



# *San Francisco Public Library*

## **SAN FRANCISCO PUBLIC LIBRARY COMMISSION**

### **Minutes of the Regular Meeting of May 31, 2018**

#### **(Approved at the Regular Meeting of July 19, 2018)**

The San Francisco Public Library Commission held a regular meeting on May 31, 2018 at the Koret Auditorium, Main Library.

The meeting was called to order at 4:36 pm.

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

Commissioner excused: Mall

The Commission currently has two vacancies.

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

Peter Warfield, Executive Director, Library Users Association, said he wants to talk about the content of this agenda and the fact that the Open Hours Assessment is listed as possible action. He said this has been worked on for over a year and now with six days' notice it is listed as possible action. He said there has been zero publicity about the decision that may possibly be made today. He said this meeting has a minimum number of Commissioners present and it is not held on the regular meeting date because there was not a quorum, so people interested in the item may not be at the meeting.

Ray Hartz, Director, San Francisco Open Government, said he can be reached at [sfopengovernmentbs@comcast.net](mailto:sfopengovernmentbs@comcast.net). He said it is pitiable that you cannot get anyone to sit on this Commission. He said he now knows that Acting City Librarian Michael Lambert is just as dishonest and

deceptive as former City Librarian Luis Herrera perpetuating the ongoing fraud of the Friends of the Library by the financial arrangements between the Library and the Friends. He said The Friends continue to be on the Library's website supposedly to support the library when 90% of the money they receive is spent on their own operations.

*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.*

Ray Hartz, Director, San Francisco Open Government, sfopengovernmentbs@comcast.net. Having attended the Budget and Finance committee of the San Francisco Board of Supervisors, I now know that acting City Librarian, Michael Lambert is just as dishonest and deceptive as former City Librarian Luis Herrera! His decision is to perpetuate the ongoing fraud being perpetrated on the citizens of San Francisco by the "financial arrangement" between the SFPL and "The Friends!" In addition, he has directed members of the library staff, San Francisco City employees, to participate in that fraud, making them complicit in this deception of the public! "The Friends" continue to appear front and center of the SFPL website, supposedly "to support the library," when 90% of the money they receive is spent on their own operations! I have been denouncing this arrangement for years, with neither the SFPL nor "The Friends, producing any facts to disprove my statements.

Pete Huang said it is generally a good thing when people pay attention to the government. He said saying something over and over again does not mean that you are correct. He said if the claims were investigated by the government how would we feel about the government closely monitoring a 501c3. He said that is kind of scary.

## **AGENDA ITEM NO. 2 CITY LIBRARIAN RECRUITMENT UPDATE**

Maureen Singleton, Acting Chief Operating Officer, gave a background on the process to date. She said that a representative from the Department of Human Resources (DHR) will be giving an update on the City Librarian Recruitment process. She said this will be an action item on how DHR should proceed with the selection process for the selection of a search firm.

Christina Brusaca, DHR, gave a presentation on the Request for Proposals that went out and stated they had received three proposals. She said right now we are at step 2 which is reviewing and selecting the firm. She said DHR would like to have the Commission criteria on how to weight the proposals. She said there are six evaluation criteria. She said there is a scoring matrix and she would like input from the Commission on how to score. She read each of the six evaluation criteria and explained the next steps.

Explanatory documents: [Request for Proposal: City Librarian](#) ; [Executive Recruitment DHR](#) ; [City Librarian Recruitment Update DHR](#) ; [Vendor Proposal Evaluation Criteria](#)

#### Public Comment

Peter Warfield, Executive Director, Library Users Association, said this is one of the most important decisions that this library can take. He said the Commission is so eager to outsource this process before deciding where this Commission wants to go in the future. He said when you use the word stakeholder and not include the word public that is offensive. He said it means you are going to decide who will be allowed to participate and who will not.

Ray Hartz, San Francisco, said he can be reached at [sfopengovernmentbs@comcast.net](mailto:sfopengovernmentbs@comcast.net). He said he wondered if the search for the new City Librarian will plan on deceiving the applicants for this position and covering up the fraud and deception of the Friends. He said he wonders how much the new City Librarian will appreciate the fact that the first thing he or she will have to deal with is a scandal.

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Ray Hartz, Director, SFOG at [sfopengovernmentbs@comcast.net](mailto:sfopengovernmentbs@comcast.net).  
In searching for a City Librarian, I have to wonder whether this Library Commission and the SFPL's management intend to deceive the applicants for this position as they have the public? Perhaps Mr. Lambert hopes to be chosen and then be able to continue "covering up" the fraud and deception of "The Friends." If not, does Lamberts hope to retain his current position when the new City Librarian comes on board, after having to hand that "bag of excrement" to the person taking on the job? And, I really have to wonder how much the new City Librarian will appreciate the fact that the 1<sup>st</sup> thing he/she will have to deal with is a scandal? I also wonder whether Mr. Lambert will keep his job as the SPFL, the new Mayor, and Board of Supervisors, among others, are covered with the contents of that bag?

Pete Huang said it is important to look at the points on the scoring sheet and have sensitivities to the numbers. He said you need to determine if this is the correct way of doing this.

#### Commission Discussion

President Wardell-Ghirarduzzi explained the action that is expected by the Commission at this meeting

Commissioner Ono asked how the independent panel will be set up.

Christina Brusaca, DHR, said it would be a three person panel with one person from DHR and two from other departments. She said the Commission could specify a specific person or department they would like to have included. She said the RFP went to six firms and we received three proposals.

Commissioner Dunning asked about the panel and how we protect against a bias and had numerous questions about the process.

Christina Brusaca, DHR, said the panelists must sign a document that says they cannot use their previous experience on these types of searches. She said they will only be looking at the score sheet that is before them for this specific recruitment. She said DHR does not release all of the proposals and will only release the total score for each proposal. She said we do not want to undermine the recommendation of the highest scorer. She said there are two options and that is to delegate this to DHR or the Commission could do the scoring itself.

Commissioner Lee said the three proposals will be reviewed by a three person panel and had numerous questions about the process.

Christina Brusaca, DHR, said the panel members would review the proposals individually and then come together and review their scores. She said there is not currently a method for a tie breaker. She said this scoring matrix was developed specifically for this position. She said there are different methodologies. She said the Commission will tell us what the priorities are.

Commissioner Dunning asked about the sub questions on the matrix.

Christina Brusaca, DHR, said the questions and sub questions can be weighted as the Commission chooses.

Commissioner Dunning said she would like to see the schedule and costs broken down as separate categories.

President Wardell-Ghirarduzzi asked about who the other panel members would be. She said an overarching value would be inclusion and equity overall. She asked if we could ask for an individual from the Human Rights Commission (HRC) to participate on the panel.

Christina Brusaca, DHR, said she would reach out to HRC for a panel member.

Commissioner Dunning asked if it is possible to make the question for number 3 more detailed and objective. She said one of the Commission's actions tonight might be to expand on that and have the Commission tell you what those expectations would be.

Commissioner Ono said her understanding is that DHR will come back with a recommendation at next month's meeting.

Commissioner Dunning said she groups 1 and 5 as whether they can do the job. She said she groups 2 and 3 together as whether like their approach. She said 4 to her is a little bit of a check the box. She said she would separate 6 into schedule and costs and give them separate weights.

Commissioner Lee said he agrees with Commissioner Dunning.

President Wardell-Ghirarduzzi asked the Commissioners if they agree that number 6 is broken up into two separate line items.

Commissioner Dunning said she thinks that Item No.4 would get 10 points.

President Wardell-Ghirarduzzi recapped the Commission's points. She said Item 1 and Item 5 in a similar category. She said those would have 25 each. She said 2 and 3 will be grouped together with 15 points each. She said Item 4 would be 10 and 6 and 7 would be 10.

Commissioner Dunning said that she would like to see items 1 and 5 at 20 points. She said under 6 she would like to see 15 for costs and 5 for schedule. Number 6 would include a and b as sub questions.

Commissioner Lee asked about the recommendation at the next meeting.

Christina Brusaca, DHR, said at the next meeting they will bring back the scores and the recommendation.

Commissioner Dunning said she would like to see that the firms follow industry best practices and the other one is that the approach would bring in a diverse candidates.

President Wardell-Ghirarduzzi said based on the RFP process that the firms should be committed to diversity.

Commissioner Dunning would like to see the scoring sheets for each proposal.

Christina Brusaca, DHR, said sharing the scoring sheets could allow for protests. She said the Commission can designate who the stakeholders are.

Brad Russi, Deputy City Attorney, said the scoresheets would be public information after they are completed. On the scoresheet it would show the names of the firms.

Commissioner Dunning said she would like to see the scoresheets at the next meeting.

Motion: By President Wardell-Ghirarduzzi, seconded by Commissioner Ono, to adopt the Vendor Proposal Evaluation Criteria weighted as follows: Item 1 will be scored 20 points with the two sub items 10 points each; Item 2 will be scored 15 points with the three sub items 5 points each; Item 3 will be scored 15 points with the direction that the firm follows industry best practices and that their approach would be to bring in diverse candidates; Item 4 will be scored 10 points; Item 5 will be scored 20 points; and Item 6 will be scored 20 points with schedule 5 points and cost 15 points. And to delegate the authority to DHR to review the proposals based upon this tool and to return with a recommendation on an executive recruitment firm to the Commission. (See Vendor Proposal Evaluation Criteria attached).

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

### **AGENDA ITEM NO. 3. FY 19/20 BUDGET UPDATE**

Maureen Singleton, Acting Chief Operating Officer, gave a presentation on the FYs 2019 and 2020 budget. She explained the Mayor's May proposed budget and the proposed budget changes from the February 2018 budget that the Commission approved. She explained the budget funding sources and uses and the Board of Supervisors budget phase and next steps. She said the annual Accept and Expend Grant from the Friends of San Francisco Public Library was included for up to \$813,350 of In-Kind gifts, services, and cash monies. She said this is an 8% increase from last year.

Explanatory documents: [Budget FY 2019-20](#); [Budget Attachment I](#); [Budget Attachment II](#); [Budget Attachment III](#)

#### Public Comment

Ray Hartz, San Francisco Open Government, said he can be reached at [sfopengovernmentbs@comcast.net](mailto:sfopengovernmentbs@comcast.net). He said the resolution approves up to \$813,350 from the Friends of the San Francisco Public Library but if you look at the second page it says that the Friends include gifts from other donors as part of that amount when the actual amount they provide is \$425,500. He said the Friends will have approximately \$4,000,000 pass through their hands and only approximately \$400,000 will go to the library. He said that is only 10%. He said you should ask where the other \$3.6 million go.

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Ray Hartz, Director, SFOG at [sfopengovernmentbs@comcast.net](mailto:sfopengovernmentbs@comcast.net).  
I would like to address the resolution in today's packet regarding "The Friends of the SFPL." If a member of the public reads the resolution carefully they will see that "The Friends," claim a gift of \$813,350. If they then look at the letter attached you will see that "The Friends" include gifts from other donors as part of that amount, when the actual amount they provide is \$426,500! That

seems like a lot, until you consider the fact that they will have approximately \$4,000,000 pass through their hands which was intended to “support the library!” Imagine that: \$400,000 out of \$4,000,000! And for those of you who don't want to believe me, just ask Mr. Lambert! or perhaps ask any member of this Library Commission! And, as a follow-up question try asking them this: “Where does the other \$3.6 million go?”

Peter Warfield, Executive Director, Library Users Association, said the Commission should look into the issues raised by Mr. Hartz regarding the Friends and their role in the Library. He said the Resolution was up to \$812,000 which includes in-kind gifts, which should be checked into. He said in terms of democratic process there was no discussion at the Commission before this went to the Board of Supervisors. He said there is debookification in the library as shown in the budget. He said Supervisor Sheehy had concerns over RFID.

Pete Huang explained how RFID chips work and how difficult it would be to track someone using RFID. He said technology is hard to understand and it is often very scary for people who do not understand it.

Vanessa Hardy, representing the Union, said she was disheartened to learn that the library will be losing three full time employees by the year 2020. She wanted to understand where the loss will be.

Marie Ciepiela, Executive Director, Friends of the Library, said they were excited about the Accept and Expend and said this is a larger amount than last year. She said this is all donor money and explained what the unrestricted funds are. She said the community wants to support its library. She said she would be happy to answer any further questions.

#### Commission Discussion

Commissioner Lee asked if there will be any delay in signing the budget due to the Mayoral election.

Maureen Singleton, Acting Chief Operating Officer, said she does not believe there will be any delay in the signing of the budget.

#### **AGENDA ITEM NO. 4. OPEN HOURS ASSESSMENT**

Michael Lambert, Acting City Librarian, introduced the item on the Open Hours Assessment and said that the Commission may choose to take action on the setting of open hours for the next five-year term.

Randy McClure, Chief Analytics Officer, gave the presentation on the SFPL Open Hours Assessment 2017-18 Staff Recommendations. He gave the background on the item and the assessment goals. He explained the Controller's Office Recommendations. He said the Charter Requirement is 1,211 hours per week and the current status is 1,460 hours per week or 21% more than the charter mandate requires. He said

the recommendation is to open one more hour a day on Sunday at the Main and one more hour on Monday at the Main. He also presented Option A Branch Reallocation and Option B branch expansion (+1, including some reallocation). He explained the options before the Commission at this time.

Michael Lambert, Acting City Librarian, said the process has been robust because we do have a dedicated research strategy and analytics division now. He said we did not have that five years ago so we are very comfortable with the recommendations we have presented today.

Explanatory documents: [Open Hours Assessment memo](#) ; [Open Hours Assessment Staff Recommendations](#) ; [Open Hours Resolution](#) ; [Proposed Schedules](#) ; [Open Hours Proposal by Location](#)

#### Public Comment

Peter Warfield, Executive Director, Library Users Association, said you have done an analysis of inputs and surveys and you have built upon this questionable foundation a whole series of conclusions without any public input whatsoever. He said there was no publicity for this meeting. He said this is a massive cut of evening hours. Both of these proposed plans cut evening hours. He said this is all intended to conceal the massive evening cuts. He said it is a good thing to extend the Sunday hours at the Main by one hour. He said there are many problems and he asked the Commission to not make a decision on this tonight.

Robert Carlson, Presidio Branch Manager, said he is here to advocate for the reallocation proposed by the library. He said anyone looking at the front line knows that between 8 pm and 9 pm is the dead hour with little foot traffic. He said by opening earlier you will have a bigger bang for your buck and he hopes the Commission will consider it.

Ray Hartz, Executive Director, San Francisco Open Government, said from what he can see it appears that the proposed hours do meet what the public wanted and there are more facts, but he thinks the outreach to the public was abysmal. He said the meetings were not attended at any serious level. He said there used to be on every agenda a Labor Union Report and there no longer is one because he went to the Sunshine Ordinance Task Force and said you cannot deceive the public when no one ever speaks to the item. He said he doesn't know if the Union has any input on this and if they have problems that should be an open discussion.

A member of the public said it would be better to extend evening hours at the Main to 9:00 pm than to extend the Sunday hours by one hour. He said Monday – Thursday 9 – 9 would be ideal. He said he is opposed to both options for the branches.

Melissa Riley, Acting Manager of the West Portal Branch, said she has worked in almost every branch in the library system and said she is the Vice-President of the Librarian's Guild. She said the hour longer on

Sunday at the Main should not cause a problem. She said the extra hour on Monday morning could cause a staffing problem. She said adding one hour to each branch seems like too much for something that is not funded. She said the complexities of the last time we added hours still has not been settled and there are other issues that need to be addressed.

### Commission Discussion

Commissioner Ono asked what the financial impact would be for Option A and Option B.

Maureen Singleton, Acting Chief Operating Officer, said that Option A the impact would be \$15,000 a year. She said that could be absorbed in the upcoming budget. She said Option B would come with an additional 200,000. She said we would need to do longer planning for that.

Commissioner Dunning said she appreciates that the Commission has been apprised about this during the process and she said the analysis is great. She said Option B would increase the hours by 27 in the branches and 2 in the Main. She wondered how we are computing 2 new FTEs for 27 branches. She also asked about how this will impact front line staff.

Roberto Lombardi, Facilities Director, said it is difficult to completely and accurately determine the number of FTEs needed. He said for every other time we have opened more hours we have underestimated the number of FTEs needed for custodial and maintenance. He said we do not feel that we are excessive in this.

Cathy Delneo, Chief of Branches, said they had worked closely with the branch managers to determine if additional hours would be feasible. She said the response was that the one additional hour with existing staffing would be doable.

Commissioner Lee said it was a careful analysis with an abundance of data. He asked how many patrons would we serve for the extra hour at the Main Library.

Randy McClure, Chief Analytics Officer said the Library expects to serve over 1800 patrons a week.

Commissioner Lee said would be approximately 90,000 a year so we would be serving that many patrons for only \$15,000 a year.

President Wardell-Ghirarduzzi said the Commission can go ahead with a decision today. She said the data speaks for itself.

Commissioner Ono said she would recommend Option A.

Commissioner Dunning said she would support Option A but depending on budget options in the future we can use this analysis for future added hours.

President Wardell-Ghirarduzzi said she would like to make a motion to approve Option A.

Sue Blackman, Commission Secretary, asked if this motion would include the adoption of the Draft Resolution before the Commission.

Michael Lambert, Acting City Librarian, explained the Resolution before the Commission is consistent with Option A the preferred option recommended by the staff.

Motion: By President Wardell-Ghirarduzzi, seconded by Commissioner Dunning, to adopt the Resolution to approve an increase in Main Library Hours and a modification of Branch Library hours as proposed in Option A.

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

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

Mindy Linetzky, Public Affairs Communications Manager, gave a presentation of the Mission Branch library Renovation Community Outreach – Summer 2018. She said we created a survey and started distributing it to the community. She said so far we have collected about 400 surveys. She said there were two community meetings at the branch. She said one meeting was a Saturday afternoon and the other was a Wednesday evening. She explained how we got the word out and what was discussed at the meetings.

Michael Lambert, Acting City Librarian, said that one of our staff members, Kate Eppler, Manager of the Bridge at Main is being honored by the San Francisco Immigrant Rights Commission with the Public/Private/Nonprofit Collaboration Award for our Lawyers in the Library program. He said this is for outstanding work with the immigrant community and a partnership that has exemplified cross sector collaboration in immigrant rights and integration. He said Kate will be recognized at the upcoming 2018 Immigrant Leadership Awards to be held June 11, 2018. He said the Mayor has issued a Proclamation to support Connect with Tech Week and Kate Eppler will be giving a presentation on the success of that week.

Kate Eppler, Manager of the Bridge at Main, gave a presentation on the Connect with Tech Week. She said over 1400 people attended the various events held at 26 different locations. She said this is a true community partnership and she showed photos of the classes at the Main and the Branches, a tech expo, and events at partner locations.

Michael Lambert, Acting City Librarian, said SFPL is the largest free provider of internet access in the City. He said that a world class library

system deserves a library card worthy of world champions and now we have our Golden State Warriors library card.

Explanatory documents: [Mission Branch Library Renovation Project](#) ; [Immigration Leadership Award](#) ; [Connect with Tech Week 2018](#)

#### Public Comment

Peter Warfield, Executive Director, Library Users Association, said he was concerned that there was only one presentation that dealt with Internet Safety basics in the Connect with Tech brochure. He said there are impacts on society by the internet. He said in a time when we have issues with privacy concerns on the internet, he would have liked to have seen a great deal more about the problems caused by the internet.

#### Commission Discussion

President Wardell-Ghirarduzzi congratulated Kate Eppler on her award from the Immigrants Right Commission.

Commissioner Dunning said that she is happy that we are approving programs where we are preventing barriers for people with no access to the internet.

Commissioner Lee asked about design concepts presented to the community for the Mission Branch. He said the two programs Kate Eppler are involved in are very impressive.

Mindy Linetzky, Public Affairs Communications Manager, said that there were very basic design concepts presented to the public.

### **AGENDA ITEM NO. 6 APPROVAL OF THE MINUTES APRIL 19, 2018**

#### Public Comment

Peter Warfield, Executive Director, Library Users Association, said under public comment it says that he said there was no publicity around the event. He said he doesn't like the word around and it should be about the event. He said his concerns about the library's use of social media was not reported accurately. He said on the City Librarian recruitment update, his comments on the last sentence where he said the secret agenda for the Excelsior Branch project should be the Eureka Valley Branch project.

Motion: By Commissioner Dunning, seconded by Commissioner Ono, to approve the [Minutes of April 19, 2018](#) with the amendment on page two to Peter Warfield's comments to read the Eureka Valley Branch rather than the Excelsior Branch.

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

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

#### Public Comment

There was no public comment on this item.

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

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

The meeting adjourned at 7.57 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).