

SAN FRANCISCO PUBLIC LIBRARY ANNUAL REPORT

Fiscal Year 2018-2019

Michelle Jeffers, Community Programs & Partnerships

San Francisco Public Library

Annual Report Card

FY 2018-19



2019 San Francisco City Survey

A Biennial survey of San Francisco Residents

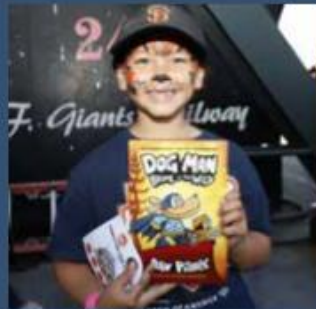
City Service: Libraries

City Grade Performance

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



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 even 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 Breed. Today, SFPL joins with many other libraries across the country who have stopped charging overdue fines and instead offer privileges to thousands of patrons.

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%

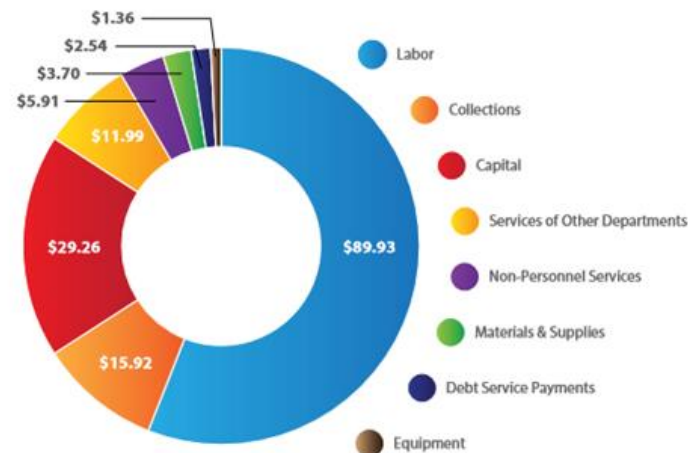
of respondents rate assistance from library staff an "A" or "B", the highest of the survey. The library received four of the top five highest ratings from the 2019 survey.

76%

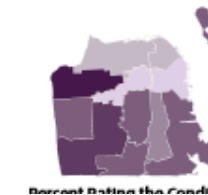
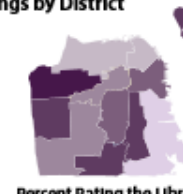
of respondents with children visited a branch library in the past year. Respondents with children are almost twice as likely to be frequent library users than those without.

Fiscal Year 2019 Budget

FY19 Budget in millions



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."

2019 San Francisco City Survey

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

FABULOUSLY FINE FREE San Francisco Public Library



San Francisco Public Library
sfpl.org/finefree

Better Hours at the Best Library of the Year



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 Tomii 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

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.

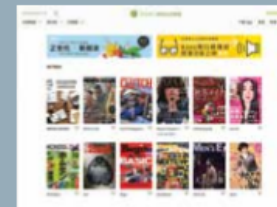
Following the popularity of **Kanopy**, a streaming documentary film service, SFPL rolled out **Kanopy Kids**, offering educational and enriching films and TV series for children of all ages with parental ratings provided by Common Sense Media.

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**.

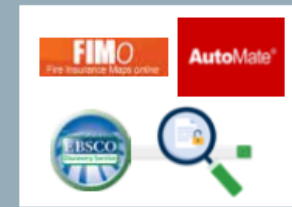
Those doing historical research on buildings can now find **FIMo** (Fire Insurance Maps online) with a library card. SFPL also added **AutoMate**, a new source for accurate auto service and repair information, to its database offerings. To make searching the various databases easier, SFPL launched **EBSCO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



Kanopy Kids

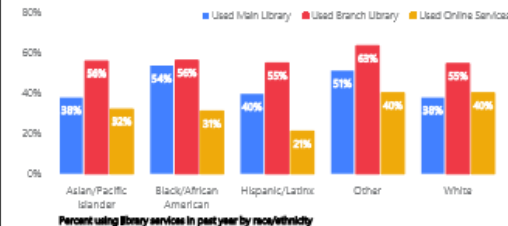


Kono Digital



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%).