



San Francisco Public Library

100 Larkin Street, San Francisco, CA 94102 - 4733

MEMORANDUM

Date: August 16, 2021
To: San Francisco Library Commission
From: Michael Lambert, City Librarian
RE: Strategic Planning Initiative

At the August 19, 2021 Library Commission meeting, the San Francisco Public Library (SFPL) will provide an update on the Library's planning efforts to develop a comprehensive strategic plan to inform service-driven, equity-minded programming, and capital investments for the future.

Committed to service excellence and equity and with the most recent 5-Year Strategic Plan concluding in 2021, SFPL is embarking on a strategic planning process to ensure that San Francisco's library system will continue to be responsive to our residents' library program and service needs in the years ahead. As a leading urban library and the highest rated department of San Francisco's municipal government, the Library has embraced its role as a community anchor institution for education, culture, and civic engagement to meet the learning needs in our diverse neighborhoods. San Francisco's neighborhood branches have become a communal "third place" for all generations, fostering shared experiences for a more connected community. As a provider of high-speed access to the Internet, SFPL is a vital access point for technology and information. Our libraries also serve as climate resilience hubs to provide respite from the rising hazards of heat and poor air quality.

Like so many cities and exacerbated by the COVID-19 pandemic, San Francisco is experiencing widening economic disparities and severe challenges for the most vulnerable populations. In recognition that the needs of San Francisco's neighborhoods will continue to evolve in the face of rapid social and technological change, the Library will need to anticipate growth and tailor our services. The COVID-19 pandemic has also accelerated disruption that was already occurring in the library industry with the ever-increasing adoption of digital collections as patrons opt for greater convenience and remote access to library programs and services. The current environment affords SFPL a unique opportunity to reconsider the optimal use of library assets and infrastructure to support recovery and resiliency.

To deliver the engagement, facilitation, thought partnership, and project management that SFPL will need for the update of its 5-Year Strategic Plan, SFPL has solicited strategic planning and as-needed consulting services through a formal request for proposals (RFP) process. Subsequently, in the past few weeks, the Library's Finance Division worked with the City's Office of Contracts Administration (OCA) to evaluate the proposal submissions and vet the prospective consultants. A Notice of Intent to Award has been issued to DTUI.COM, a CMD-Certified San Francisco Micro-Local Business Entity (MBE).

Library staff welcomes the input and feedback of the Library Commission regarding the upcoming strategic planning effort to engage the community and library staff regarding their aspirations for the future, and how the San Francisco Public Library can achieve greater customer focus and responsiveness in meeting community needs for library services.