



## 2019 San Francisco City Survey

A Biennial Survey of San Francisco Residents

City Service: Libraries

City Grade Performance

		Survey Years	2017	2019	
<b>OVERALL PERFORMANCE RATING</b>			<b>B+</b>	<b>A-</b>	<b>↑</b>
1	Collection of books, DVDs, CDs, etc.		<b>B+</b>	<b>A-</b>	<b>↑</b>
2	Online library services		<b>B+</b>	<b>A-</b>	<b>↑</b>
3	Assistance from staff		<b>A-</b>	<b>A-</b>	
4	Internet access		<b>B+</b>	<b>B+</b>	
5	Condition of libraries		<b>B+</b>	<b>B+</b>	
6	Quality of library programs, classes & events			<b>B+</b>	

The library system continues to improve and earn the highest ratings among City services, receiving an “A-” from respondents with over 50% rating an “A.”

## Library Commission

The San Francisco Public Library Commission is a seven-member commission appointed by the Mayor of San Francisco. The Commission sets policy and is responsible for the Library Budget. Commissioners serve a four-year term.

**Dr. Mary Wardell Ghirarduzzi**  
President

**Susan Mall**  
Vice-President

**Zoe Dunning**  
Commissioner

**Teresa Ono**  
Commissioner

**Pete Huang**  
Commissioner

**Connie Wolf**  
Commissioner

**John Lee**  
Commissioner

## Library Management Team

**Michael Lambert**  
City Librarian

**Maureen Singleton**  
Chief Operating Officer

**Shellie Cocking**  
Chief of Collections &  
Technical Services

**Michael Liang**  
Chief of Information  
Technology

**Catherine Delneo**  
Chief of Branches

**Roberto Lombardi**  
Facilities Director

**Thomas Fortin**  
Chief of Main

**Randle McClure**  
Chief Analytics Officer

**Michelle Jeffers**  
Chief, Community  
Programs & Partnerships

**Lori Regler**  
Human Resources Director

*San Francisco Public Library secured new leadership when deputy Michael Lambert was appointed on March 25, 2019, by Mayor London N. Breed to serve as the new City Librarian, becoming the first Asian American to lead the City's library system.*

November 2019

**Library ratings reach  
an all-time high with  
the highest grade of any  
service since the first  
City Survey in 1996.**

Dear Readers of San Francisco,

Thank you for making us the highest-rated City department in San Francisco! We are pleased to share with you our fiscal year 2018-19 annual report, highlighting the services and programs that helped us achieve our “A” rating in the City Controller’s biennial survey of San Francisco residents.

We are very proud of the amazing array of services we have brought to library users this year, from improving our open hours to eliminating all overdue fines, which creates a more equitable, barrier-free and welcoming library system for our community.

Our outstanding collections, exceptional neighborhood libraries and our efforts to be a major provider of internet access for the City were among the highlights in the City report card. We are also extremely proud of the classes, workshops and programs that engaged more than half a million visitors and honored our diverse heritages and cultures.

We must herald our amazing staff—the true spirit of San Francisco Public Library. Some 93% of San Francisco residents gave our staff high marks, a testament to the our commitment to providing excellent customer service.

Finally, we want to thank you, our library users, partners, volunteers and visitors for helping us make San Francisco Public Library the most indispensable resource in the City.

Regards,



Michael Lambert  
City Librarian



Dr. Mary Wardell Ghirarduzzi  
Library Commission President

## Overall Quality

**A-**

Excellent progress

From being named the national Library of the Year to receiving the highest grade for any city department ever in the annual City Survey, San Francisco Public Library has been on a roll in providing collections, services and programs that inform and delight our community of library users.

This year, we listened to the feedback from the community and offered **Better Hours** at branch libraries to ensure we are open when patrons need us most. At the Main Library, we even made a modest increase in hours on Sundays and Mondays to provide more time to visit the library. Nearly 500,000 residents visit their neighborhood library every month.

In addition to these remarkable achievements, SFPL decided to go **Fabulously Fine Free**. The San Francisco Treasurer/Tax Collector and its Financial Justice Project worked with SFPL to study the issue and found that overdue fines exacerbate inequality and restrict access for many people who need library services the most. The study found that fines did not necessarily work as a method to encourage the timely return of materials. With this groundwork laid, the San Francisco Library Commission voted to eliminate all overdue fines, which was promptly approved by the Board of Supervisors and Mayor London N. Breed. Today, SFPL joins with many other libraries across the country who have stopped charging overdue fines and returned borrowing privileges to thousands of patrons.

### 2019 San Francisco City Survey

RATINGS	2017	2019	
GOVERNMENT	B-	B-	↑
<b>LIBRARIES</b>	<b>B+</b>	<b>A-</b>	<b>↑</b>
PARKS	B	B+	↑
SAFETY	B	B	
TRANSPORTATION	B-	C+	↓
INFRASTRUCTURE	B	B-	↑
311 SERVICES	B	B+	↑

## FABULOUSLY FINE FREE

San Francisco Public Library



[sfpl.org/finefree](http://sfpl.org/finefree)

Better Hours at the Best Library of the Year

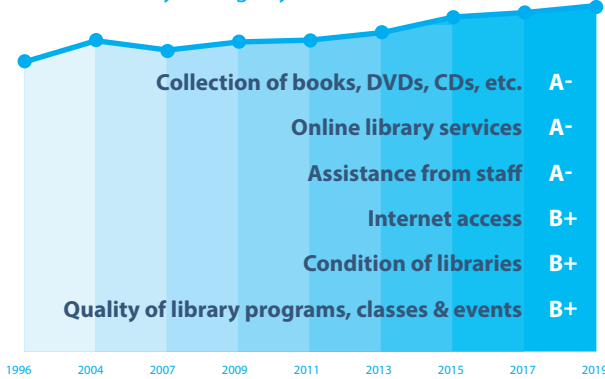
SAN FRANCISCO PUBLIC LIBRARY

# Report Card | 2019 City Survey

## Libraries

**A-**

Overall Library Ratings by Year



- Collection of books, DVDs, CDs, etc. **A-**
- Online library services **A-**
- Assistance from staff **A-**
- Internet access **B+**
- Condition of libraries **B+**
- Quality of library programs, classes & events **B+**

**93%**

of respondents rate assistance from library staff an "A" or "B", the highest of the survey. The library received four of the top five highest ratings from the 2019 survey.

**76%**

of respondents with children visited a branch library in the past year. Respondents with children are almost twice as likely to be frequent library users than those without.



### Main Library

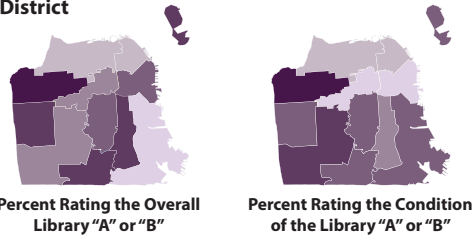
- Sunday 12-6 p.m.
- Monday 9 a.m.-6 p.m.
- Tuesday 9 a.m.-8 p.m.
- Wednesday 9 a.m.-8 p.m.
- Thursday 9 a.m.-8 p.m.
- Friday 12-6 p.m.
- Saturday 10 a.m.-6 p.m.

100 Larkin St. (between Fulton and Grove)  
415) 357-4400

Hours effective January 12, 2019

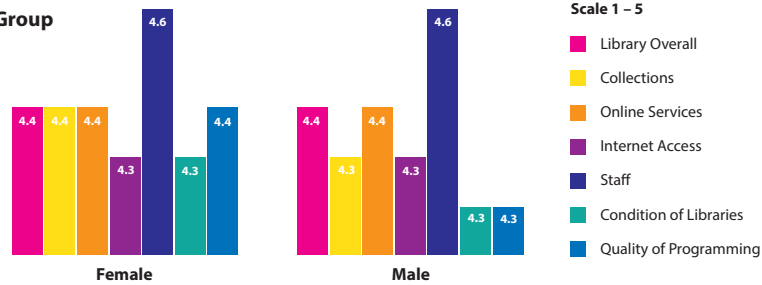


### Ratings by District



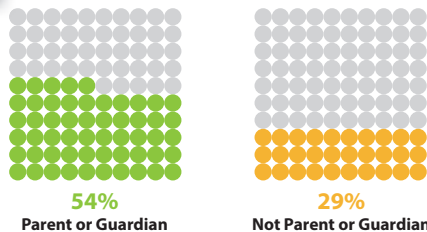
The library system continues to improve and earn the highest ratings among City services with over 50% of respondents rating an "A."

### Ratings by Group

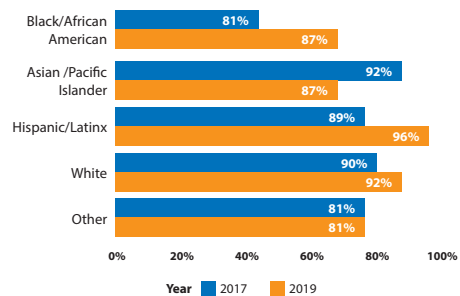


### Ratings by Frequency

Respondents with children are almost twice as likely to be frequent library users than those without children



### Ratings by Race/Ethnicity



## Collection of Books, DVDs, CDs etc.

A-

With among the largest per capita budgets for its collections of materials, it's no surprise that City residents rated San Francisco Public Library so highly for its collections. And residents are checking out books, movies, music and magazines more than ever. This year saw the highest circulation in SFPL history with 11.7 million items checked out.



## Soar with Reading Kiosks

A bonus free book program was added over the summer thanks to Jet Blue's **Soar With Reading** program. Vending machine kiosks were installed at three libraries to encourage families to get a free paperback book to keep. The program distributed more than 32,000 new books and kept everyone reading all summer.

## Summer Stride

**Summer Stride**, the Library's annual literacy and learning program, continued to make advances in stopping the academic summer slide for children and encouraged reading for adults too. A partnership with San Francisco Unified School District brought a librarian-curated all-grade-level reading list to every public school family's home. Our ongoing partnership with the **National Parks Service and Golden Gate Parks Conservancy** continued strong this summer with new, free trips added to the roster of library-to-park shuttles to include Alcatraz Island.



GGNRA Superintendent Laura Joss signs up for a new library card.

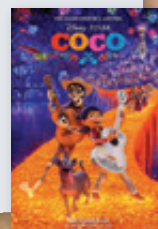
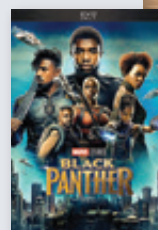
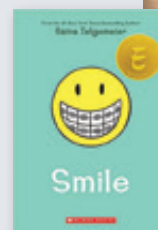
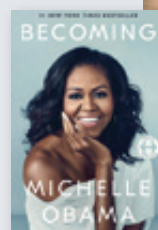
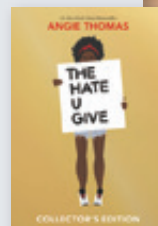


## One City One Book

Reading trends continued into the fall with **One City One Book**, the annual citywide literary program. For the first time in its 14-year history, a graphic novel was selected, Thi Bui's poignant and beautiful illustrated memoir, *The Best We Could Do*. It became one of the most-read books of the year.

# ONECITY ONEBOOK

San Francisco Reads



## Top 5 Circulating Titles

Adult Fiction		
1	Little Fires Everywhere	Celeste Ng
2	Lucky Boy	Shanthi Sekaran
3	Pachinko	Min Jin Lee
4	Crazy Rich Asians	Kevin Kwan
5	There There	Tommy Orange

Teen Fiction		
1	The Hate U Give	Angie Thomas
2	Children of Blood and Bone	Tomi Adeyemi
3	Turtles All the Way Down	John Green
4	The Book Thief	Markus Zusak
5	To All the Boys I've Loved Before	Jenny Han

Nonfiction		
1	The Best We Could Do: An Illustrated Memoir	Thi Bui
2	The 57 Bus	Dashka Slater
3	Becoming	Michelle Obama
4	How to Change Your Mind: What the New Science of Psychedelics Teaches Us about Consciousness, Dying, Addiction, Depression, and Transcendence	Michael Pollan
5	Educated: A Memoir	Tara Westover

eAudiobooks		
1	Becoming	Michelle Obama
2	Educated: A Memoir	Tara Westover
3	The Subtle Art of Not Giving a F*ck: A Counterintuitive Approach to Living a Good Life	Mark Manson
4	Bad Blood: Secrets and Lies in a Silicon Valley Startup	John Carreyrou
5	Crazy Rich Asians	Kevin Kwan

Juvenile Fiction		
1	Smile	Raina Telgemeier
2	Harry Potter and the Sorcerer's Stone	J. K. Rowling
3	Sisters	Raina Telgemeier
4	My Friend Is Sad	Mo Willems
5	Drama	Raina Telgemeier

ebooks		
1	Becoming	Michelle Obama
2	Educated: A Memoir	Tara Westover
3	Little Fires Everywhere: A Novel	Celeste Ng
4	Crazy Rich Asians	Kevin Kwan
5	Bad Blood: Secrets and Lies in a Silicon Valley Startup	John Carreyrou

Adult/Teen DVD/Blu-Ray		
1	Black Panther	Ryan Coogler
2	The Shape of Water	Guillermo del Toro
3	Red Sparrow	Francis Lawrence
4	Crazy Rich Asians	Jon M. Chu
5	A Quiet Place	John Krasinski

Juvenile DVD / Blu Ray		
1	Coco	Lee Unkrich, Adrian Molina
2	Incredibles 2	Brad Bird
3	Moana	Ron Clements, John Musker
4	Despicable Me 3	Pierre Coffin, Chris Renaud
5	A Wrinkle in Time	Ava DuVernay

## Online Library Services: Website, Apps, Databases, eCollections

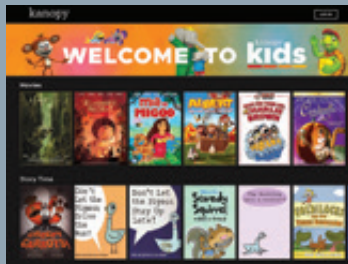
A-

The Library's eResources remained strong with continued growth in the number of library users reading eBooks and other eMedia. We circulated 2,028,604 eBooks in FY19, accounting for 17.5% of our total circulation for the year. That averages 169,050 per month. Comparing physical to eBooks, eBooks account for 27.6% of our total book circulation.

Following the popularity of **Kanopy**, a streaming documentary film service, SFPL rolled out **Kanopy Kids**, offering educational and enriching films and TV series for children of all ages with parental ratings provided by Common Sense Media.

This year, SFPL also launched new digital periodicals including **Kono Digital**, offering more than 200 magazines in Chinese and Japanese languages, and the **San Francisco Business Times**.

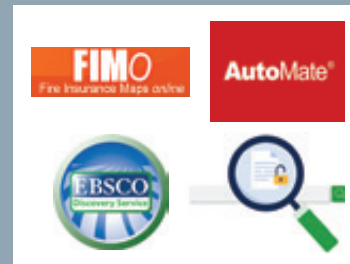
Those doing historical research on buildings can now find **FIMo** (Fire Insurance Maps online) with a library card. SFPL also added **AutoMate**, a new source for accurate auto service and repair information, to its database offerings. To make searching the various databases easier, SFPL launched **EBSCO Discover** to enable searches of all databases at once.



Kanopy Kids

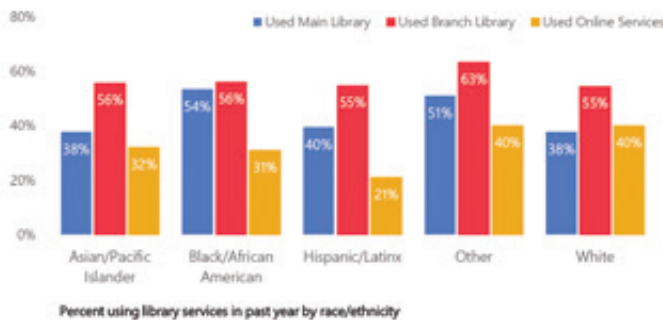


Kono Digital



FIMo, AutoMate and EBSCO Discover Databases

### Main Library and Online Services Usage Vary by Race/Ethnicity




The likelihood of being a frequent library user (at least once a month) overall and of the branch libraries is about equal across race/ethnicity. Usage patterns differ across the Main Library and online services. Black/African American respondents are most likely to have used the Main Library in the past year (54%), while White respondents and those identifying as other race/ethnicity (includes those identifying as more than one race) are most likely to have used online services (40%). Hispanic/Latinx respondents are least likely to have used online services (21%).




# Internet Access

**B+**

San Francisco Public Library also remained one of the greatest sources for San Francisco residents to gain free access online, with more than 513,000 hours usage of public computers and 4.7 million connections to the Library's free wifi. To help bridge the Digital Divide, San Francisco Public Library hosted its second annual **Connect with Tech Week**, offering classes, connections and help to more than 2,300 attendees with over 70 programs, offered in 5 languages.



**4,718,358**  
Wifi network usages




**513,815**  
Public computer  
usage hours




Main Library tech workshop



Bayview Branch Tech Fair



Mission Branch Instagram photowalk

Internet access

Assistance from staff

Condition of libraries

Quality of library programs, classes & events

## Assistance from Library Staff

A-

From the front-line staff who keep the books on the shelves, answer questions, lead storytimes, conduct classes and programs and help all visitors get the information and materials they need to the custodians, engineers, drivers, IT support and administrators who keep the libraries clean and the operations running smoothly, San Francisco Public Library's dedicated staffers are the true heroes of the library system.

**Library staff receive the highest ratings on the City Staff Survey, with 93% rating an "A" or "B."**

Among the many new services offered by staff include **Jail and Re-entry Services (JARS)**, which brings professional library service to all San Francisco County jails. Inmates have a wide selection of new books to choose from as well as an expanded reference service to answer questions by mail.



The **FOG Readers** program continues to support struggling young readers with a successful phonics-based reading intervention program. Coordinated by SFPL's Learning Differences Librarian **Laura Lay**, this new innovative program received national recognition when Laura was named a *Library Journal* Mover & Shaker in 2019.

This year also saw the renaming of Library for the Blind to the **Talking Books and Braille Center**, better reflecting the services that this Main Library center provides for those who have limited vision or other impairments that prevent reading traditional books.

Staff at the Main Library also showed off their hidden talents with the first-ever **staff art show, ART/WORK**, a mixed media exhibition that highlighted the remarkable artistic talents and creativity of library workers.



Jail and Re-entry Services (JARS)



FOG Readers coordinator and Learning Differences Librarian Laura Lay



Talking Books & Braille Center



Staff art show: ART/WORK

## Condition of the Library

*B+*

San Francisco Public Library's branches are well loved by their neighborhoods and continue to serve as anchor institutions throughout the City. In fact, during heat and fire emergencies this past year, San Francisco Public Libraries were added to the list of essential services, with many branches serving as cooling and air respite centers during these critical events.

Following the remarkable success of the **Branch Library Improvement Program (BLIP)**, the Library launched **Library Improvements For Tomorrow (LIFT)** and began the process of assessing three neighborhood branches: Mission, Chinatown/Him Mark Lai and Ocean View, that were not renovated in the BLIP program. Community meetings held in each neighborhood have given residents a voice in the process.

This year, the Library Commission moved forward with funding to began an historic renovation of the Mission Branch Library, with construction scheduled to start in 2020. Plans are moving forward to also conduct an historic renovation of Chinatown/Him Mark Lai in the coming years, while a new site and building are being explored for the Ocean View Branch.



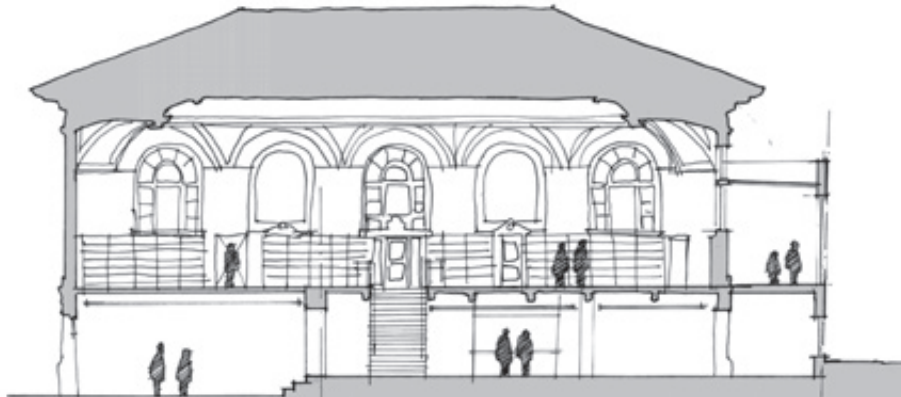
Mission Branch Library



Chinatown/Him Mark Lai Branch Library



Ocean View Branch Library



Mission Branch Library sketch

## Quality of Library Programs, Classes and Events

Robust programming, classes and workshops ensured that San Francisco Public Library remained a community destination for education and entertainment for readers and learners of all ages. Highlights for the year included a series of talks, films and music in conjunction with San Francisco's hosting of the **Global Climate Action Summit**. The year also saw SFPL's first-ever programming theme **HERstory**, celebrating the history and the future of women in honor of Women's History Month.

Among the most expansive programs was **Take Part**, a three-month long project with SFMOMA that unearthed an historic 1938 scale model of the City of San Francisco and displayed pieces of it in 29 branch libraries, including the temporary **Public Knowledge** branch within SFMOMA. Community members came together to see the historic representations of their neighborhood buildings, parks and streets and convened conversations on the changing landscape of the City. In all, more than 1 million library visitors had a chance to "Take Part" and see this artifact that had not been visible to the general public for almost 80 years.

The Library also pulled off an audacious night of philosophy, conversation, dance, music and performance called **Night of Ideas**. Produced in partnership with the French Consulate in San Francisco, SFMOMA and KQED, this single night drew 6,000 visitors to the Main Library for a 7-hour marathon of keynotes and discussions around the future of the City.

Total number of public programs and classes

**5,526**

Adults

**13,024**

Youth



**B+**



Governor Edmund G. Brown at the Global Climate Action Summit



HERstory artwork by Miriam Klein Stahl



Take Part exhibition



Author Talk with Yuyi Morales



Top left photo by Matthias Carrette, courtesy of the French Consulate in San Francisco



Night of Ideas



Total attendance at public programs and classes:  
**91,935**  
Adults  
**412,258**  
Youth

Other Night of Ideas photos by Jason Doij Photography



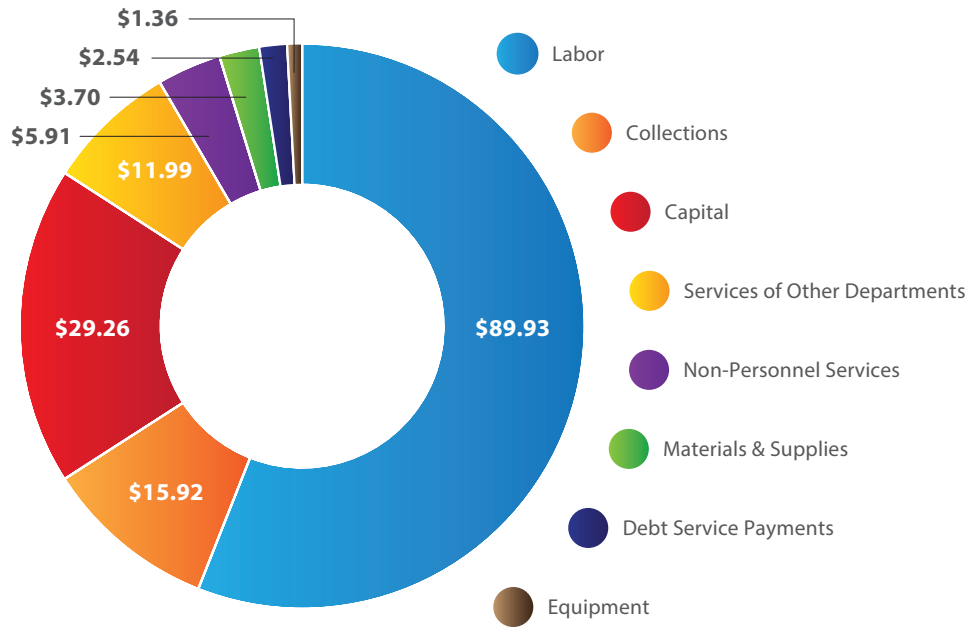
Special screening of Emilio Estevez's movie *The Public* at Glide Memorial



Library outreach event with San Francisco Public Works

# Fiscal Year 2019 Budget

FY19 Budget in millions



Mission Branch Instagram photowalk

## Help From Our Friends

### Friends of the San Francisco Public Library

provided \$813,350 in direct support for programs, services and equipment in the following areas:

- Children, youth and family programs
- *Summer Stride*
- The Mix at the Main teen media center
- *Connected Community*, system-wide program themes promoting dialogue and connection throughout the branches
- Grants to 27 branches for cultural, wellness, cooking, dance and crafts programs and open houses
- 50 history, art and literary exhibitions
- *One City One Book*
- Effie Lee Morris Lecture
- Special collections at the San Francisco History Center and the affinity centers at the Main
- Connect with Tech Week digital inclusion activities for all ages
- Discover & Go free museum pass program
- Professional development training for library staff
- Public relations and marketing of library programs and services, including support for *At the Library*



Photo by Jason Doiy Photography

Along with program support, Friends underwent an extensive strategic planning process to address the needs of the Library over the next five years, which entails:

- Doubling Friends' direct annual support to over \$2 million for Library programs, services, and equipment;
- Educating the community to ensure the renewal of the Library Preservation Fund;
- Supplying the furniture, fixtures, and equipment (FF&E) for the coming renovations of the Mission, Ocean View, and Chinatown branches; and
- Launching a \$10 million Strategic Campaign for the Library in fiscal year 2019-2020.





Courtesy of San Francisco Giants

Top: Night of Ideas, Mayor London N. Breed at the Richmond Branch Library  
 Middle: Giants Library Card, Night of Ideas, Pop Up Care Village at the Main Library  
 Bottom: Junior Giants Festival at Oracle Park, Teddy Bear Clinic, Summer Learning Committee



*San Francisco Public Library*