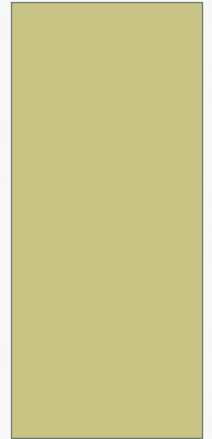


# SFPL OPEN HOURS ASSESSMENT 2017-18

OFFICE OF THE CONTROLLER  
CSA – CITY PERFORMANCE  
THURSDAY, OCTOBER 20, 2016



# CHARTER REQUIREMENT

**Charter of the City and County of San Francisco,  
Section 16.109. LIBRARY PRESERVATION FUND.**

**Requires that the Library Commission:**

- **Maintain a minimum of 1,211 system-wide service hours per week.**
- **Conduct a comprehensive assessment of needs to modify service hours as appropriate at least once every five years.**
- **Establish a community input process to provide feedback for determining service hours, including a mandated public hearing in each supervisorial district.**
- **To be completed by: June 30, 2018**

# FINDINGS OF 2012-13 ASSESSMENT

- **Usage:**

- Nearly three-quarters (73%) of respondents felt that current hours met their needs well or very well.
- Patrons in District 11 were the most satisfied with the current hours; patrons in District 8 were the least satisfied.

- **Expanded hours:**

- Nearly two-thirds of patrons (64%) reported they were more likely to use the library if it were open more.

- **Non-users:**

- The most cited reasons for not using the library were the respondent's feelings that they just didn't need to use it (24%), too busy (23%), or access to computer or Internet (23%).

# CURRENT OPEN HOURS

- **Charter requirement: 1,211 hours per week.**
- **Currently: 1,375 hours per week**
  - approximately 14% above charter mandate.
- **Total open hours: 68,380 per year**
- **Planned Additions for FY17:**
  - All branches open 7 days per week.
  - 15 branches adding hours.
  - Floor of 50 open hours per week at every facility.

# ASSESSMENT GOALS

- A. Data-driven approach to gather information on Library users and non-users for purpose of determining open hours.**
- B. Position open hours to best serve the needs of the public and their respective communities.**
- C. Determine the budgetary and staffing impacts of open hour revisions through different models.**

# PROPOSED SCOPE OF WORK

- I. Evaluation of current system-wide open hours.**
- II. Benchmarking with peer systems.**
- III. Community and patron surveys using an expert consultant to assess needs and inform recommendations.**
- IV. Analysis of assessment findings.**
- V. Outreach and discussion at public hearings in each supervisorial district.**
- VI. Final report with proposed open hour recommendations to Library Commission.**

# PROPOSED TIMELINE

- **Negotiate Contract with Expert Consultant**
  - **Fall/Winter 2016-17**
- **Consultant Survey Work**
  - **Spring 2017**
- **Analysis of Findings**
  - **Late Spring/Early Summer 2017**
- **Hold Public Hearings in 11 Supervisorial Districts**
  - **Summer 2017**
- **Delivery of Final Report**
  - **Late Summer/Fall 2017**

# FEEDBACK

- **Questions or other feedback?**