



San Francisco Public Library

SAN FRANCISCO PUBLIC LIBRARY COMMISSION

Minutes of the Regular Meeting of December 5, 2013

(As approved at the February 20, 2014 regular meeting)

The San Francisco Public Library Commission held a regular meeting on Thursday, December 5, 2013 in the Koret Auditorium Main Library.

The meeting was called to order at 4:38 pm.

Commissioners present: Gomez, Lee, Mall, and Randlett.

Commissioner excused: Munson

Commissioner Nguyen arrived at 4:42 pm.

Commissioner Ono arrived at 5:16 pm.

AGENDA ITEM NO. 1 GENERAL PUBLIC COMMENT

An anonymous citizen said he assumes the other Commissioners will join us when public comment is over. He said Commissioners Lee and Mall have been here completing their first year and have been here long enough so that they probably have had the conversation. He said this is when they go to the City Librarian and ask "can't we be more democratic? and can't someone talk to the anonymous citizen because he has been coming for 38 years." He said Mr. Herrera has to explain to the Commissioners that no we can't do that, we are just as corrupt as the anonymous citizen says we are. He said he is not sure anyone has explained the public comment fund to those new Commissioners. He said the public comment fund is where they put money into a fund every time they hear a criticism of a lack of democracy or a lack of public accountability. He said that money goes to the Friends and it is supposed to be a big joke that any criticism of lack of democracy has just raised more money for the Friends. He said this ought to be shocking to the public conscience. He said you don't care about the library but there is something you care about. He said how would Susan Mall feel if they had a fund called the Jew fund and every time there was a complaint about anti-Semitism they would put more money in the fund. He said I think she

would assume that decent people wouldn't take the money and she would probably be shocked to learn that there were no decent people because all they care about is money. He said what would she think when she found out that the City Librarian lied about taking the money or the President of the Library Commission contributing to that fund or that the President of the Library Commission has been found guilty of official misconduct and no one cared. He said I think all of us would say that the lies cost more than the money.

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

Stop the Hate, Stop the Ignorance – Don't give money to, or accept money from the Friends of the Library "Maybe what you should do is what they used to do in the old Roman Republic – elect Ms. Gomez for the position of dictator for life and then at least the rest of us would have the hope an assassination might result in a change of leadership." After one year the City Librarian has explained to Commissioners Lee and Mall that humanity and openness are impossible because you really are corrupt. The "Public Comment Fund" is money raised upon hearing criticism of the Friends to ridicule that comment as just more money for the Friends. Would Susan Mall accept a "Jew Fund" upon hearing anti-Semitism? She would assume decent people would refuse to participate and be shocked that there are no decent people. She might think, "The Lies Cost More than the Money."

President Gomez asked that the speakers make an effort to be less offensive.

Jim White on behalf of the Student Veterans of America, said on behalf of the veterans at City College, that about 15 of them are getting A's this year and they wanted him to thank the Commission for all it is doing. He said during your budget talks, you will be talking about prevention methodologies. He said they have been unable to come up with accurate incident reporting and actual numbers to give you a quantifier. He said our student veterans are working with libraries both public and private to see what we can do to help with the training they have received in the armed forces. He said on behalf of General Tyler who just took over as the Chancellor he said we salute the Commission.

Steven Krolik, Coordinator Presidio Heights Residents for Public Safety, said it is his third time here so he is wondering if this is a functioning board or Commission. He said he has brought up the issue of the Presidio Branch and the ambient noise. He said it does not have the quietude it had prior to the security systems being placed there. He said the fans are humming and you can't concentrate. He said this is internal noise pollution. He said it is unwanted, unnecessary and unthoughtful. He

said there is millions of dollars for technology and it should be used to fix this problem.

President Gomez said there was a report back to the Commission on the issue and we will try to get that information to the speaker.

Peter Warfield, Executive Director, Library Users Association, said it is unfortunate to hear from the chair on a comment from the public when she says let's try to be less offensive, when she herself has been in violation of the law as determined by the Sunshine Ordinance Task Force with a referral to the Ethics Commission, which found her behavior so outrageous that they sent a letter to the Mayor urging the Mayor to sack her. He said Luis Herrera agreed to a stipulation with the Fair Political Practices Commission in which he acknowledged not reporting thousands of dollars that he had received from the Friends of the Library. He said Luis Herrera was fined and agreed to refile the three years that were in question. He said there are some important things that are not on the agenda and he would like to have a response. He said the hours implementation was scheduled to begin in September and we have had no indication of when the changes will be implemented. He said the Literacy Center is going to gobble up space on the Fifth Floor where the bound magazines are located. He wanted to know about the implementation schedule in detail for the Literacy Center and what is going to happen with the displaced material.

Ellen Egbert said she lives in Bernal Heights, represents the Bernal Branch at the Council of Neighborhood Libraries, and is a tutor with Project Read. She said the articles in the newspaper last week were positive. She said we heard that the library donated books so that every child who received a gift from the Fire Department got a free book donated by the library, and there was a really nice article in the Chronicle on Project Read, which is celebrating its 30th Anniversary. She said the celebration is on December 10 on the 6th floor from 5:30 to 7:30 and she hopes that the Commissioners will be able to make it to the event. She said there is a lot of inspiration in those adults that want to learn to read. She said since the public comment fund was brought up, she wanted to explain a little more on that. She said after returning to San Francisco after five years and attending a Library Commission meeting she was horrified to hear the comment "don't give money to the Friends of the Library, don't accept money from the Friends of the Library." She said she was so disturbed that she asked the Friends to set up a fund and when people felt the distress of hearing comments like that they could give money to the Friends, so it would turn into a fundraising effort. She said she thinks that fund is now defunct.

A man from the audience said that people get put out of the library for sleeping or eating in the library. He said the library is supposed to be for accommodation. He said the bag rule is abusive. He said people have to be able to bring in their bags.

Scott Staub, Executive Director of the Friends of the Library, said Ellen Egbert as you know is one of our wonderful supporters and she is correct that the public comment fund is defunct.

Wendy Rinaldi, member of the Board of Directors of the Friends of the Library, said she is a resident of Excelsior and wanted to give the Commission some feedback on the kiosks and the laptop lending program. She said she is thankful the Commission has funded the project and she wanted to let the Commission know the pilot has been fully embraced by the patrons at Excelsior. She said people have taken to it and it gives the librarians more time to help the patrons. She said she thinks it is a wonderful thing to have and the San Francisco Public Library is really a model for helping the patrons.

AGENDA ITEM 2. BRANCH LIBRARY IMPROVEMENT PROGRAM (BLIP) BUDGET TRANSFERS

Luis Herrera, City Librarian, said Maureen Singleton will walk us through two items that are very critical regarding the BLIP closeout projects and providing additional money for the city attorney costs.

Maureen Singleton, Chief Financial Officer, gave a presentation on Branch Library Improvement Program Transfers. She said DPW has completed the close out process for the Ortega, Bernal Heights, Golden Gate Valley, Merced and Potrero branches. She said from those branches DPW has identified \$1,610,200 in savings, which we can now transfer from those individual projects to the program reserve. She said that therefore reduces the budget for each project. She said by transferring those savings from the projects to the Program Reserve, the Reserve goes from \$732,135 to \$2.3 Million. She said we would also like the Commission to approve moving \$75,000 from the Program Reserve to the Library Program Costs to fund specifically the City Attorney costs for the remainder of the program. She said this is a projection from the City Attorney's Office for about an 18 month period.

Explanatory document: [City Librarian Memo](#) dated December 2, 2013; [BLIP Budget Transfer](#) Presentation)

Public Comment

An anonymous citizen said having a public comment fund is offensive and reporting on it is offensive. He said he is grateful that it is defunct and it would be more satisfactory if it were repudiated. He said the new Commissioners might be grateful if you told them that this is the fifth budget transfer you have had since October, 2011. He said in October 2011 you transferred \$717,000; in November 2011 you transferred \$963,000; in February 2012 you transferred \$2.8 Million; and in September, 2012 you transferred \$732,000. He said what is concealed in all of this is that Park and Presidio has been transferred from three times and Anza two times. He said what we might get as part of this report is a full assessment of all of these transfers including the fact that \$370,000 was redesignated for the City Attorney. He said taking stuff out of context kind of conceals the broad picture and that is what is being taken out of

the projects and why are we transferring money so often to the management. He said management is not a priority in these projects.

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Stop the Hate, Stop the Ignorance – Don't give money to, or accept money from the Friends of the Library. I am grateful the Public Comment Fund is defunct. It would be more satisfactory if it were repudiated. The new commissioners might want to learn that this is the fifth transfer since October, 2011. In October 2011, you transferred \$717,000. In November 2011 you transferred \$963,000 for Park, Presidio and Bernal Heights. In February 2012 you transferred \$2.8 million for Anza, Golden Gate Valley, Park, Presidio, Visitacion Valley. In September 2012 you transferred \$732,000 for Park, Presidio, Parkside, Visitacion Valley, and Anza. Concealed is that Park and Presidio have been transferred from three times and Anza twice. We might get a full assessment including that \$370,000 was to the City Attorney. One transfer out of context conceals what is being taken out of these projects, and why are we transferring money so often to management.

Peter Warfield, Library Users Association, said these branches were all finished quite some time ago and it is not shown on this list how long ago. He said it has been years. He said there is no clarity as to when these budget changes were actually occurring and finalized. He said during the whole BLIP project there were funds allocated for alternate locations for library service to be held while library branches were being renovated. He said a very minimal expense at the Park Branch was rejected and only a 7 ½ hour twice a week service from a book truck was available. He said while that amount was mostly unexpended there are savings coming from the overall project now that it is done. He said the Commission should ask the questions about context and what has been going on and why this has taken such a long time. He said the total is significant and one wants to do what is expected in the future. He said he does not have a problem with where the money is going at this time.

Commission Discussion

Commissioner Randlett said she was happy to see some savings, which meant that the project had good oversight of the budgetary process. She asked if the attorney's costs could exceed the amount stated.

Maureen Singleton, Chief Financial Officer, said the amount for the city attorney's costs is the estimate we received from the City Attorney.

Luis Herrera, City Librarian, said there are two remaining projects in Bayview and North Beach. He said we bundled those together because we wanted to make sure what we knew we had with the entire savings. He said this is good news.

Commissioner Lee said this is a positive outcome and he wondered if there were others.

Luis Herrera, City Librarian, said we have come back in the past with some other transfers of projects that were closed out, but these are the last remaining.

Motion: By Commissioner Randlett, seconded by Commissioner Mall, to approve the budget transfer of \$298,212 from the Ortega Branch; \$12,101 from the Bernal Heights Branch; \$780,249 from the Golden Gate Valley Branch; \$443,772 from the Merced Branch; and \$75,866 from the Potrero Branch totaling \$1,610,200 to the Program Reserve and transferring \$75,000 from the Program Reserve to Library Program Costs for projected City Attorney costs for the remainder of BLIP.

Action: AYES 5-0: (Lee, Gomez, Mall, Nguyen, and Randlett).

AGENDA ITEM NO. 3 BUDGET PRIORITIES FYs 2015 AND 2016

Luis Herrera, City Librarian, said today is an opportunity to share with you a framework of what we are proposing on the budget. He said we will come back in January with much more detail but we want to hear from you today on the budget priorities.

Maureen Singleton, Chief Financial Officer, said the budget cycles we are moving into are for Fiscal Years 15 and 16. She said she will be providing background and our priorities. She said this is a two year rolling budget and what that means is that each year we get to look at a two year budget. She said in the current cycle that we are going into it will cover FY 15 and 16 and then next year at this time we will be back discussing FY 16 with revisions and FY 17. She said the Mayor's Budget Instructions will be available later this month. She said she wanted to point out that we have open labor negotiations this spring. She said that will have an impact on what the labor budget will look like this next budget cycle. She said the Library Preservation Fund (LPF) Revenue estimates are for FY 15 - \$102.88 Million and for FY 16 \$106.01 Million. She said the LPD fund balance is \$18.7 Million. She said these are early estimates and typically they have gone up as the process goes on. She referred to Attachment 1, which is a reference document so that the Commission can remember what investments were made in the last budget cycle of FY 14 and FY 15. She said the Budget Priorities include the Strategic Priorities, which include literacy and learning, digital strategy, youth engagement, strategic partnerships, and diversity in programming. She said additional budget priorities include the Teen Center Digital Media Learning Lab and Safe and Welcoming Facilities. She went through more specific investments included in the strategic priorities.

Luis Herrera, City Librarian, said they will be informing the public as early as January about the Learning Center.

Maureen Singleton, Chief Financial Officer, said the library will be migrating into a new integrated library system. She explained further investments in the strategic priorities. She said they are asking the Commission for their input into the budget priorities so that we can incorporate them into the budget that we will present to the Commission in January and February. She explained the upcoming budget calendar.

Luis Herrera, City Librarian, said that was an excellent presentation with a lot of detail. He said we would like to hear from the Commission on these items and any questions the Commission may have.

Explanatory document: [Budget Priorities FYs 2015 and 2016](#) presentation; [Reference Document](#).

Public Comment

An anonymous citizen said if you are an innocent you may wonder why we are having this budget cycle again. He said why are we having a budget cycle every year if we are passing a two year budget. He said you passed a budget for FY 2015. He said you are not being reminded of that fact. He said a cynic would say the reason is that it is premature or preliminary depending on what serves the administration and the Mayor's interest. He said one of the side effects is that the Commission's participation is less and less important. He said the budget the Commission approved was over \$104 Million. He said you are not reminded of that fact you are only told the revenue projection is \$102.88 Million, forgetting that you approved a budget. He said he is gratified to see that there is an announced LPF reserve of \$18.7 Million. He said that is very good and you don't always announce that. He said if you look at the budget you approved for FY 15 and subtracted the amount it ought to be \$21.1 Million. He said you should be able to ask how that changed. He said by all means keep this document. It may be instructive for reasons we cannot anticipate.

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Stop the Hate, Stop the Ignorance – Don't give money to, or accept money from the Friends of the Library. We just had a budget cycle, and why are we having a budget cycle every year if we are passing two years of budgets? You just passed a 2015 budget. Discussion is premature or too late, depending upon what serves the administration and the Mayor. A side effect is that your participation is less and less determinative. You are not reminded that the budget you approved was over \$104 Million. You are only told the revenue projection is \$102.88 Million. There is an announced reserve of \$18.7 Million. That is often not announced. If you subtracted the figures for previous years the figure would be \$21.1 Million. You ought to be able to ask about that change. Keeping the present document may be instructive for reasons that are now difficult to discern.

Peter Warfield, Executive Director, Library Users Association, said once again the Library showed its failure to keep records such as minutes properly and accurately and it leaves you and the public much less able to review, evaluate, judge and participate as the previous speaker mentioned. He said this is shocking and he would like to know where are the priorities of books and hours which we have had in recent years. He said the presenter said that the budget priorities have not changed over the years. He said he would certainly differ from that. He said the presentation completely omitted what would happen to the materials including the bound magazines where the literacy center will be located. He said we initially heard the bound magazines were going to be moved but available and they will be going from the Fifth Floor to Brooks Hall. He said this library was a catastrophe in terms of space for materials and it is still a disaster in that some estimates show more than half the collection are on closed shelving, not visible or browsable to the public. He said that is a way for books and materials to die. He said those bound magazines are part of history that we should expect to be continued and if anything enlarged.

Larry Edmund said he likes to be called Juicy, said he was reading a book about diversity and he said this is the time to remember that the Jonestown Massacre was 35 years ago, Harvey Milk was assassinated and AIDS was breaking out. He said the Ellis Act was thrown in at that time. He wanted to know how the library could play a bigger part and increase the budget to bring items to people who live in depressed areas.

Commission Discussion

President Gomez said the Commissioners should put the Attachment in the front pocket of their notebook.

Commissioner Lee said it would be helpful if he could see the strategic priorities for the last three years and where the investments have been made.

Commissioner Ono said under the 2016 year budget there is a reduction of \$45,000 from 2015 under the Post Occupancy Improvements and she wondered where that reduction came from.

Maureen Singleton, Chief Financial Officer, said that the Post Occupancy Improvements are spread out over a 10 year period. She said that number will change and we will bring that back to the Commission.

Commissioner Ono asked about the network upgrades under Digital Strategy.

Maureen Singleton, Chief Financial Officer, said she would clarify that at the next meeting and we are investing more in the Cloud for storage.

Commissioner Ono asked if scanning documents is included in the budget.

Luis Herrera, City Librarian, said we are having internal conversations with staff about how to address some of those priority needs. He said we will come back as part of our Digital Strategy and share how we will be able to support that. He said some can be done internally with the staff resources we have.

Commissioner Ono asked about deferred maintenance in the budget.

Maureen Singleton, Chief Financial Officer, said deferred maintenance is included with Facilities Management. She said the facilities staff then prioritize the maintenance for different facilities.

Luis Herrera, City Librarian, said some of that is in the base amount that is already included and some of it is part of the Post Occupancy Investment.

Commissioner Mall said she would suggest that going forward that safe and welcoming facilities should be the number one priority.

Luis Herrera, City Librarian, said that as we come back for the specific dollar amounts, you will see that the staffing commitments will fall in that area primarily. He said the timing is good because we are going to get some objective feedback from the Controller's study that will help us on the specific needs in the area of security. He said the other priorities are ongoing.

AGENDA ITEM NO. 4 CITY LIBRARIANS REPORT

Luis Herrera, City Librarian, said Toni Bernardi has served as Chief of Children and Youth Services for almost 22 years and she has done a wonderful job of making that one of the hallmarks of our services for the entire library system. He said beginning this month she is going to be our special projects manager so she will be transitioning into helping us with administrative reports to support the managers in some other areas. He said we are very excited about this and we thank her very much for the work she has done as head of Youth Services. He said he has just appointed Michelle Jeffers as the Chief of Community Programs and Partnerships. He said she has been with the Library since 2008 serving as our chief spokeswoman for the department and Public Information Officer. He said she has terrific experience and he wanted to extend his congratulations to her. He said the next issue to be discussed is an update on the Main Library Custodial and Security Operations.

Roberto Lombardi, Facilities Director, gave a presentation on the Main Library Custodial and Security Operations. He explained the augmented support for custodial, security, partnerships, and SFPL Engineering. He explained some of the augmented support looking ahead.

Luis Herrera, City Librarian, said he wanted to point out that the safety and security of our staff and public is our number one priority and it is a

very challenging dynamic right now around the Civic Center Plaza. He said we are working with the San Francisco Police Department and other Departments and we cannot do this alone.

Commissioner Randlett said she would like to organize a small recognition and modest reception for the people who do all this cleaning. She said she would like them to know that the leadership acknowledges them.

Roberto Lombardi gave a presentation on Space and Storage Planning. He explained the current use of Brooks Hall including part of the collection, history and City archives, redistribution, the historic card catalog, and equipment and supplies. He said we are doing strategic planning for space and storage including doing an analysis of current occupied square footage, measuring collections, projecting future growth, reviewing possible options with the Real Estate Department, possible relocation of other operations and studying funding costs associated with leased space.

Luis Herrera, City Librarian, said it bears repeating that the Library does not own Brooks Hall, we are tenants there. He said we could come back with additional options.

Karen Strauss, Chief of Main, gave a presentation on StoryCorps. She said StoryCorps was founded in 2003 and was designed to collect stories of everyday people in America in conversation with someone important in their lives. She said these conversations will be archived at the American Folklife Center at the Library of Congress. She said StoryCorps has recording booths and they create mobile recording and community archives. She said the Main Library will host the StoryCorps booth in 2014. She said the booth which is now at the Contemporary Jewish Museum will be on the sixth floor next to the Skylight Gallery and the History Center. She said the opportunities to tie into our programs is a really big draw.

Michael Liang, Chief Technology Officer, said the deployment of Office 2013 to the public computers will begin on January 14, 2014. He said it would be deployed to about 80% of the computers. He said Office 13 includes Word 13, PowerPoint 13 and Excel 13. He said they have been upgrading staff computers and training for office use and train the trainer.

Commissioner Mall left the meeting at 6:11 pm.

Commissioner Lee asked if Office 365 is the same as Office 2013.

Michael Liang, Chief Technology Officer, said Office 365 is web based applications. He said Office 2013 is software that we install in the computers.

Explanatory documents: Main Library [Custodial and Security Operations](#) presentation; [Story Corps](#) presentation; and Presentation on the [Office 2013](#) roll out for public computers.

Public Comment

An anonymous citizen said wouldn't it be nice if the citizens had access to the graphics. He said he hopes he can remember everything. He said your staff was directly asked last time about the impact of those facilities. He said he guesses those who remember the opening of this building are now people with longevity. He said what you were not told when this building was planned, was that the arrangements were to facilitate space rental. He said the plan was the Friends were going to make money by renting out the space. He said this is why you had to have little bathrooms on each floor. He said people thought that those bathrooms would be open. He said the Main Floor bathroom was not designed to be the exclusive facilities. He said most of the things that are being planned now about outside services would have been considered blasphemy to the people who made the promises that there wouldn't be any need for outside storage. He said all facilities had to be grouped right here. He said those promises were all betrayed. He said we are now considering things quite rationally that were condemned before. He said people remember that. He said he is concerned about the answer the Commissioner got on Office 365.

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Stop the Hate, Stop the Ignorance – Don't give money to, or accept money from the Friends of the Library. Wouldn't it be nice if the citizens had access to the graphics. Those who remember the opening of this building are now considered to have longevity. You were not told that the arrangements were to facilitate setting up the Friends in the space rental business for soirees in the affinity centers. This necessitated little bathrooms on each floor. There were to be dinners and events in these little centers and the Friends would make money. It was thought those bathrooms would be open and the main floor bathroom was not designed to accommodate the entire building. Your plans now for outside services and remote storage was considered blasphemy with respect to the promises made by those who promoted this building. All those promises were betrayed. Others remember that even if you don't.

Peter Warfield, Executive Director, Library Users Association, said there is a great deal to be discussed and only once chance for public comment on many important issues. He said with respect to the maintenance of the bathrooms the newly designed checklists are not clear as to the bathroom being checked. He said checklists in other places have people initial every time they have been checked. He said they have checkmarks for everything that needs to be done and Mr. Lombardi's chart gives nothing with respect to what the maintenance person did and that is a grave deficiency of management. He said the Brooks Hall space 17 years ago and more was necessary for overflow for this library in this sadly

inadequate building. He said in the New Yorker article of October 1996 it reported that 100s of thousands of books were sent to a dump because it didn't have space. He said at that time we heard that Brooks Hall had rats and feral cats. He said it was a horrible place for storing anything related to the library. He said he is surprised to see holes missing where there are drawers missing in the catalog. He said the catalog does not look real safe with missing drawers but access to that catalog was made more difficult than any other thing in this entire library. He said he will be requesting access to it. He said he would like to know if the public will be able to store a word document on the computers.

Larry Edmund said he likes to be called Juicy. He said the library restrooms are better than the Safeway restrooms on Market. He said you do a very good job maintaining the restrooms. He said this is the Fifth World AIDs Day and there are other historical San Francisco events that the Library has information on.

Commission Discussion

Commissioner Lee said he particularly liked the report on StoryCorps and he thinks it is a very good example of diversity. He said everyone is not born to tell a good story and asked if there is a method that people can learn to tell their story.

Luis Herrera, City Librarian, said StoryCorps does have personnel that will help and coach the people.

Karen Strauss, Chief of Main, said it is structured as a conversation so the people do not have to be good storytellers. She said that is the beauty of it. She said there is also a facilitator for the conversation.

President Gomez asked about the marketing for the StoryCorps booth.

Michelle Jeffers said the StoryCorps at the library was tied in with One City One Book so people could come in and tell stories about the social justice movement in the Bay Area. She said StoryCorps staff seeks out different types of people and themes.

Commissioner Ono asked about the rats and cat issue in Brooks Hall.

Roberto Lombardi, Facilities Director, said the rats and cats have been somewhat exaggerated over time. He said occasionally in a building like this we get a mouse or something. He said Brooks Hall is a 100,000 square foot building so he is sure they could find some evidence of some critters, but it is not a big problem.

Commissioner Lee asked about the space and how we handle the collections increasing.

Luis Herrera, City Librarian, said we do have a redistribution and or recycling program. He said there is also scanning and digitization efforts

under way. He said as an archival repository we don't have a limitless space to hold all the materials.

President Gomez said congratulations to Toni Bernardi and Michelle Jeffers on their new positions.

AGENDA ITEM NO. 5 LABOR UNION REPORT

Betty Williams said she is part of the labor committee that meets regularly with management. She said they have been meeting about the security and custodial issues. She said they are happy that the City Librarian has placed a priority on these two issues. She said the custodial staff has to clean a building that may have been a storefront and is now the size of a small Safeway or something. She said this is an ongoing issue and we know that we are going to need more people. She said we have a security staff of less than 20 for the Main and the branches. She said there is not even one security officer for each library. She said there have been major concerns at one of the branches. She said we know management takes this very seriously and we thank management for working on this. She said as one of the Commissioners said the library should be a safe and welcoming place and that should be a priority. She said she wanted to thank Commissioner Randlett for wanting to do something for the custodial and security staff.

Arcelia Montoya said she is a field representative for the library employees. She said she would like to talk about security and custodial concerns. She said there is a new custodial shift from 7:00 pm to 3:30 am. She said one of the things the custodial staff would like is to work from 4:00 pm to 12:30 am. She said we are still hopeful that this will work out. She said she heard that Commissioner Randlett wants to do something for the custodial staff and this is one of the things they would be very grateful for. She said the custodial team are pretty sure that they can continue to do the great job they are doing on the 4:00 pm to 12:30 am shift. She said the main concern is about safety leaving at 3:30 in the morning. She said there is no security available at that time. She said something to consider would be providing the custodial team with shoes as part of the uniform. She said there is a need for more custodians. She said there have been a number of employees who have been injured at work and part of that is because they have been short staffed. She said most of these people love their job. She said there were at least three people found in Brooks Hall in the early morning hours and that is another issue for the custodians and their safety. She said they would like to ask for support to help to get the test for the security guards.

President Gomez said the issue of the tests was discussed before and how the City handles that.

Donna Marion, Human Resources Director, said she has been meeting with the City's Human Resources Department about the exam. She said there is an examination coming up for the 8207 position. She said for the custodians we will also be participating in the exam process in January.

Commissioner Randlett wanted to make sure the union representative was clear on the response from Donna Marion.

Donna Marion, Human Resources Director, said in regard to any type of uniform for our staff that is handled through negotiations and is not something that Management or the Commission can be involved in. She said negotiations begin in January.

Commissioner Randlett wanted to make sure the union representative was aware that the issue of shoes should be handled in negotiations.

Public Comment

An anonymous citizen said he can't believe he has been here long enough to see Betty Williams develop a streak of gray. He said she has been here almost as long as he has. He said he is gratified to hear that we honor the custodial and security personnel. He said it is important because they make a contribution to the core of the institution. He said he would suggest that they come to a Library Commission meeting but he doesn't know if they would consider that to be honorary, but he thinks it would. He said the policies of the library are library policies and we have had problems in the past with security and custodial policies going off on their own. He said it is a street that goes both ways and you want to make sure they feel that they are a core part of the institution.

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

Stop the Hate, Stop the Ignorance – Don't give money to, or accept money from the Friends of the Library. I can't believe I have been here long enough to see Betty Williams develop a streak of grey. She has been here almost as long as I have. I am gratified to hear that it has been suggested that we honor the custodial and security personnel. It is important because they make a contribution to the core of the institution. I would suggested that they come to a Library Commission meeting. I don't know if you would consider that honorary, but I think it would. I want to be delicate in saying this; the policies of the library are library policies. We have had problems with security policies or custodial policies going off in their own direction. It is a two-way street. You want to make sure they are a core part of the institution and you want to make sure they feel they are a core part of the institution.

Peter Warfield, Library Users Association, said he is glad we are having a Union report and that we are hearing some of these things. He said it is important that the Library treat the employees fairly. He said, of course, cleanliness and safety are issues that we certainly want people to feel good about. He said on his visits the branches have been immaculate for the most part. He said he wants to express concern about something that may be changing. He said we have to be careful to not make the library an overly policed place. He said he has spoken to folks who have felt discomfort about coming to a Library Commission meeting where there is a police officer in uniform present. These people feel that is very much off putting. He said he has commented on the uniforms of some of the security people previously. He said how things appear and how things are handled is important. He said he has reviewed the procedures for kicking out people on a temporary basis. He said he thinks those procedures are lacking in due process and clarity as to who is going to do what.

Larry Edmund, known as Juicy, said he is so glad labor is represented as part of libraries because libraries give you a place to come and he said he is inspired by having unions in libraries. He said he thinks tenants should have unions. He said he thinks the library is doing the right thing. He said he was told that the Western Addition Branch is going to be closed and he would like to know more about that. He said you are doing a great job because of the diversity of knowledge available.

Commission Discussion

Commissioner Randlett said she forgot what the change was to the hours for the custodians and would like clarification on that.

Luis Herrera, City Librarian, said in order to focus the attention needed at the Main Library that we needed to change the hours for an evening shift after the library is closed. He said that shift begins at 7:00 pm and runs to 3:30 a.m. He said it is not the entire custodial team but obviously it is a change. He said we have had conversations with the direct supervisors of the custodians. He said it has been over the last nine months that we have been implementing this. He said we are still having conversations with labor about that and continue to asses this. He said those night shifts are not unprecedented.

Commissioner Randlett asked Roberto to share what is the meaningful difference. She said she is trying to understand some of the issues by the union. She wanted to know the benefits of the night cleaning.

Roberto Lombardi, Facilities Director, said most buildings like this are cleaned at night. He said staff would come in at 6:00 am in the morning and the Main Library would open as early as 9:00 am during the week. He said they would literally be trying to get the Main ready before the mad rush comes in. He said you cannot clean tables and chairs or run vacuum cleaners when people are here. He said we have seen a huge difference in the carpets and floors. He said it has never looked as good as it looks now. He said the Union has had a lot of valid concerns that we

are working with them on. He said we are concerned about security as well.

President Gomez said it is important that the Commissioners understand that this is a discussion between staff and the labor union and while we may have questions, this is something that has been in process for six or nine months. She said she doesn't feel it is fair to have staff go over and over again presentations that they have already made here.

Luis Herrera, City Librarian, said there has been a significant discussion with labor about this issue. He said Labor's recommendation was to change the schedule to 4:00 pm to 12:30 am. He said this was about a month ago. He said he would go back and have conversations with the direct supervisors. He said the response was that it would not work and came back yesterday for an extended conversation with labor and said that they have recommended an interim change beginning at 6:00 pm. He said in the meantime we have also addressed specific hardships and we have actually changed schedules of several individuals to the day shift. He said we welcome the feedback and it is an open dialogue.

Commissioner Randlett said the reason we have the Labor Union Report on the agenda is that we hear from the Labor Union about their concerns and we are appointed by the Mayor individually to hear those concerns. She said her understanding is that when most buildings are cleaned at night they come in at around 9:00 pm and they leave in the morning so there is no safety concern.

Roberto Lombardi, Facilities Director, said the schedule for cleaning of buildings depends upon the organization and what the organization sees as the best thing. He said if you start a shift at 4:00 pm, you are leaving the building at 12:30 am, which means that BART has just shut down.

Commissioner Randlett said her main concern is she as someone who has children would not want to come home at 3:30 am because she would not have any time for her family. She said many of these people might have families too. She said it is a big lifestyle change. She said for working class people who have children or families it is a consideration.

Commissioner Nguyen asked about the feasibility of a shuttle service.

Roberto Lombardi, Facilities Director, said the City has an emergency ride home program. He said no one should ever leave the building if they feel it is an unsafe situation.

Commissioner Nguyen was concerned about the gap between leaving the building and public transportation.

Commissioner Lee said what he is hearing from the conversation is that staff has taken the library user into account and that needs to be emphasized. He said we are here to serve the public and he does not want the library user to be collateral damage in this negotiation.

Arcelia Montoya said the custodial crew feels they can do the same job from 4:00 pm to 12:30 am and they want to be listened to.

President Gomez said it looks like the library will be doing some piloting on the hours to see what works.

AGENDA ITEM NO. 6 APPROVAL OF THE MINUTES OCTOBER 17, 2013

Public Comment

An anonymous citizen said there is good news and bad news about the Minutes. He said he submits citizen summaries and at the bottom of page 8 the summary he submitted said “full-blown Bond Program Manager’s Report” and the word Bond was taken out and his summaries are supposed to be as he submits them. He said there are explanatory documents listed with the agenda and the online version of the Minutes but not the hard copy. He said in at least three cases there is no documentation of items that are missing. He said the good news is that at the bottom of page 2 it says, “President Gomez said at a previous meeting Commissioners decided to send a group letter.” He said he expected that to be swept under the rug. He said right after that she said, “our head librarian who had to navigate the labyrinthian halls of propriety.” He said it would have been more satisfactory if her words were in completely. He said he appreciates that Luis Herrera said that the demonstration at the end of the meeting should not include a quorum of the Commissioners. He said he appreciates that it is in the Minutes.

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

Stop the Hate, Stop the Ignorance – Don’t give money to, or accept money from the Friends of the Library. I don’t usually compliment the minutes but there are some good things. On page 8, my summary stated, “full-blown Bond Program Manager’s Report” and your secretary has deleted the term “Bond.” It is not part of your secretary’s job to keep me on my toes. There are explanatory documents with the agenda and with the online minutes but not the hard copy. In three cases there is no documentation of explanatory documents that were missed. The good news: On page 2, it says, “President Gomez said at a previous meeting Commissioners decided to send a group letter.” I expected that to be swept under the rug. It would be more

satisfactory to include her statement about, “our head librarian who had to navigate the labyrinthian halls of propriety.”

Peter Warfield, Library Users Association, said he appreciates that the Minutes are fairly extensive. He said there are a couple of things that need to be corrected. He said on page 2 under his comments it says “She said only the Commission can retract the letter.” He said that should read “He said . . .” He said following that sentence it says that he “had an Immediate Disclosure Request for each of the Commissioners” and that should read that “he gave 7 copies of an Immediate Disclosure Request to the Secretary.” He said his recollection of the next paragraph about what President Gomez said is that it was “after” a previous meeting Commissioners decided to send a group letter. He said on page 6 he was referring to copies of an IDR addressed to each individual Commissioner. He said his comments on page 9 relating to the Quarterly Report were incorrect. He said that he said the Quarterly Report was never mentioned in the Minutes. He said on page 9 his comments say that “the Friends have only donated \$9 Million” and that should read “the Friends have reportedly only donated \$9 Million.”

Larry Edmund said he liked to be called Juicy said this is a great library and he wants to speak on literacy. He said this library was built during Mayor Willie Brown’s administration. He said he approves the Minutes and he appreciates the opportunity to speak at the Commission.

Commission Discussion

President Gomez said she would like to see the correction to page 8 under the anonymous citizen statement it should read “He said he doesn’t think a full-blown **bond** program manager’s report is noticed by” with the word bond added to the sentence. She said on page 9 she would like to see the word “reportedly” added to Peter Warfield’s remarks so that it reads “He said with only one project left, the Friends have **reportedly** only donated \$9 Million. . .”

Commissioner Ono said on page 2 the comment by President Gomez should read “President Gomez said that **after** a previous meeting Commissioners . . .”

Motion: By Commissioner Ono, seconded by Commissioner Lee, to approve the [Minutes of October 17, 2013](#) including the changes made by President Gomez and Commissioner Ono above.

Action: AYES 5-0: (Lee, Gomez, Nguyen, Ono and Randlett).

AGENDA ITEM NO. 7 ADJOURNMENT

There was no public comment on this item.

Motion: By Commissioner Lee, seconded by Commissioner Ono, to adjourn the regular meeting of December 5, 2013.

Action: AYES 5-0: (Lee, Gomez, Nguyen, Ono, and Randlett)

The meeting adjourned at 7:13 pm.

Sue Blackman
Commission Secretary

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