in this area.

Commissioner Ono thanked the staff for the work they do. She asked how staff will be using the analytics tool in the future.

Roberto Lombardi, Facilities Director, said the analytics have been very helpful in determining time of day and days of the week with most incidents. He said it helps with scheduling.

Luis Herrera, City Librarian, said that some of the branches have seen a spike in incidents.

Commissioner Mall said the Main was not included in the branch security report.

Roberto Lombardi, Facilities Director, said they will bring the information on the Main back to the Commission.

Cathy Delneo, Chief of Branches, said they have been working to identify which branches would benefit from having HASAs available.

Commissioner Lee said he hopes to see the training deescalate some of the incidents.

Omar Castillo, Security and Safety Officer, gave the Commission information on his background including being part of the Military Police, and a Police Officer for 20 years and he is now very happy to be part of the Library team.

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

Michelle Jeffers, Chief Community Programs and Partnerships, gave the presentation on Exhibition and Programming highlights including the Effie Lee Morris lecture, Latino Hispanic Heritage Celebration, Middle Eastern Heritage Celebration, Filipino Book Festival, Tricycle Music Fest, SFMOMA Public Knowledge, One City One Book and the schedule for the Open Hours Hearings.

Explanatory documents: [Programs & Exhibitions Highlights](#) ; [Open Hours Hearing Schedule](#)



Ray Hartz, Director of San Francisco Open Government, said the Commission has meetings and the public does not bother to come. He said the Chinatown Branch will be holding a meeting on October 26 on San Francisco Public Library Service Hours. This is the opportunity for residents and the public to give input on the library hours. He said he encourages community members to check the results to see whether the public input was actually included in the final decision.

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I want to ensure that everyone notes the one-page handout entitled "San Francisco Public Library Service Hours." On Thursday, October 26 from 6:30 to 8:00 PM there will be a meeting at this branch. This will be your only opportunity to make clear when you and your family need and want your community branch to be available. Discuss this with your family, your neighbors, your friends and encourage them to attend and participate! If you do not you will be stuck with what Luis Herrera chooses to give you. I also encourage you, when the study is complete, to check whether your community's input was actually included in the final decision. This study, required by law, intends to include only 2500 people. 2500 people out of a population of over 870,000 citizens in San Francisco! You do the math and ask whether they really want or care about your input?

Peter Warfield, Executive Director, Library Users Association, said thank you to Ray Hartz for his excellent comments. He said there is a booklet that has additional information on what was presented. He said with respect to the open hours hearings he asked if the survey results will be available at the time the hearings are held. He said at previous meetings in the last round there was no documentation or recording of what happened. He said the upcoming meetings need to be recorded.

Lorna Bernabei, said she belongs to the Council of Neighborhood Libraries (CNL). She said the members represent the different branches and they will be going back to their communities and encouraging their input into the open hours discussion process.

#### Commission Discussion

Commissioner Ono asked about the card catalogs and whether there were any working catalogs. She said she appreciates the One City One Book selection about the Black Panthers.

Commissioner Dunning asked about how the feedback from open hours meetings will be brought back to the Commission.

Michelle Jeffers, Chief Community Programs and Partnerships said there will be a report back to the Commission on the feedback. Commissioner Lee said he appreciates the richness of the programs the Library is offering.

President Wardell-Ghirarduzzi said the quality of speakers and programs are exceptional.

## **AGENDA ITEM NO. 6 APPROVAL OF MINUTES OF AUGUST 17, 2017**

### **Public Comment**

Ray Hartz, Director of San Francisco Open Government, said you will notice in these minutes that there are 150 word summaries. He said it is clear that you and especially the City Librarian Luis Herrera don't like his input. He said he has challenged the Commission for years to prove the things he says are wrong and they have failed to do so.

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I would like to call everyone's attention to pages 2 and 3 of these minutes. You will notice on each page an indented paragraph. If you haven't realized by now the folks up front, particularly City Librarian Luis Herrera, don't like my input. For years they conveniently excluded comments they didn't like. Not just mine, but anyone who disagreed with the way they conduct themselves. I challenged them for years to prove the things I've said are wrong and they have failed to do so. They sit silently: deaf, dumb and blind! They've convinced themselves that the public will ignore my comments. They've convinced themselves that the official public record doesn't matter. They fail to consider the old saying "Silence gives consent." All that is necessary for City Librarian Luis Herrera's agenda to prevail is for good people to remain silent. Attend these meetings and let your voice be heard!

Peter Warfield, Executive Director, Library Users Association, said do not trust the Minutes. He said he appreciates Commissioner's Dunning's comments asking how the Commission will find out about the comments made at the hearings on open hours. He said the Commission will get a report on the hearings and that is not good enough and the hearings need to be recorded. He said his comments on page 3 regarding RFID needed to be clarified. He said his comments on page 5 open hours are not accurately reported.

**Motion:** By Commissioner Dunning, seconded by Commissioner Ono, to approve the [Minutes of August 17, 2017](#).

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

## **AGENDA ITEM NO. 7 ADJOURNMENT**

### **Public Comment**

Ray Hartz, Director San Francisco Open Government said this meeting should be adjourned in memory of the Library Commission because if the Commission loses one more member you will have to have 100% attendance to even hold a meeting. He asked if the Commission was going to do anything about that.

Peter Warfield, Executive Director, Library Users Association, said he agrees with Mr. Hartz' statement he would consider adjourning in honor of a functioning, active, independent Library Commission rather than one that ignores the public pointedly so and goes along with the City Librarian. He said the Commission should have on its agenda an item called New Business.

**Motion:** By Commissioner Lee, seconded by Commissioner Mall, to adjourn the meeting of September 21, 2017

**Action:** AYES 5-0: (Dunning, Lee, Mall Ono, and Wardell-Ghirarduzzi)  
The meeting adjourned at 7:15 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).