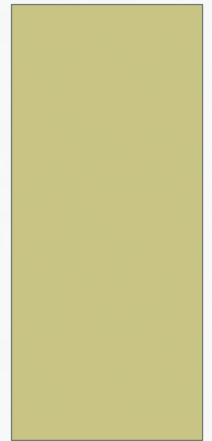


SFPL OPEN HOURS ASSESSMENT 2017-18

OFFICE OF THE CONTROLLER
CSA – CITY PERFORMANCE
THURSDAY, MAY 18, 2017



CHARTER REQUIREMENT

Charter of the City and County of San Francisco,
Section 16.109. LIBRARY PRESERVATION FUND. (2007)

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**

CURRENT OPEN HOURS

- **Charter requirement: 1,211 hours per week.**
- **Currently: 1,375 hours per week**
 - approximately 14% above charter mandate.
- **By June 30, 2017: 1,460 hours per week**
 - approximately 21% above charter mandate.
- **Immediate Impacts**
 - **All SFPL branches open 7 days per week.**
 - **15 branches adding hours.**
 - **Floor of 50 open hours per week at every facility.**

ASSESSMENT GOALS

- A. Data-influenced 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.**

PROJECT SCOPE OF WORK

- I. Evaluation of current system-wide open hours.**
- II. Benchmarking with peer systems.**
- III. Community, staff and patron surveys using an expert consultant (CC&G) 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.**

PROJECT TIMELINE: JUNE-SEPT

| SFPL Open Hours Assessment | | June | July | August | September | |
|---|-----------------|----------------------|-----------------------|-------------------------------------|--|---------------------------------|
| Project Task | Date (week of) | 17-Jun | | | 21-Aug 28-Aug 4-Sep 11-Sep 18-Sep 25-Sep | |
| Patron Intercept Survey (5 weeks) | | New Open Hours Added | School Out of Session | CC&G preps for public presentations | School Back in Session | Intercept Survey Work - 5 weeks |
| Begin patron surveying | 28-Aug | | | | | |
| Surveying at branches and Main | 28-Aug - 25-Sep | | | | | |
| Conduct any make-up surveying, as needed | 25-Sep | | | | | |
| Conclude surveying | 25-Sep | | | | | |
| Topline Report | | | | | | |
| Review survey findings | 2-Oct | | | | | |
| Draft topline report | 9-Oct - 23-Oct | | | | | |
| Provide report to Controller's Office | 30-Oct | | | | | |
| Presentation at 11 Public Hearings (5 weeks) | | | | | | |
| Prepare presentations/Analyze Survey Results | 2-Oct - 9-Nov | | | | | |
| Present at public hearings | 16-Oct - 13-Nov | | | | | |
| Conclude presentations | 13-Nov | | | | | |
| Final Report | | | | | | |
| Review public presentations | 20-Nov - 27-Nov | | | | | |
| Draft final report | 4-Dec | | | | | |
| Submit final report | 25-Dec | | | | | |

PROJECT TIMELINE: OCT-DEC

| SFPL Open Hours Assessment | | October | | | | | November | | | | | December | | | |
|---|-----------------|---------|-------|--------|--------|--------|----------|--------|--------|--------|--------|----------|--------|--------|--------|
| Project Task | Date (week of) | 2-Oct | 9-Oct | 16-Oct | 23-Oct | 30-Oct | 6-Nov | 13-Nov | 16-Nov | 20-Nov | 27-Nov | 4-Dec | 11-Dec | 18-Dec | 25-Dec |
| Patron Intercept Survey (5 weeks) | | | | | | | | | | | | | | | |
| Begin patron surveying | 28-Aug | | | | | | | | | | | | | | |
| Surveying at branches and Main | 28-Aug - 25-Sep | | | | | | | | | | | | | | |
| Conduct any make-up surveying, as needed | 25-Sep | | | | | | | | | | | | | | |
| Conclude surveying | 25-Sep | | | | | | | | | | | | | | |
| Topline Report | | | | | | | | | | | | | | | |
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Data Aggregation/
Initial Analysis

Budget Planning Begins

Presentations at Public Hearings - 5 weeks

Data Analysis/
Reporting

Final Report Completed

FORTHCOMING ANALYSES

- A) In-depth analysis of visitors on a daily and hourly basis in order to inform the open hours assessment.
- B) In-depth analysis of visitors per branch in order to better gauge the open hour needs of individual branches.
- C) Benchmarking of open hours against peer library systems.
- D) Number of patrons using computer services daily and hourly across the Main and all branches.

IMMEDIATE NEXT STEPS

- May 2017 – Data Compilation and Analyses (Controller's Office)
- June 2017 - New Open Hours Go Into Effect (SFPL)
- July 2017 - Benchmarking Open Hours of Peer Library Systems (Controller's Office)
- August 2017 - Survey Work Begins (CC&G)

FEEDBACK

- **Questions or other feedback?**