



San Francisco Public Library

SAN FRANCISCO PUBLIC LIBRARY COMMISSION

Minutes of the Regular Meeting of July 19, 2018

(As approved at the Regular Meeting of August 16, 2018)

The San Francisco Public Library Commission held a regular meeting on July 19, 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

None.

AGENDA ITEM NO. 2 CITY LIBRARIAN RECRUITMENT UPDATE

Maureen Singleton, Acting Chief Operating Officer, gave the background on the process to date. She said the Commission had previously approved a scoring matrix which the Department of Human Resources (DHR) used in scoring the proposals for the executive search firm. She said the Commission will be asked to take an action approving DHR's recommended firm. She said all of the proposals are included in the packets as well as the three member panel score sheets.

Christina Brusaca, DHR, gave a presentation on an overview on where we are on the City Librarian recruitment. She said we received three proposals in response to the RFP for an executive search firm. She said that the Library Commission had requested a member of the Human

Rights Commission serve on the panel. She said the three-member panel met and scored the three proposals using the scoring matrix the Library Commission had approved at its last meeting. She said the proposal with the highest ranking score was the Hawkins Company so DHR is recommending awarding the contract to the Hawkins Company.

Explanatory documents: [Steps to Executive Recruitment DHR](#); [City Librarian Search Memo DHR](#); [City Librarian Search Attachment A](#); [City Librarian Search Attachment B](#); [City Librarian Search Attachment C](#); [City Librarian Search Attachment D](#); [City Librarian Search Attachment E](#); [City Librarian Search Attachment F](#)

Public Comment

Peter Warfield, Executive Director, Library Users Association, said it is a matter of concern that the RFP review panel did not include anyone who has any expertise about Library matters. He said the three member panel convened on a single date. He said he would like to hear from the panelists themselves on how they did the scoring.

Commission Discussion

President Wardell-Ghirarduzzi said that the Commission is required to either adopt DHR's recommendation or send out a new RFP.

Commissioner Ono said she reviewed all of the responses and she did note that the Hawkins Company was the only one that responded to all of the questions and they had done the last City Librarian recruitment. She said because of their past history she said she likes the Hawkins Company.

Christina Brusaca, DHR, said that the Hawkins Company scored 83 and the next firm scored 71 so there was a disparity between the top two firms.

Commissioner Dunning said she appreciated seeing all of the scoring sheets and she is reassured that the Hawkins Company has a deep understanding of San Francisco and its political and economic climate. She asked if there is any conflict of interest since they have recruited members of the current library staff. She said the Hawkins Company is a minority owned firm which she appreciates.

Commissioner Lee said he came up with the same recommendation when he went through the proposals. He said he does not know the six-step process so not knowing that it was hard for him to judge. He said he thinks this is a good recommendation.

Christina Brusaca, DHR, said the panel was instructed to review the proposals based only on the scoring matrix before them. She said no past interaction could be considered.

President Wardell-Ghirarduzzi said that she has come to the same conclusion after reviewing the proposals and the scoring matrix. She asked DHR to thank the panel for reviewing the proposals.

Motion: By Commissioner Ono and seconded by Commissioner Dunning to ask DHR to award the contract to the Hawkins Company.

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

AGENDA ITEM NO. 3. PUBLIC SAFETY UPDATE: PARTNERSHIP WITH SAN FRANCISCO SHERIFF'S DEPARTMENT

Michael Lambert, Acting City Librarian, introduced the public safety update and the partnership with the San Francisco Sheriff's Department.

Roberto Lombardi, Director of Facilities, gave a presentation on the Sheriff's Department Pilot Program. He said the program began in January of this year. He said there has been a drop in incidents during the pilot. He said there was a positive response from the survey given to the staff on the pilot program. He said they are recommending continuance of the partnership, refinement of work order agreement, enhanced staffing model using second deputy, improving communication/working relationship with SFPL staff and continued integration with public services and service excellence culture.

Captain Joan Scannell, Sheriff's Department said they are very happy with the partnership and look forward to continue serving the Library. Explanatory document: [Public Safety Update](#)

Public Comment

Peter Warfield, Executive Director, Library Users Association, said it is not clear what the relationship is with SFPD. He asked about the cost. He said the architectural changes at the Eureka Valley Branch were \$850,000 and those changes had to do with the perception of safety. He said it would be interesting to know the types of incidents indicated on the incident chart. He said this looks like there is an increasing policification of the library and asked about the policy of patrolling the upper floors.

Commission Discussion

Commissioner Dunning asked about the jurisdiction for the Sheriffs.

Roberto Lombardi, Director of Facilities, said it is a cooperative venture and the SFPD will still be available.

Commissioner Dunning asked if there is a down side to the partnership.

Maureen Singleton, Acting Chief Operating Officer, said the budget does include \$500,000 for the Sheriff's program and we would have to re-evaluate the costs.

Commissioner Ono asked about the incident report.

Roberto Lombardi, Director of Facilities, explained the differences in the incident levels. He said having the immediate response from the Sheriff to evaluate situations will be extremely helpful.

Commissioner Lee asked about the work orders and how that is coordinated.

Roberto Lombardi, Director of Facilities, said there are two separate work orders. He said since the Sheriffs are on site they would usually be the first responder.

Michael Lambert, Acting City Librarian, said our regular security officers are the first responders to any incidents and are tasked with the safety and security of library facilities. He said the Sheriffs have a greater presence and offer support to the security staff.

President Wardell-Ghirarduzzi asked about the next steps and how we are implementing those next steps.

Roberto Lombardi, Director of Facilities, said there will be a minimum of two meetings a month with Sheriff's command staff. He said we need to continue to monitor how things are going in the Library.

AGENDA ITEM NO. 4. TREASURER AND TAX COLLECTOR (TTX) – BUREAU OF DELINQUENT REVENUE PARTNERSHIP UPDATE

Michael Lambert, Acting City Librarian, said we are fortunate to have a strong partnership with the TTX working as partners on our collections initiative.

Cathy Delneo, Chief of Branches, gave the presentation on the SFPL Accounts Collections Initiative Report. She explained the timeline of the initiative, the project goals and outcomes. She said more than 5,000 catalogued items were returned, She said 895 patrons now owe less than \$10 and 195 patrons now owe more than \$10 and less than \$100. She said 1,341 patrons have re-engaged with SFPL. She explained the lessons learned. She said the next steps are to continue to leverage TTX/BDR's mechanisms to resolve debt on a case-by-case basis, regularize a monthly process through work order with TTX/BDR and to continue to serve as excellent stewards of our physical collections. Explanatory document: [Accounts Collections Report](#)

Public Comment

Peter Warfield, Executive Director, Library Users Association, said the library should be a fine fee system. He said it was a relatively small number of people who had their accounts cleared through this program.

Commission Discussion

Commissioner Dunning asked how patrons did we reach out to.

Jeffrey Smejkal, TTX, said there was 11,000 referrals from the library. He said they did three separate letters, and email blasts every month.

Commissioner Dunning asked about what the qualifiers were for the fees that were waived.

Cathy Delneo, Chief of Branches, said it was on a case by case basis.

Jeffrey Smejkal, TTX, said the letters are in a series. He said when we engaged with patrons relating to waivers it was done on a case by case basis based on documentation.

Commissioner Dunning asked how the value of the item was determined.

Cathy Delneo said the average value is \$22.84. She said it is usually the value of the item when it was purchased. She said many of the items did make it back into the collection. She said we also have the redistribution program.

Commissioner Lee asked how much is still outstanding and what will be done with that.

Michael Lambert, Acting City Librarian, said when we reported on this last November the amount was \$3.6 M and it has been reduced to \$3.2 M. He said this will pave the way for us to identify how to address this issue. He said we would like to clean up our database and write off this unrecoverable debt. He said we want to continue to work with TTX and he agrees with the Library Users Association that we would like to continue to work towards a fine free system. He said that is a policy decision that the Commission will have to address.

President Wardell-Ghirarduzzi said recognizing the intrinsic value of our relationships with our patrons is something that cannot be measured and is invaluable.

AGENDA ITEM NO. 5 CITY LIBRARIAN'S REPORT

Michelle Jeffers, Chief Community Programs and Partnerships gave a presentation on the Jet Blue Soar with Reading Program. The program encourages kids with imagination to take flight through reading. Jet Blue has been hosting two of the vending kiosks machines making free books available to children who need them most. The kiosks are located at the Main Library and the Bayview Branch Library. She showed a video from the grand opening of the program.

Andrea Grimes, Program Manager, Book Arts and Special Collections, gave a presentation on the Kalligraphia exhibit in the Main Library's Skylight Gallery through August 27. She also passed out flyers for the exhibit and said they were also available at the back of the room.

Michael Lambert, Acting City Librarian, said that Andrea Grimes was recently promoted into her Program Manager position so congratulations are in order. He said Senator Dianne Feinstein's office has given the Library a special Senate commendation for being the 2018 National Library of the Year. He shared the commendation with the Commissioners.

Explanatory documents: [Kalligraphia](#); [Soar with Reading](#)

Public Comment

Peter Warfield, Executive Director, Library Users Association, said he is concerned about the privatization that Soar with Jet Blue seems to represent. He is also concerned that the library should be a place where materials are shared not given away by commercial businesses. He said it is highly inappropriate to have advertising in the library.

Commission Discussion

Commissioner Ono said congratulations to Andrea Grimes on her promotion. She said she is a proponent of anything possible that promotes reading to children and she applauds the Soar with Jet Blue program.

President Wardell-Ghirarduzzi said she is excited about the Kalligraphia exhibit.

Commissioner Dunning said she actually flew Jet Blue last week and saw this program advertised and she is very excited about the program.

Commissioner Lee said he is very positive about the reading program.

AGENDA ITEM NO. 6 APPROVAL OF THE MINUTES MAY 31, 2018

Public Comment

None.

Motion: By Commissioner Dunning, seconded by Commissioner Ono, to approve the [Minutes of May 31, 2018](#)

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

AGENDA ITEM NO. 6 APPROVAL OF THE MINUTES JUNE 21, 2018

Public Comment

Peter Warfield, Executive Director, Library Users Association, said his comments under general public comment have been misstated. He said the risks of RFID cannot be ameliorated. He said that the numbers presented by the Library of other libraries having RFID is highly misleading.

Motion: By Commissioner Ono, seconded by Commissioner Dunning, to approve the [Minutes of June 21, 2018](#)

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

AGENDA ITEM NO. 8 ADJOURNMENT

Public Comment

Peter Warfield, Executive Director, Library Users Association, said the Commission should not adjourn without having an item on the agenda listed as New Business.

Motion: By Commissioner Lee, seconded by Commissioner Ono, to adjourn the meeting of July 19, 2018.

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

The meeting adjourned at 6:12 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).