



San Francisco Public Library

SAN FRANCISCO PUBLIC LIBRARY COMMISSION

Minutes of the Regular Meeting of December 1, 2011

(As amended and approved at the regular Commission meeting on January 19, 2012)

The San Francisco Public Library Commission held a regular meeting on Thursday, December 1, 2011, in the Koret Auditorium, Main Library.

The meeting was called to order at 4:41 pm.

Commissioners present: Breyer, Munson, Nguyen, and Ono

President Gomez arrived at 4:45 pm.

Commissioner Kane arrived at 4:47 pm.

Commissioner Randlett arrived at 5:09 pm.

AGENDA ITEM NO. 1 PUBLIC COMMENT

Lurilla Harris said she came to the Commission in May and asked that three additional seats be identified as handicapped in the back of the Koret auditorium. She said she would like to know what has been done about this.

Rosemarie Picone said she would like to ask the Library Commission to retain the mural on the Bernal Heights Branch library and its rare visible public image of Victor Jara, a highly regarded musician, poet and theatre director who was one among many of the Chilean people who met a cruel and untimely fate at the hands of the Pinochet Junta regime in 1973. She said she urged the Commission to reconsider and reverse the decisions to have his image removed from the people's view and that the mural be retained and restored.

An anonymous citizen said failing to acknowledge that your president was unanimously found unfit to serve by the Ethics Commission is unthinkable. He said for the Commission's friends, the rules don't matter.

He said the Commission has the records of the Friends and it does not care if there are ethics violations or financial abuses. He said the Commission's power comes from the fact that it can make sure the Friends get away with it. He said "the lies cost more than the money" is about the effect on people and that the truth doesn't matter and what they say doesn't matter. (See Addendum for a summary of this comment submitted by the speaker.)

Peter Warfield, Executive Director, Library Users Association, said he would like to thank the speaker who played the music from Victor Jara. He said until that moment he believes that he is the only one during this discussion that has mentioned Victor Jara. He said the disaster of the printing and copying machines continues. He said the library has decided not to provide 11" x 17" paper and that doubles the cost of copying for some items. He said the Library has not gotten the approval from the Board of Supervisors to change the fees. He said privacy has been busted because when people print from computers their printouts can be seen when others are using the copier.

Ray Hartz, Director San Francisco Open Government, said the Commission has been found guilty twice by the Sunshine Ordinance Task Force on the way it prepares its Minutes and viewpoint discrimination. He said when he asks for public records he does not get assistance from the Commission's Secretary. He said he has documents withheld from the City Librarian, specifically documents that show how the City Librarian's Fund of \$65,000 from the Friends is used. He said he has been coming to these meetings for the last 2 years and he has not seen the Commission do anything to manage the fiduciary duties it has over the Friends of the Library. He said the Friends have given \$1.6 million of a \$16 million commitment to the BLIP program and the Commission has done nothing to oversee this.

AGENDA ITEM NO. 2 BERNAL HEIGHTS BRANCH LIBRARY ARTWORK PROJECT

Luis Herrera, City Librarian, said there have been a number of discussions by the Commission on the Bernal Artwork Project. He said in July, 2011 the artwork was endorsed by the Library Commission. He said the artwork has been reviewed by the Visual Arts Committee and the Arts Commission. He said there is a [memo from the Bernal Library Art Project](#) (BLAP) Committee.

Gia Grant, project manager for the artwork project, said the Visual Arts Commission has reviewed the project and moved it forward to the full Arts Commission. She said the Arts Commission approved the artwork with two recommendations. She said one recommendation was for a more muted art palette on the front of the building more in keeping with a WPA building. She said they also wanted to see samples of the tiles to be used in the artwork. She said since that time they have decided to move from tile on the Moultrie side to high quality paint. She said they have secured full funding for both sides of the building and they are continuing

to raise money for phase 2 which is the back side of the building. She said they have worked on the maintenance issues. She said they will be having a meeting on Saturday, December 10 to update the community on the process. She said they have attended various community events making information on the artwork available. She said there will be another community meeting to discuss the artwork on the back of the building.

Public Comment

An anonymous citizen said the beginning process was so high-handed and arrogant that you were forced to become more subtle, but you ended up with the same result. He said you create the impression that you are more open and have turned a private process into a semi-private process. He said the term stakeholder is a loaded word. He said it means someone that is pre-approved as representing interests you want to recognize. He said it does not include everyone. He said what has happened is that the process is still hidden so that you can come up with the same result. He said what you have come up with is more stylized and lifeless than what was there before. (See Addendum for a summary of this comment submitted by the speaker.)

Peter Warfield, Library Users Association, said through this process there have been far more mysteries than answers. He said Gia Grant the project manager was before the Commission on July 21 and urged the Commission to approve this project. He said the Library Commission tried to squirm out of it without endorsing the artwork, but was told they needed to do that to go to the Arts Commission. He said the Commission was told the Arts Commission would not hear this until September, but when he called the Arts Commission he was told the Visual Arts Committee heard the item on August 17. He said the Minutes for the Visual Arts Committee were not available until the Art Commission packets went out prior to its September 12 meeting so there was no time to prepare for this meeting.

Ray Hartz, Director San Francisco Open Government, said he is surprised that Supervisor Campos has approved this process. He said the Commission has voted on something that hasn't even been finalized. He said he went to the Arts Commission and they said that the Library Commission was making the decision. He said when they begin to paint over the mural there will be an uprising from the community and the Arts Commission will blame the Library Commission and vice versa. He said it is abdication of responsibility.

President Gomez asked that the audience refrain from using four letter words in their testimony.

Ellen Egbert, Bernal Heights, said she was surprised to see this issue on the Library Commission agenda again. She said on the Sunday before she received an email from the Bernal Art project announcing a fundraiser and announcing that everything was proceeding along. She said there

was no mention whatsoever about the tile instead of paint. She said the community has not been involved in the changes to the project. She said tile was chosen because it is more durable and will last longer than paint. She said the change from tile to paint is a major difference. She said she went to the Arts Commission meetings and absolutely they said they were approving this because the Library Commission had approved it.

Rosanne Liggett, Bernal Heights, said the Library Commission voted to approve the artwork as presented based on a misunderstanding about the community involvement in the process. She said there has been no community input into the art that is presented to the Commission today. She said most of the comments about the artwork have been critical. She said the Committee has chosen to not make any changes in response to the community's comments. She said it appears the Library Commission just wants this to be over with.

Brennan Powell, member of the Artwork Task Force, said there have been a lot of distortions that have been made at this meeting. He said they are at the meeting to inform the Commission and the public about the changes to the artwork. He said they have been open to being open. He said they have gone out of their way providing information to the community. He said the feedback to the artwork has not been overwhelmingly negative. He said overall the comments that were given are positive. He said they are very proud of this work.

Sheila Chung Hagen, representing Supervisor David Campos, said the Supervisor wanted to relay to you that he continues to support the process. She said he was very involved early in the process. She said the Committee felt it was important to provide information to the Commission and community.

Mary Sporer, a retired library worker, said she is proud to have worked for a proud public institution. She said she is a newcomer to this issue and she was stricken when she heard the mural that represented Victor Jara and his words were going to be replaced. She said it is important to consider the history. She said it seems the process has been somewhat flawed. She asked the Commission to not go ahead with this. She said she does not live in Bernal Heights but she feels that every library is important to every citizen. She said Victor Jara stands against oppression and she would like the mural to be retained.

Cathy Bremer said she is the former Bernal Heights librarian and she wants to echo Mary's comments. She said she does not get what is wrong with having Victor Jara on the front of the building.

Rosemarie Picone, said it would be tragic to cover up the mural honoring Victor Jara. She played a tape of Victor Jara's music.

Darcy Lee, member of the Artwork Task Force and former President of the Bernal Business Association, said there are so many points of view.

She said not only is this a compromise but it is a beautiful piece of art and the Task Force stands behind this. She said she is very proud of this.

Commission Discussion

President Gomez said thank you to the community for working so hard on this over time and for considering all sides. She said the process has been inaccurately characterized as not being a public process. She said the facilitator met with people on both sides of the argument. She said anyone can arrive at any time and question the process but that does not mean we start all over. She asked about the changes to the Cortland Street side of the building. She said she has questions about the shift from tile to paint. She said thus far the renderings look magnificent.

Gia Grant, Project Manager, said that there are no changes to the Cortland side of the building.

Commissioner Kane said this has been a very heated discussion and the fact that the Task Force has come to a compromise is very impressive and shows that the process has been fair and reasonable. He said he will defer to the community and the local Supervisor on this issue.

Luis Herrera, City Librarian, said Jill Manton from the Arts Commission is an important voice and she can speak to the next steps of the process.

Jill Manton, Arts Commission, said the Visual Arts Commission reviewed and approved the design on August 17. She said on September 12 the full Commission approved the design with the condition that the artist return to the Arts Commission with a revised color palette that is more muted and more consistent with the WPA architecture. She said she has recently learned about the change from tile to paint so that will also have to be reviewed by the Arts Commission. She said they have already approved the placement of the design on the building and the context of the design.

Commissioner Munson asked about the issue of Victor Jara on the existing mural.

Jill Manton said that was not brought to the Commission's attention until the September meeting and they did not change their opinion.

Luis Herrera, City Librarian, said those elements had been talked about during the community's discussion on this.

Commissioner Kane said his memory is that there will be something within the library that will reflect the history of the mural including the words on the mural.

Gia Grant said there are photographs of the mural that will be placed inside the library. She said every image as been discussed by the community.

Luis Herrera, City Librarian, said we certainly should memorialize and archive the history of the mural.

Commissioner Breyer said one thing is having pictures of the existing mural and the second thing is Victor Jara. He asked if there are things that can be done to represent Mr. Jara's life in the library.

Commissioner Ono said one of the public commenter's said at the Arts Commission meeting that it was based on what the Library Commission had recommended.

Jill Manton, Arts Commission said the Arts Commission would not have taken action on their own, but because the Library Commission had sent a recommendation the Arts Commission considered the artwork and agreed to support the recommendation.

Commissioner Randlett asked about the paint vs. tile and she said it does seem that the tile would be more durable.

Jill Manton said that tile is more durable however she understands that tile would require more of a construction project. She said paint will allow for the fluidity the artwork requires without affecting the building.

Luis Herrera, City Librarian, said the Facilities staff will be closely working with the artist on how to maintain the artwork.

Gia Grant, Project Manager, said as part of the discussion there is a strong feeling of importance of the integrity of the building.

Commissioner Munson asked if this would be coming back to the Commission. He said he would like to be sure the community has enough time to review the plans.

Luis Herrera, City Librarian, said this will come back to the Commission for further updates on the implementation stage.

AGENDA ITEM NO. 3. CITY LIBRARIANS'S REPORT

Luis Herrera, City Librarian, said at the last Commission meeting they had announced that the Library had received a Grant to Design Digital Learning Labs for Young Americans from the Institute of Museum and Library Services (IMLS) and the John D. and Catherine T. MacArthur Foundation. He said they wanted to give the Commission a more thorough overview of the process and he wanted to thank Jill Bourne for all her hard work on this.

Jill Bourne, Deputy City Librarian, said the MacArthur Foundation is committed to using innovative approaches in using Digital Media as a tool to enhance learning opportunities for youth. She said in June of this year the MacArthur Foundation and [IMLS announced](#) a competitive [grant](#)

process to develop learning labs in libraries and museums. She said the use of the grant is restricted to planning activities. She said Chicago Public Library's model You Media is emphasized in the program. She said that SFPL was chosen as one of 12 nationally. She said the strength of our proposal lies in a learning network, youth engagement and a planning process. She said the planning process will be an 18 month process with four phases. She said the library is working to identify a space for a teen center in the Main Library. She said they anticipate that they will come back to the Commission for the second cycle to look at the budget for construction and program costs.

Maureen Singleton, Chief Financial Officer, said this would be a brief introduction into the [budget](#) process and budget climate this year. She said the FY 12 year end estimates are still pending. She said San Francisco's estimated FY 13 budget shortfall is \$300 Million. She said there are still 27 open labor contracts, which could affect that number. She said California's estimated FY 12 budget shortfall is \$3.7 Billion and the estimated FY 13 budget shortfall is 10 Billion. She said the Library Preservation Fund revenue estimate is \$88.8 Million dollars and the fund balance is \$17.3 Million. She said there will be a two year rolling budget for FY 13 and FY 14. She said the projected budget timeline includes a presentation to the Commission on December 15, 2011. She said there will be a submission of a preliminary budget proposal to the Commission on January 19, 2012 and anticipated approval of a two-year budget proposal on February 16, 2012. She said on February 22, 2012 the Library's budget proposal will be submitted to the Controller and Mayor. She said on June 1, 2012 the Mayor will submit his proposed budget to the Board of Supervisors. She said the Board's Budget and Finance Budget Committee hearings will be late Mid-June and the Full board's approval is expected late July.

Luis Herrera, City Librarian, said he wanted to remind the Commission about the celebration of the name change of the Chinatown Branch Library to the Him Mark Lai Chinatown Branch Library on December 10 at noon. He said this will be in coordination with a facelift of the branch which the Commission approved. The terracotta and brick have been restored on the exterior of the building, new waterproofing and coating for the entry stairs, the windows have been painted and new lettering applied, along with the new plaques. He said he would like to go over the [Library portion](#) of the [2011 San Francisco City Survey](#). He said this survey is done every two years. He said there is a [memo](#) in your packets which provides the background of the Survey. He said the Survey was conducted in May and June 2011 on behalf of the Controller's Office. He said while San Francisco's ratings have had an overall decline, satisfaction is high among library services. He said 79% answered good or excellent for the condition of their neighborhood libraries and we attribute that to the BLIP. He said the survey asked residents how often they use library services. He gave the overview on trends and satisfaction with library services. He said they are not really happy with the comparison of benchmarking cities, but a lot of variables go into that. He said the recommendations are to continue to concentrate on what we

do well including collections, services and the condition of neighborhood libraries. He said we do hope to enhance our services in all of these areas.

Public Comment

An anonymous citizen said it would not be wise to rest on your laurels. He said if there is a theme here, it is that San Francisco does not do very well on the basics. He said people want the basics of a good collection and open hours. He said the library received a \$100,000 grant for planning that is an outside attempt to skew the services by planning for things that may not be a priority. He said it sounds good for teen media, but do we really want to be in the leadership of helping teens with their twitter accounts. He said the most shameful highlight is that San Francisco's Main Library rates 13% below the average of benchmark cities. He said as a major city, the Main Library is what we should be proudest of and that is where we are furthest behind. (See Addendum for a summary of this comment submitted by the speaker.)

Peter Warfield, Library Users Association, said he thinks it is unfortunate that these items are not agendized on their own. He said each one of them is very important. He said the Digital Learning and Planning Grant sounded like a bunch of process and he couldn't figure out what will be the result. He said we have teen areas in the branches now so he wonders what this will consist of. He said how about seeking some grants for some basics that the library does not seem to do well. He said being able to print something from a computer without mixing in with other people's material would be a start. He said there are other problems with the catalog. He said the reports were not included in the packet. He said this should be available so there is time for public review.

Commissioner Nguyen left the meeting at 6:22 pm.

Ray Hartz, Director San Francisco Open Government, said when he makes mistakes he will stand corrected but he finds it odd that he was chastised by someone who was found below the standard of decency by the Ethics Commission for using a four letter word. He said it was glossed over that the decrease in San Franciscan's level of satisfaction was 43%, four times higher than the State's level. He said he is experienced in surveys and you can pretty much get the result you want if questions are set up in a certain way. He said the surveys do not show what the questions actually were. He said what we see are statistics that actually look good but the questions may lead them in that direction.

Commission Discussion

Commissioner Kane said congratulations on the grant. He said last year there was a discussion on the five year plan for the budget and there was expected to be huge increases in salaries and pensions and it would be helpful to bring back more information on that. He said it looks like the trigger cuts from the State would be \$300,000 and he wants to make sure

that is manageable for the library. He said the survey is not the Library's survey; it is the City's survey. He said it looks like 34% of the respondents never visited the library, yet they were ranking the library.

Jill Bourne, Deputy City Librarian, said that those who used the library regularly ranked the library higher than those who did not.

Commissioner Kane said he was concerned about the other city surveys and how they were conducted.

Luis Herrera, City Librarian said it was a similar survey for each city.

Jill Bourne, Deputy City Librarian, said the library conducts a continuous online survey and it is available on the website all of the time and we do a big push once a year with a paper survey.

Commissioner Kane said a paper survey from those visiting the library would be very important. He said he would love to hear the results of our survey at least once a year. He said he would like to see some of the comments from this survey.

Commissioner Ono asked about the other cities used in the comparison and how they were chosen.

Luis Herrera, City Librarian, said they don't have any details on how the other cities were chosen.

Commissioner Randlett said the presentations were very clear. She said congratulations on receiving the grant and on money coming in. She said some perspective on the budget and surveys with some context would be helpful. She said she appreciates the reporting of numbers but she would like to see more context.

Luis Herrera, City Librarian, said there is additional information on increased revenues and our unique perspective with having the Library Preservation Fund. He said the loss of the State money will wipe out programs associated with State funding. He said the cut is not just about money but about services.

Commissioner Breyer said the grant is particularly exciting because engaging teenagers in something that is cool is very important. He asked about the ratings on the collections and wondered if we know why the satisfaction level has improved every year.

Luis Herrera, City Librarian, said we have increased our collection budget by at least 50% up until the last couple of years which have been flat. He said staff has done a good job of weeding collections and the opening day collections at the new branches are robust.

Commissioner Breyer said the differences between some of the Districts like District 3 and 8 are great.

Jill Bourne, Deputy City Librarian, said District 8 has three new branch libraries and District 3 is Chinatown and North Beach and Chinatown was not part of BLIP with very high use and North Beach is the last branch in the program.

Commissioner Breyer said the high users of the library are the most dramatically satisfied. He asked is there any thought on how to increase usage of the library.

Jill Bourne, Deputy City Librarian, said we are doing a lot of outreach to future users.

AGENDA ITEM NO. 4. THE LABOR UNION REPORT

Cathy Bremer, third floor reference librarian and the Union Steward of the Librarian's Guild of SEIU 1021, said that the local is looking forward to the new bargaining coming up this spring. She said Proposition C passed and with it came some increased contributions from employees to the pension fund. She said the 4% that employees may be asked to contribute to their pension fund, in addition to the 7 ½% they already give would be doable if we got back our pay cut of 4 ½% which will sunset on June of this year. She said if that should that come to pass, the Union would be happy. She said employees here are struggling to stay in the City and be a part of the City.

Public Comment

An anonymous citizen said he wanted to thank the representative for the transparency which is important at all levels. He said the expenses of running this institution and of running the city are not unknown. He said the reason we have lost ground to other cities is not because we lost ground in our per capita expenditures. He said we need a qualified staff and we need to pay for them. He said this is a challenge to this institution and one that it needs to recognize it shares with the rest of the city. (See Addendum for a summary of this comment submitted by the speaker.)

Peter Warfield, Library Users Association, said it is important to have people working at the library that are well trained, well paid and well treated. He said he would urge you to pay close attention to the Labor Union Report. He said the last time the Labor Union Report was made he neglected to thank them for their work on legislation limiting the privatization of libraries. He said he appreciated the labor union representative's comments last time on asking what is wrong with having Victor Jara on the mural on the Bernal Branch Library.

Ray Hartz, Director San Francisco Open Government, said where the budget will hit the brick wall is the labor costs. He said the labor representative said that the additional amount employees will have to pay into their pension could be offset by the return of the previous cut. He said it looks like you have not had to go into the reserve since a lot of the

branch libraries were closed and cover the minimum number of hours. He said when the final two branches are open and you are required to have all of the branches open and fully staffed is when you will see the labor costs skyrocket. He said he believes the labor costs have been underestimated in the five year plan. He said he does not see the Commission looking very hard at these issues.

Jill Bourne, Deputy City Librarian, said the previous speaker's comments were incorrect because all of our branches are fully open and staffed.

AGENDA ITEM NO. 5. APPROVAL OF THE MINUTES OF NOVEMBER 3, 2011

Public Comment

An anonymous citizen said the anonymous citizen's comments on the first page talked about Commissioner endorsed civility and decorum. He said the crucial point is to set the record straight regarding whether that was a compliment to the citizens and a chastisement of your president or the other way around. He said the reference to "vile stuff that I hope" should not be in the first person. He said the same mistake is made on page 8 where there is a reference to "more years than I can remember". He said the pronouns need to be changed in those instances. He said on page 9 leaving out the commissioner's attendance records eviscerates the comment. He said on page 8 he checked the minutes of October 6, for the "nasty comments" and only the draft minutes are posted in violation of the Sunshine Ordinance. (See Addendum for a summary of this comment submitted by the speaker.)

Peter Warfield, Library Users Association, said there are a few instances of improvable opportunities. He said on page 1 he did not say the back button does not work in the catalog. He said at a specific point in the catalog a pop up appears and that does not have a back up button. He said it is a distortion of what he said and is wrong. He said that where it states the branch librarian could not help him with copying it should say the branch librarian was not able to assist him successfully with a particular job. He said what used to be easy is now difficult and charged at four times the rate. He said the Bernal Branch library mural community process was appallingly bad and closed. He said the statement did not include the word "community." He said there are several other things that are not mentioned in the minutes, including several mentions of his name.

Commission Discussion

Commissioner Breyer made a suggestion that the minutes be posted in accordance with the Sunshine Ordinance.

Commissioner Munson said on page 1 under the anonymous citizen's remarks it should say "vile stuff that **he hopes**" instead of I hope. He said on page 8 fourth line up from bottom is a similar correction it should read "for more years than **he cares** to remember" instead of I care. He said on

the bottom of page 1 under Peter Warfield's remarks it should say "Bernal Branch library mural **community** process." He said also on page one under Peter Warfield's comments it should read "the back button does not **work for certain functions** in the catalog" instead of "the back button does not work in the catalog.

Motion: By Commissioner Randlett, seconded by Commissioner Breyer to approve the [Minutes of November 3, 2011](#) as amended above.

Action: AYES 6-0: (Breyer, Gomez, Kane, Munson, Ono, and Randlett).

AGENDA ITEM NO. 6. ADJOURNMENT

There was no public comment on this item.

Motion: By Commissioner Munson, seconded by Commissioner Kane to adjourn the regular meeting of December 1, 2011.

Action: AYES 6-0: (Breyer, Gomez, Kane, Munson, Ono and Randlett).

The meeting adjourned at 7:03 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).

ADDENDUM

These summary statements are provided by the speaker: Their contents are neither generated by, nor subject to approval or verification of accuracy by, the San Francisco Public Library Commission.

Item 1: General Public Comment

Anonymous Citizen: Stop the Hate & Ignorance – Don't give or accept money from the Friends of the Library

Failing to acknowledge that your president was unanimously found unfit to serve by the Ethics Commission is unthinkable. For your friends, the rules don't matter.

You have the record of the Friends & Foundation. You don't care if there are ethics violations or financial abuses, those who run things are thieves and liars.

Your power comes from the fact that you can make sure they get away with it.

The people's representatives should have the ears to hear the people with. Sitting with your hands over your ears, pretending you don't understand, is a frontal attack on democracy.

The phrase "The Lies Cost More than the Money" is about the effect on people when the truth doesn't matter. You think everyone doesn't know you are just lying? Everyone knows.

Philanthropists don't give enough money to compensate for alienating people from society.

Item 2: Bernal Heights Branch Library Artwork Project

Anonymous Citizen: Stop the Hate, Stop the Ignorance – Don't give or accept money from the Friends of the Library

It would be nice if the citizens had access to the graphics.

The activists are hoist on our own petard. The beginning process was so high-handed and arrogant that you were forced to become more subtle, but you ended up with the same result.

You create the impression that you are more open and turn a private process into a semi-private process. The memorandum mentions the term stakeholder, which is a loaded word. It means those with a stake that is pre-approved as representing interests you want to recognize. It does not include everyone. Then you come up with the same result.

I don't claim that I know what you should have come up with. I think we can agree that this is more stylized and lifeless than what was there before.

Item 3: City Librarian's Report

Anonymous Citizen: Stop the Hate, Stop the Ignorance – Don't give or accept money from the Friends of the Library

You are not going to rest on your laurels. That would not be wise.

If there is a theme here, it is that San Francisco does not do very well on the basics.

The satisfaction survey shows that people want the basics of a good collection and open hours.

A \$100,000 grant for planning only is an outside attempt to skew the services by planning for things that may not be a priority. Teen media sounds good, but do we really want to lead in helping teens with their twitter accounts?

The shameful highlight is that San Francisco's Main Library rates 13% below the average of the benchmark cities. How much worse is it when we factor in per capita expenditures.

As a major city, the Main Library is what we should be proudest of.

Item 4: Labor Union Report

Anonymous Citizen: Stop the Hate, Stop the Ignorance – Don't give or accept money from the Friends of the Library

I thank profusely the representative of the labor union for this gesture of transparency, which is important at all levels.

The expenses of running this institution are not unknown and the expenses of running San Francisco are not unknown. Why we lost ground to other cities is not because we lost ground in our per capita expenditures.

We need a qualified staff and we need to pay for them. What we are going to do to solve the problems of the future is not just a challenge for this institution. It is a challenge that this institution needs to recognize it shares with the rest of the city. This idea that you are going to be separate, apart, and precious into the future is something that we need to take responsibility for, or it will go away.

Item 5: Approval of the Minutes (November 3, 2011)

Anonymous Citizen: Stop the Hate and Ignorance – Don't give money to, or accept money from the Friends of the Library.

On page 1, the anonymous citizen mentioned the commissioner's endorsement of civility and decorum. The crucial point is to set the record straight regarding whether that was a compliment to the citizens and a chastisement of your president or the other way around.

The reference to "vile stuff that I hope" should not be in the first person. Same mistake on page 8, "more years than I." It is good to track my summaries, but you need to change the pronouns.

On page 9, leaving out the commissioner's attendance records eviscerates the comment.

Regarding page 8, I checked the minutes of October 6, for the "nasty comments" and only the draft minutes are posted in violation of the Sunshine Ordinance. It may be a technical point, but someone thought it was important or it would not be the law.