

San Francisco Public Library

# ANNUAL REPORT

by the numbers · 2013 – 2014

San Francisco Public Library is an award-winning and innovative urban library system, with a bustling Main Library in the heart of the City and 27 neighborhood branch libraries that serve as civic anchors for their communities. Learn about the Library's successes this past year as illustrated by outstanding trends in library use and testimony from library users.



*San Francisco Public Library*



## LIBRARY VISITS

total visits

# 6,762,724

Double the annual attendance  
of the  
World Series Champions  
**SF GIANTS!**



Triple the combined attendance  
of the  
**SF Forty Niners**  
and the  
**Fine Arts Museums**

"Thank you for being a safe haven for all the blessed souls  
that walk through your doors."

MaryAnn K.

## EXPANDED HOURS

**OPEN**

Our San Francisco Public Libraries are open more hours  
than ever before, resulting in greater convenience and equity  
throughout the city.

Year-long needs assessment:

**19** locations now open 7 days per week

**18** branches increased hours

**3** main library centers increased hours

**13%** more hours, improving equity and  
consistency

**11** public hearings

**2,400** patron interviews

**1,000+** online and staff surveys

**300** non-user surveys

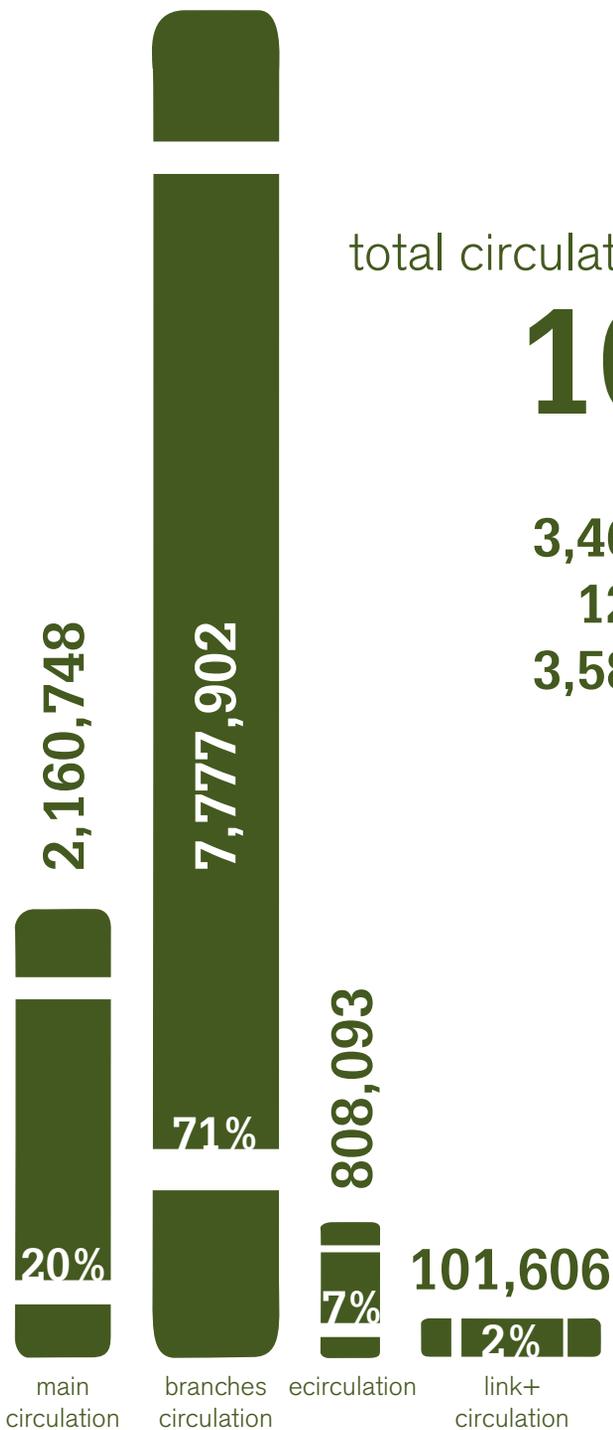
annual hours open

# 68,634



# COLLECTIONS

Use of library materials continues to be very high. Circulation of eCollections, comprising about one tenth of the circulation, nearly doubled in size and had the largest increase in use.



total circulation

# 10,848,349

**3,462,133** physical collection

**123,440** ecollection

**3,585,573** total collection size

**381,215** new items added

**91,937** new titles added

"I love SFPL for often adding new Chinese books, videos and music. I love the quick service for requested materials. I love the electronic books, free Zinio, Hoopla, OverDrive and everything electronic, so SF people can enjoy all these things for free. I am so thankful and grateful for all services, clean places and free online and electronic additions."

Stella C.

# COMMUNITY ENGAGEMENT



Increased programming, exhibits and partnerships on a diversity of topics drew in crowds, ranging from author talks to panel discussions, cultural programs, environmental awareness, toddler lapsits, memory training for seniors, job skills and résumé classes and much more.

## Public Programs:

events **14,009** **10%**  
attendance **456,283** **5%**

## SUMMER READ SF 2014

**17,697** participants **7.6%**  
**296,063** hours read  
**540** programs  
**586** kid power volunteers  
**5,609** hours contributed

**3,264** participants



## TRICYCLE MUSIC FEST

**9** indie rock bands  
**3** months  
**2** counties  
**29** events  
**28** libraries

"I wanted to share that I really enjoyed the Summer Read SF 2014 program. It was a lot of fun and provided me with an opportunity to read and discuss titles that I would not have otherwise explored. All these books were thought-provoking and lead to lively and profound conversations. Thank you and I look forward to participating again next summer!"

Michiko Y.

## ONECITY ONEBOOK

San Francisco Reads

*Little Brother* by Cory Doctorow

**46** events **35%**  
**3,947** program attendance  
**2,137** book circulation **7%**  
**500** books sold  
**600** free ebooks downloaded  
**1,960** social media connections

## SPECIAL EVENTS & PARTNERSHIPS

# 50

- ▶ VIVA: Latino/Hispanic Heritage Month events
- ▶ year anniversary Book Arts & Special Collections

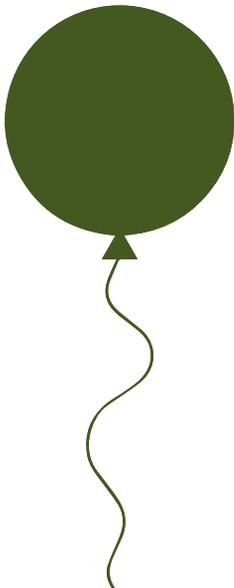
## StoryCorps®

# 210

interviews recorded at the StoryCorps booth at the Main Library and via StoryCorps @ Your Library. StoryCorps' recordings are archived at the American Folklife Center at the Library of Congress.

### Other Special Events:

- ▶ Tales from Two Cities writers conference
- ▶ Filipino American international book festival
- ▶ Teen Read Week
- ▶ Read for the Record



# 30

 years

Project Read anniversary

**6,000** individuals served

**8,000** volunteer hours in one year



"I walked through the Project Read glass doors four years ago as a tax burden. I now stand before you as a tax payer. Thank you from the bottom of my heart for giving me a second chance for a first class life."

Jerry P., Project Read learner

# QUALITY SERVICES

## Benchmark Survey by City Controller:

Comparison with 8 cities,  
most with similar population:

Los Angeles  
Oakland  
San Jose  
Boston  
Washington D.C.  
Philadelphia  
Seattle



San Francisco highlights:

- ★ highest circulation per registered borrower
- ★ above average visits per hour
- ★ highest program attendance per capita

## 2013 City Survey:

Libraries & library satisfaction  
continue to register highest marks  
of resident satisfaction with city  
services



## Good or excellent ratings:

- ★ events
- ★ online services
- ★ assistance from library staff
- ★ maintenance/cleanliness of library facilities

★★★★ 4 Star Library – *Library Journal* Index of Public Library Services

“The staff of the San Francisco Public Library, in particular those who work at the San Francisco History Room, are the finest public librarians I have ever seen in my life. They handle each and every inquiry from each and every visitor with the same level of respect and attention, whether a lost person off the street or a famous academic. I am grateful for their help, their resourcefulness, and their consistent and ever-present smiles.”

Tomás S.

## FACILITIES UPGRADES & IMPROVEMENTS

**24** libraries completed

We did it! The largest capital improvement project in SF Public Library's History led to the building of better libraries for stronger communities.



**16** renovations

**8** new buildings

**10** libraries designed to meet LEED Silver or Gold

**7** property acquisitions

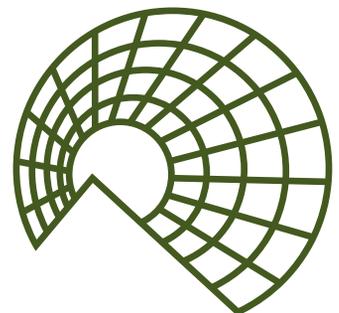
**1** new support services facility

**1** opening of the final project, the new North Beach Branch on May 10, 2014

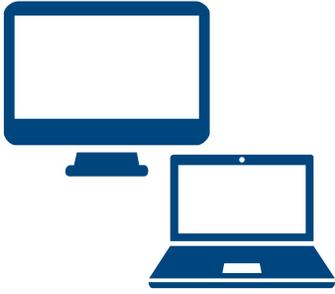


### main library upgrades

- design & construction of new learning & literacy center in progress
- teen center design completed



## DIGITAL STRATEGY



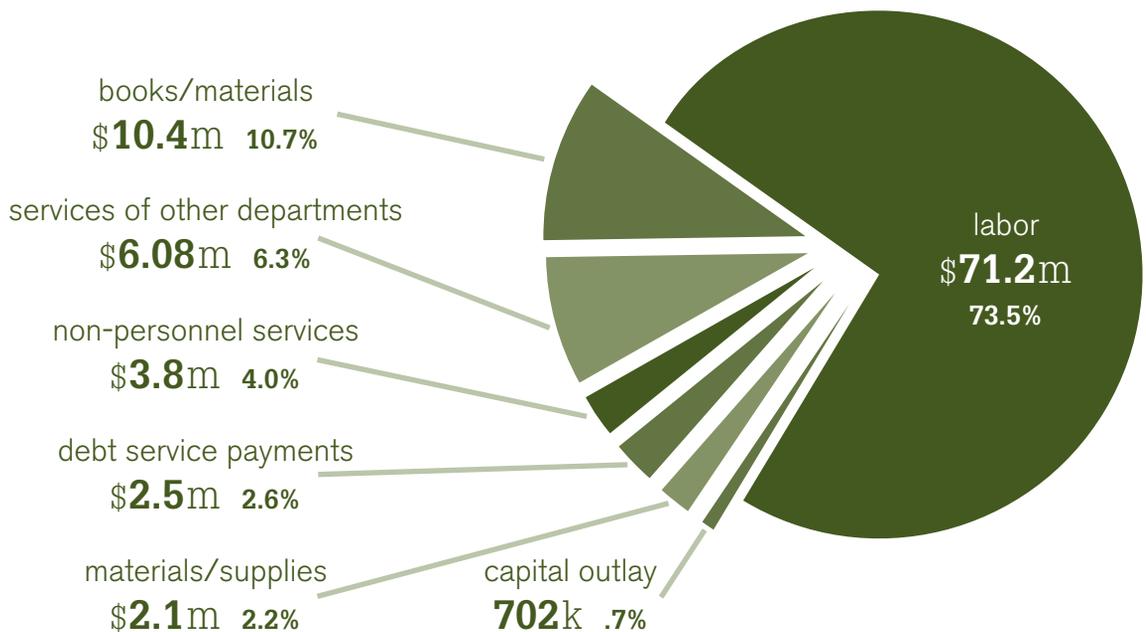
- ↑ **2%** 946 public computers
- ↑ **25%** 655,888 hours of use
- ↑ **297%** 52,849,115 web hits
- ↑ **506%** 1,807,295 Spanish & Chinese website hits

web hits from  
mobile devices

# 7,960,993

## BUDGET

total budget **\$96.9 m**



## FRIENDS

support given \$ **1,724,485**

**1,000,000** books donated

**3,806** Friends members

**980** volunteers

**25,732** volunteer hours donated

\$ **677,770** value of volunteer hours

**24**<sup>th</sup> and final Branch Library (North Beach)  
furnished and equipped via Friends' successful  
Neighborhood Library Campaign

▶ Programs funded included:

- One City One Book
- Effie Lee Morris Lecture
- *At The Library* newsletter
- Tricycle Music Fest
- Main and branch library exhibits
- Book donations
- Innovation grants (4)
- Grants to branches (27)
- Staff professional development
- Children's programming
- Teen programming

**FRIENDS** *of the*  
SAN FRANCISCO PUBLIC LIBRARY

Executive Director: Scott Staub

## ADMINISTRATION

Mayor: Edwin M. Lee

City Librarian: Luis Herrera

San Francisco Public Library Commission:

President: Teresa Ono (May 21, 2009 – present)

Vice President: Susan Mall (March 4, 2013 – present)

Jewelle Gomez (Feb. 18, 2005 – March 15, 2014)

Dr. Mary Wardell Ghirarduzzi (June 19, 2014 - present)

John Lee (March 4, 2013 – present)

Lee Munson (April 20, 2006 – March 15, 2014)

Michael Nguyen (March 15, 2010 – present)

Lorna Randlett (Jan. 8, 2011 – April 28, 2014)