

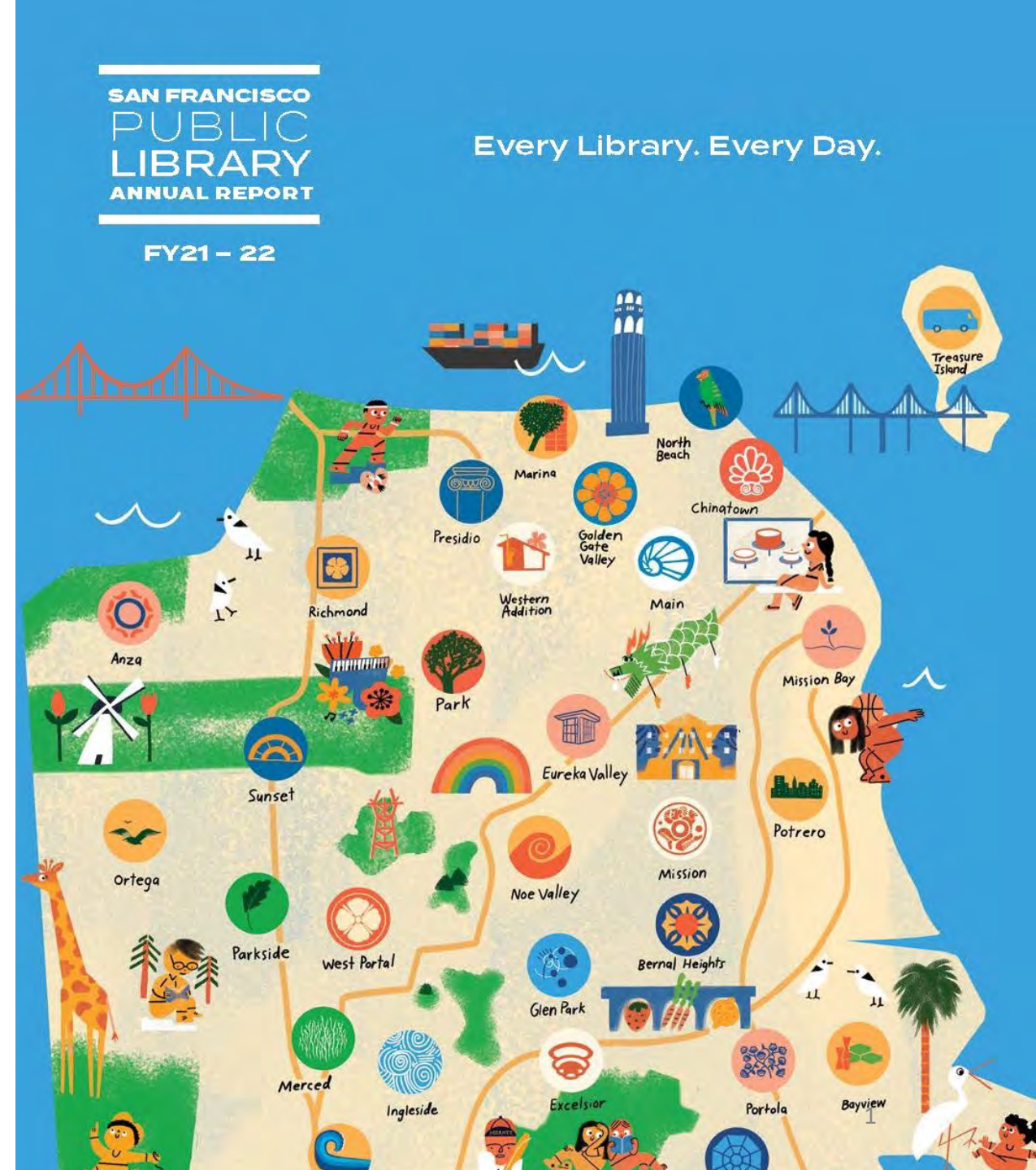
San Francisco Public Library

Fiscal Year 2021–2022 Annual Report

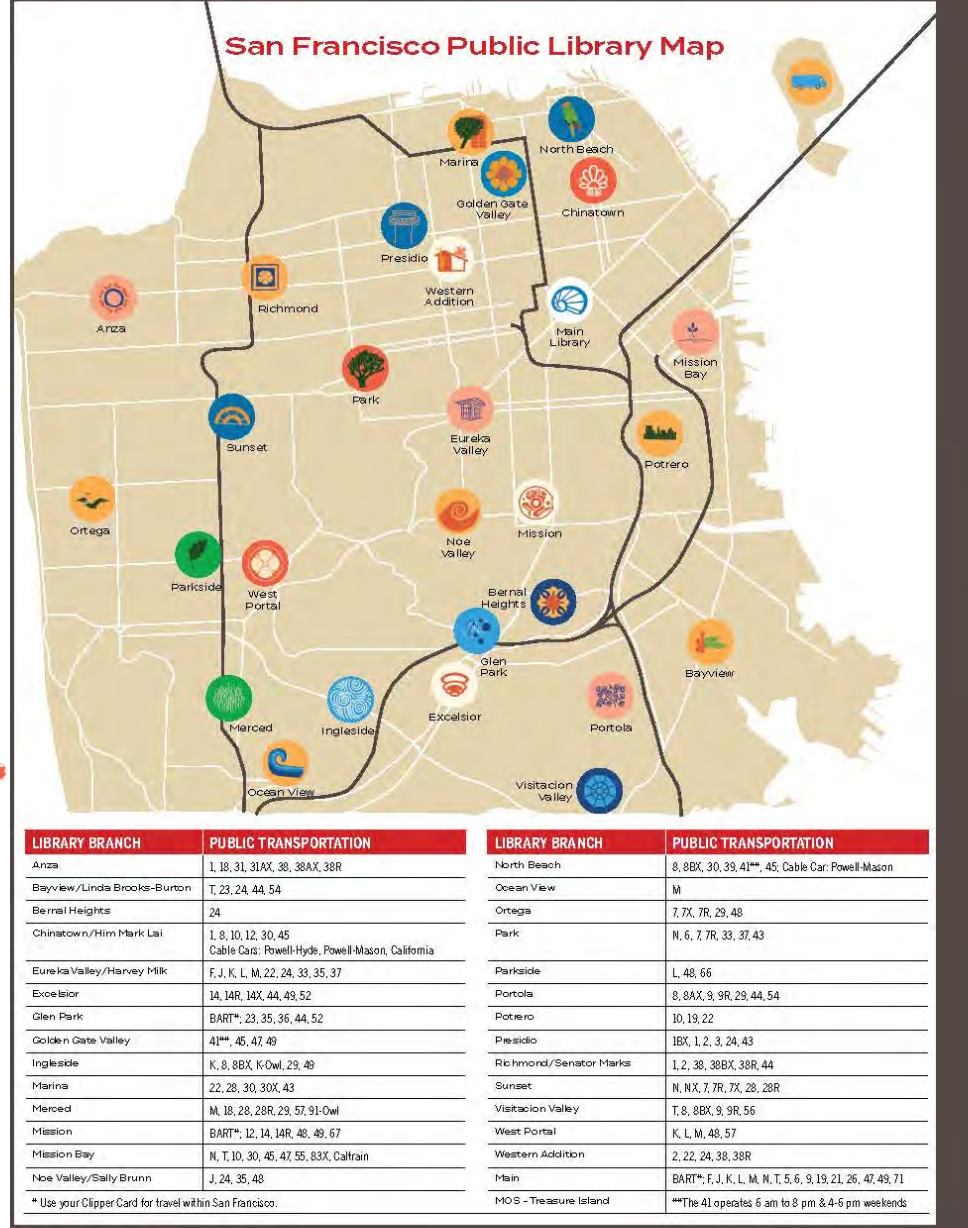
Library Commission Meeting
November 17, 2022

Presented by
Michelle Jeffers,
Chief of Community Programs & Public Partnerships

Kate Patterson,
Director of Communications



We start with a theme...



Treasures Abound for Readers Around Town
Pick up a map and collect all 29 stickers, representing a unique feature of each branch.

29 LIBRARIES CLUB

"Love, love, love this as a way to get people back into libraries post-COVID. Love the creativity of the map and stickers. Love the map icons, too."

"I love this project and cannot wait to do it the next time I'm in San Francisco. I love including sites and local business recommendations from library staff. What a wonderful way to get folks out and about in the communities. And it sounds like a lot of groups did it together. I am so jealous. What a unique way to highlight the library's strengths."

"An interesting, visual, and welcoming approach to increasing interest in local branches and SFPL as a whole. And the stats demonstrate that the campaign had a strong community impact. Nicely done!"

Merced Branch welcomed the first kindergarten class to visit the branch since reopening and were given Explorer Maps.

Explorer cyclists and SFPL fans Allison Mercurio, Nick Dunlap and Danielle Raynal visited 20 branches in a single day.

Chicago visitor Melissa Baysinger joined the 29 Libraries Club by visiting all 28 branches via foot and public transportation in 4 days (and driving to Treasure Island).

In Spring 2022, Library staff went on a SFPL Explorer walk starting at Anza Branch.

The SFPL Explorer Map won the 2022 California Public Library Association (CLA) PR Excellence Award - Best in Show. Kudos to Lisa Weddle, Michelle McNeil and Jaime Wong for creating an award-winning campaign.

We dazzle with data...

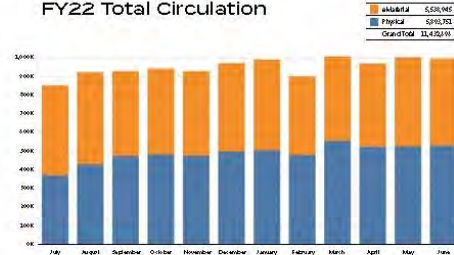


On the Up and Up!

SFPL saw steady growth throughout the year in circulation, attendance and in its staff, most notably in the Branch division, which added 161 new hires.



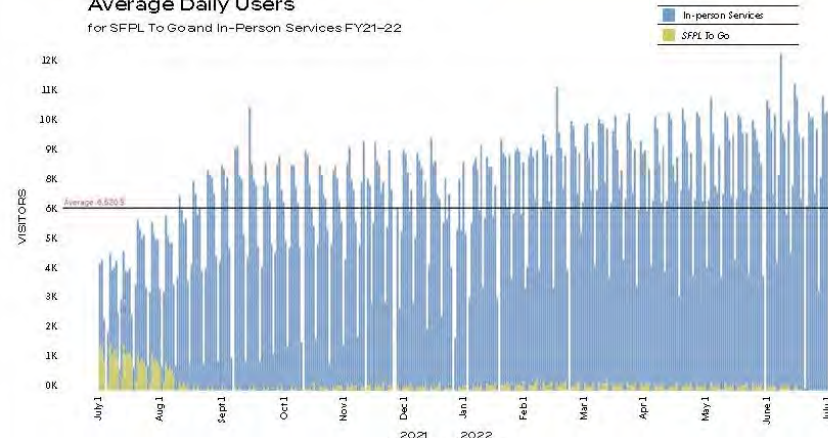
FY22 Total Circulation



"Thank you so much. You have made my day so much better. I am so lucky to have the best library in the world in my city with the best group of librarians I could ask for."

Average Daily Users

for SFPL To Go and In-Person Services FY21-22



Top 5 Circulating Titles

Adult Fiction		Adult Non-Fiction		Adult DVD/Blu-ray	
1	<i>The Vanishing Half</i> Brit Bennett	1	<i>Why We Swim</i> Bonnie Tsui	1	<i>Minari</i>
2	<i>Klara and the Sun</i> Kazuo Ishiguro	2	<i>The Undocumented Americans</i> Karla Cornejo Villavicencio	2	<i>Nomadland</i>
3	<i>Beautiful World, Where Are You</i> Sally Rooney	3	<i>Crying in H Mart</i> Michelle Zauner	3	<i>A Quiet Place, Part II</i>
4	<i>Where the Crawdads Sing</i> Delia Owens	4	<i>The End of the Golden Gate</i> Gary Kamiya	4	<i>Venom: Let There Be Carnage</i>
5	<i>Cloud Cuckoo Land</i> Anthony Doerr	5	<i>The Premonition</i> Michael Lewis	5	<i>Free Guy</i>



Teen Fiction		Juvenile Fiction		Juvenile DVD/Blu-ray	
1	<i>Last Night at the Telegraph Club</i> Malinda Lo	1	<i>Dog Man</i> Dav Pilkey	1	<i>Raya and the Last Dragon</i>
2	<i>The Hunger Games</i> Suzanne Collins	2	<i>Dog Man: Brawl of the Wild</i> Dav Pilkey	2	<i>Soul</i>
3	<i>Six of Crows</i> Leigh Bardugo	3	<i>Dog Man Unleashed</i> Dav Pilkey	3	<i>Luca</i>
4	<i>Shadow and Bone</i> Leigh Bardugo	4	<i>Guts</i> Raina Telgemeier	4	<i>Tom and Jerry</i>
5	<i>The Cruel Prince</i> Holly Black	5	<i>Dog Man and Cat Kid</i> Dav Pilkey	5	<i>Frozen II</i>



eBooks	
1	<i>People We Meet on Vacation</i> Emily Henry
2	<i>Project Hail Mary</i> Andy Weir
3	<i>The Midnight Library</i> Matt Haig
4	<i>The Last Thing He Told Me</i> Laura Dave
5	<i>Crying in H Mart</i> Michelle Zauner

eAudio Books	
1	<i>Atomic Habits: An Easy & Proven Way to Build Good Habits & Break Bad Ones</i> James Clear
2	<i>The Midnight Library</i> Matt Haig
3	<i>Crying in H Mart</i> Michelle Zauner
4	<i>Dune</i> Frank Herbert
5	<i>The Last Thing He Told Me</i> Laura Dave



More dazzling data and beautiful pictures...



Public Programs

Last year saw the resumption of in-person programming, a significant milestone in the Library's post-pandemic recovery. The Library also continued to offer virtual and hybrid programs so that patrons could enjoy seeing their favorite artists, performers and authors from home.

NUMBER OF YOUTH PROGRAMS



1,870
Youth Programs

38,896
Youth + Children
Attendance



NUMBER OF STORYTIMES



459
Storytimes/
Sweet Stories

147
Virtual
Programs

312
In-person
Programs



NUMBER OF ADULT PROGRAMS



1,443
Adult
Programs

62,478
Adult
Attendance



Racial equity work at the Library



Racial Equity Work at the Library



The Library's Racial Equity Committee (REC) continued to make progress on the Library's groundbreaking Racial Equity Action Plan, which was formally adopted

in FY 2020-21. Activity highlights from this year include the development of a Racial Equity Lens tool to help guide staff in their planning to ensure that communities of color are centered in the Library's initiatives. The Committee also succeeded in completing the most

"Literacy is a racial equity issue and libraries are uniquely positioned to model evidence-based learning interventions that are effective and grow lifelong readers." – Naomi Jelks

comprehensive staff survey to-date to assess how the Library is doing in its efforts to advance racial equity in the workplace.

Another major milestone was the hiring of the Library's first-ever Racial Equity Manager. Librarian Naomi Jelks was promoted into the role in April 2022. She previously served as the Third Floor Manager at the Main Library.

FY 2021-22 COMMITTEE MEMBERS

Big thank you to outgoing Committee members for our incredible work!

Alejandro Gallegos, Co-Chair	Janine Mogannam
Shawna Sherman, Co-Chair	Denise Schmidt
Queenia Chan	Meredith Steiner
Jason Hill	Jimmy Tran
Gregory Hom	Michelle Waddy
Melissa Mendolia	Jennifer Woo

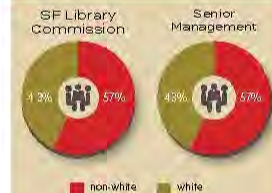
The end of the fiscal year saw the transition of the Library's inaugural REC members, including the founding co-chairs Alejandro Gallegos and Shawna Sherman.

"In helping inaugurate REC work here, I learned there are no easy solutions to racial inequality. We made some small changes, but the journey continues. I'm excited to support the work of our new racial equity leaders." – Shawna Sherman

FY 2022-23 COMMITTEE MEMBERS

Naomi Jelks, Co-Chair	Lisa Hubbell
Maria Mastrokyriakos, Co-Chair	Tramaine Johnson
Barakah Ali	Marcus Lange
Joanna Arteaga	Eun Lee
La Spina	Cristina Mitra
Jana Cabrera	Kate Patterson
Luis Francisco Cardona	Maureen Singleton
Catherine Cormier	Tami Suzuki
D'Aion Curry-Matthews	Jensia Woo
	Victoria Yam

RACIAL DIVERSITY OF TEAMS



Jail and Reentry Services (JARS)

In January 2022, Mayor London Breed announced a \$2 million grant from The Andrew W. Mellon Foundation to support a collaboration between SFPL and the American Library Association (ALA) aimed at improving and expanding library services for incarcerated individuals both locally and nationally.

"For many who are incarcerated, access to information and resources through the library is a lifeline and critical to their rehabilitation process," said Mayor Breed. "I want to thank The Andrew W. Mellon Foundation for recognizing the pioneering work of this collaboration between San Francisco Public Library and the American Library Association, which will improve access to resources for incarcerated individuals nationwide."

Led by SFPL's Jail and Reentry Services team with ALA as a sub-grantee, the Expanding Information Access for Incarcerated People initiative includes a comprehensive survey of existing models for library services to people in jails and prisons and a revision of outdated standards in collaboration with formerly incarcerated people and librarians. Additionally, the project involves the development of an interactive map that can be used to locate library services for incarcerated individuals nationwide, and a year-long virtual training series led by SFPL staff and other experts in the field. This project received critical acclaim and visibility at the ALA 2022 conference in Washington, DC. While in DC, JARS staff Rachel Kinnon and Dr. Jeanie Austin participated in a hearing on the

standards for library services in jails and prisons.

The grant helped create three new positions at SFPL, and the JARS team was thrilled to welcome librarian Nili Ness and administrative analysts Bee Okelo and Sally Durgan.

In FY 2021-22, JARS responded to 1996 Reference by Mail Letters, circulated 125,034 books, including books in languages other than English:

• Spanish:	1872	• Talking books for
• Italian:	20	vision impaired/
• Arabic:	24	blind patrons:
• Chinese:	31	8
• Vietnamese:	16	
• Hindi:	16	

Each location gets to be in the spotlight



Library History

In 1930, San Francisco voters approved a charter amendment to increase taxes to fund the construction of the Anza Branch Library. Using the site of the old



During the brave project, the Branch patron appreciated me that up and at the She said rescue



Staff of "real n adrift

the neighborhood for hours. I'm so glad you're open again. I went to use the computer at Balboa Business Center but I couldn't afford to do that every day."

The Branch has seen the return of regular patrons at monthly book clubs and knitting circles, and growing families return to storytime. Middle school book clubs and tech help programs have been a much-needed breath of fresh air to the young and young-at-heart patrons. Some patrons are at the Branch for several hours a day once again, absorbed at the computer terminals or reading every single newspaper cover to cover.

ANZA
550 37th Avenue
San Francisco, CA 94121
(415) 355-5717



Library History

The original Bayview/Anna E. Waden Branch Library was opened as a storefront facility in 1927. It was the 13th branch in the San Francisco Public Library system, replacing a "library station" that had been established in 1921. In 1969, a red brick building was built on the corner of the 3rd Street and Revere Avenue in the Bayview/Hunters Point district with a bequest from Anna E. Waden, a clerical employee of the City of San Francisco. Her gift of \$185,700 paid for the development of this cooperative community project. The building was completed in February 1969, and the formal dedication took place on July 12, 1969. The architect was John S. Bolles & Associates and the contractor was Nibbi Brothers.

During an in-depth community assessment process undertaken as part of the Branch Library Improvement Program, which included many community meetings and input from neighborhood groups, it was decided to replace the building in favor of a new, larger branch library for the Bayview / Hunters Point Community.

The new Bayview Library opened February 23, 2013.



BAYVIEW
5075 3rd Street
San Francisco, CA 94124
(415) 355-5757



Mobile Services



Mobile Outreach Services (MOS)

Once COVID restrictions relaxed, the team transitioned away from pop-up service to more consistent monthly children's and senior routes. They also had fun participating in civic, community and celebratory events like the Reading Rally and Black History Month celebration at Chase Center, which was the result of a new partnership with the Golden State Warriors (go Dubs!).

With the newly acquired YouthMobile back in action, Mobile Services spearheaded the return to in-person storytimes in December 2021 with Swing into Stories, a safe outdoor storytime experience presented in partnership with the Recreation and Park Department. Every Tuesday, the YouthMobile visits one of four parks, Garfield Playground, Koret Playground (Golden Gate Park), Hilltop Playground and Redwood Grove Playground (McLaren Park) to bring stories and songs to youth and their caregivers. These storytimes developed a loyal following with caregivers traveling to a new park location each week.

Other community event highlights include the BMagic backpack giveaway, Friends' 60th Anniversary Block Party, the Mayor's annual tree lighting in Civic Center Plaza, Eggstravaganza and Big Truck Day in Golden Gate Park and Día de los Niños.



MOS STATS

Mobile Services

16,944
Patrons Served

35,646
Library Materials

63,710
Books Received

63,710
Books Received



The Main Library's successes, floor by floor



Quator Jeeve Dutton-Winter speaking to an SFUSD class about the exhibit, *Silent Spikes: Following in the Footprints of Chinese Railroad Workers*

FLOOR 3 Chinese Center
On February 5, 2022, the Chinese Center, which is led by Librarian Hai-Ging Chen, hosted a hybrid program for Chinese New Year, its first public program since the pandemic. The celebration included a lion dance, a folk art performance, folk singing and dance. More than 365 people attended in-person and 120 people watched the livestream. More than 650 people watched on YouTube over that weekend, and the program received 1.2k total views.

On March 12, the Center held an opening ceremony for the exhibit *Silent Spikes: Following in the Footprints of Chinese Railroad Workers*. A program presented in conjunction with the exhibit, included keynote speakers who shared the little-known history of the Chinese railroad workers in California as well as a film screening and a panel discussion featuring historians who were happy to engage with the many college students (City College of San Francisco, San Francisco State University and University of California schools) in attendance. What made this program extra special was the incredible turnout of the many Chinatown organizations, demonstrating a great sense of unity in the community.

The Library kicked off a Mandarin Summer Learning program on June 3, marking the debut of the Library's free, high-quality Mandarin language classes for kids and adults at four branch libraries. The program included class presentations, performances and educational booths. More than 100 Chinese children's books were distributed to youth in attendance.

FLOOR 3 African American Center
In addition to programs highlighting books available for checkout in the Library, the African American Center honored Black culture and history, with two show-stopping exhibits that brought community to the library and reinforced a positive narrative centered on Black achievement and pride.

An Ode to Us: A Celebration of Black Hair saluted the many stylists and hairstyles Black/African Americans have worn throughout history and included a selfie wall of historic Ebony covers. It was the first of the Center's traveling exhibits, starting at the Main Library and moving on to Western Addition and Bayview branches. Many visitors viewing the exhibit, including a special visit by Mayor London Breed, shared their hair stories.

From the exhibit comment book for *An Ode to Us*:
"So much identity wrapped up in something that literally can be here today and gone tomorrow. Clearly this exhibit hit a nerve and triggered a lot of emotion. There should be more exhibits like this."

Black Excellence, Black Invention: Working closely with community member Dr. Rev. Carolyn Ransom-Scott, the Center embarked on a bookmark and exhibit project to highlight Black inventors not usually found in textbooks. Dr. Scott has distributed a version of the bookmarks for many years, and this year, she partnered with the Library for a series of four bookmarks distributed at all Library locations. The bookmarks included an accompanying exhibit: *Black Excellence, Black Invention*, curated by African American Center Program Manager Shawna Sherman.

From the exhibit comment book for *Black Excellence*:
"We've got to do more to not only change the narrative of our being a marginalized people, but also affirm our brilliance as this exhibit illustrates."

"So important. I didn't get to know this valuable knowledge in my education in the 50s and 60s."

FLOOR 3 James C. Hornel LGBTQIA Center
It was a big year for Hornel Center librarians Cristina Mita and Kevin Darling. From March through August 2022, the Center hosted its first exhibition since the COVID-19 pandemic: *The Cockettes: Add Drag & Sexual Anarchy*. Two years in the making and inspired by the recent book of the same title by original Cockette, Fayette Hauser, the exhibition cheekily cautioned audiences: "This exhibit contains images of nudity and glitter."

Curated by Fayette Hauser and inaugural Hornel Center program manager Jim Van Buskirk, with contributions from the Hornel LGBTQIA Center staff, the exhibit celebrated *The Cockettes'* adage—"Too much is never enough!"—by covering the Hornel Center in intriguing and often humorous artifacts. These included photographs, many of them life-size, accompanied by intimate profiles of the Cockettes, an original costume from Hauser, a tableau exemplifying a typical scene in *The Cockettes'* Haight-Ashbury commune, ephemera and photographs from the Hornel LGBTQIA archives and the book and a digital Spotify playlist. Six public programs welcomed 400 people to experience *The Cockettes* through a mix of art forms and senses: film, photographic storytelling, circus arts, dance and cabaret. Together, the public programming and exhibition brought to life the outrageousness, trailblazing counterculture, psychedelic troupe that dazzled San Franciscans and beyond from 1969 – 1972, and a legacy continues to be felt today.

Were you working at the Main when it opened?
"I was and I wasn't. 25 years ago, when the New Main opened, I (Ben Franklin M.S.) had performed at the opening ceremony. I'd been at the old Main (now Asian Art) and the new Main. I caught that beautiful atrium and nautical skylight - that year later, I'm the first time I walked in as a member of Main staff. I saw it all eyed, head tilted up, and body blocking the many patrons trying it was just as inspiring, and hasn't lost any of its shine."



Library History
The doors of San Francisco's first public library swung open on June 7, 1850 in Pacific Hall, a rented space housing a collection of 6,000 books in a Bush Street office building in the Financial District. It was relocated to a wing of City Hall in 1888, a facility that was virtually leveled by the 1906 earthquake. A notable granite structure housing 200,000 volumes opened as a monument to knowledge in the majestic new Civic Center on February 15, 1912. This library has since been repurposed as the John Muir Museum when the "new" Main Library opened April 18, 2000. Over the course of its 167-year history, the Library has significantly expanded its footprint, boasting the 2nd-most floor area per square mile in the country.



FLOOR 2 Main Children's Center (MCC)
On January 27, 2022, MCC Librarian Blazibeth Perez joined students and teachers at John Muir Elementary School for a Peace Walk through the Lower Haight. The entire school turned out for the event. The students carried signs and sang songs about peace, raising their voices in hope for their futures and the future of their city. Perez has served as SFPL's liaison to John Muir for more than six years. She visits regularly to share stories and Library information and has become a true part of the John Muir community.

In April 2022, the Main Children's Center began hosting regular weekly in-person storytimes for the first time since the pandemic. MCC rock-star librarians Jim Jeske, Eric Auyang and Lyn Davidson restarted storytimes with offerings in Cantonese-English and Spanish-English.

On June 18, 2022, the MCC welcomed back beloved local drag queen PerSia for Drag Queen Story Hour. PerSia delighted an audience of 55 children and adults with stories, music, and dance in this special early literacy program that celebrated the joy we can all take in being ourselves.

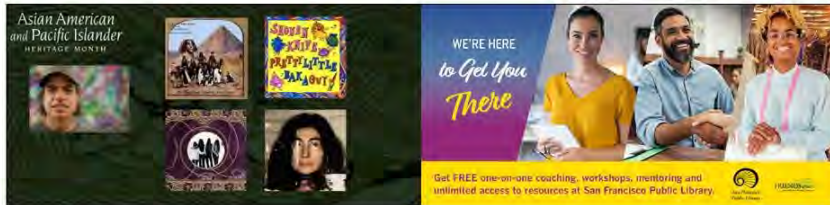
The Mix
A highlight for the Mix was the reopening of the audio studio, which gave access for the teens to use the music equipment. This studio has become one of the most popular spaces in the Mix.

"All the people here are really nice, really cool. It's fun to work with them, be creative together, and make some new ideas. It's a really nice area to meet new people."
– Raphael, teen patron

MAIN LIBRARY
100 Larkin Street
San Francisco, CA 94102
(415) 667-4400



The Main Library's successes, floor by floor



FLOOR 4 The Art, Music and Recreation Center

The Art, Music and Recreation Center was one of the first departments to have in-person programming with the Thursdays at Noon film screenings in the Koret. Also popular was their rock music virtual programs with Richie Unterberger, which attracted 855 attendees.

Business, Science & Technology (BST)

It was a big year for the BST center as well, which continued to see steady growth for its Work it program series.

BST Success by the Numbers



BST partner Senior Community Service Employment Program wrote:

In looking back at our intake spreadsheet, ever since we started the reoccurring monthly information sessions in partnership with SFPL, approximately 25% - 35% of all of our candidates are coming through SFPL sessions afterwards. The response in connecting participants to our training program has helped the Senior Community Service Employment Program (SCSEP) assist all eligible candidates to go through workforce training and then move forward to employment success. Last year, Felton Institute SCSEP ended up assisting 77% of all of our enrolled trainees in our program find jobs outside of our program, which is our mission and goal of the program. So, SFPL has really been an instrumental part of our outreach and success efforts!

BST continues to cultivate strong partnerships with the Office of Financial Empowerment, the Department of Human Resources, the Employment Development Department, Jewish Vocational Services, BetterInvesting, Reference Solutions, Candid, the Financial Planning Association, SCEP, Business Reference Solutions, the Marin Health and Human Services, SF Reserve, and Upwardly Global. They also established new partnerships with expert professionals specializing in education, law, finance and careers.

SHOUT OUT FOR BST PARTNERS

- Office of Financial Empowerment
- SF Assessor's Office
- SF Department of Human Resources
- SF Employment Development Department
- SF Office of Small Business Jewish Vocational Services
- BetterInvesting
- Reference Solutions
- Candid
- The Financial Planning Association
- SCEP
- Business Reference Solutions
- SBA
- Renaissance
- The Marin Health and Human Services
- SF Reserve
- Upwardly Global
- Climb Hire
- Legal Aid at Work
- Humanmade
- Chinatown Neighborhood Association
- Consumer Financial Protection Bureau
- Waste Ratings
- U.S. Department of Labor
- Professionals:
 - Heather Liston
 - Christine Gotszko
 - Lynne Winter Gross
 - Stuart Bernstein
 - Carrie Friedberg
 - Shari Toffman
 - Gabrielle Dahms
 - Peter Karpathakis
 - Tim Bombach
 - Jack Molinari
 - R. Paul Herman
 - Bob Lester
 - Zoe Liston
 - Robert Leone and Annie Nogg
 - Molly O'Wane



FLOOR 5 The Bridge at Main

The Bridge at Main last year returned to full service work in print and digital literacy. Enrollment in all of the Bridge's three tutoring programs (Project Read and ESL for adults; FOG Readers for children grades 1-4) increased by at least 25%. Hundreds of tutors and learners returned to our libraries, meeting in person for the first time since COVID and continuing their learning journeys.



During the course of the year, more than 4,000 people attended the Bridge's digital literacy trainings, gaining skills and comfort with everything from HTML to QR codes. The 1600 attendees at SF Tech Week, the Bridge's annual signature digital literacy event in May, overwhelmingly reported they learned useful skills to become tech-comfortable.

In the Bridge's Career Online High School program, 18 students enrolled during the year, and 7 previously enrolled students received their accredited high school diplomas. One graduate's statement sums up FY22: "There is nothing that you cannot do once you put your mind to it."



DigiCenter

In FY 2021 - 22, the Library digitized physically at-risk materials from five different collections in the Hornel and San Francisco History Center archives with a grant from the California State Library. From police surveillance photographs of queer and sex-oriented businesses in the 1960s to the scrapbook of a lesbian bar raid in the 1950s, this digital collection showcases and preserves the experiences of LGBTQ San Franciscans in the 20th century. The selected materials contain personal photographs, a scrapbook, SFPD photo negative, and Harvey Milk's typed, hand-annotated speeches and "Political Will" audio cassette recording. More information at digitalsf.org.

FLOOR 6 Book Arts & Special Collections

The former Irish Ambassador to the United States Daniel Mulhall got a special tour of the Library's collection of rare and limited edition of James Joyce's *Ulysses*.



San Francisco History Center

History Center librarian Katherine Ets-Hokin helped a woman reunite with her childhood friend who had been taken away to a Japanese internment camp during WWII, using the resources at the Center.

"After 80 years they have met! And your work & you are a big part in this miracle!"

— Lisa X (daughter of Joan X who was reunited with her long-lost friend Hisa)

COVID Community Time Capsule

The San Francisco Arts Commission partnered with the City's COVID Command Center and San Francisco Public Library to create a unique artist-in-residence program that allowed three Bay Area artists unprecedented access to the City's COVID-19 response, prevention and recovery operations and the hundreds of City employees deployed as Disaster Service Workers. Artists Mabel Jiménez, S. Renee Jones and Ajuan Mance presented their portfolios to the City archives where they are now available to the public in the San Francisco History Center, part of our larger COVID Time Capsule collections. All three artists documented San Francisco's resilience in the face of the pandemic and how government and community organizations worked alongside each other to provide COVID services throughout the city.

LibChat and LibAnswers

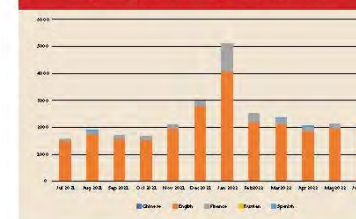


Did you know the Main Library is home to the LibChat and LibAnswers Team?

Librarians at the Main Library are standing by to help our patrons via email, chat and text. We call this our Information Services and TIP (Telephone Information Program).

Staff in the Information Services Department monitor the LibAnswers dashboard where "tickets" or emails are collected and responded to or forwarded to subject specific departments. Questions from patrons run the gamut from how to get a library card to the history of a particular San Francisco property.

Inquiries, Monthly Breakdown



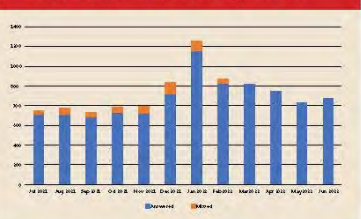
Librarians in the subject departments around the Main Library monitor the live chat questions that come in daily while the Library is open to the public. Some requests are to renew library cards and reset passwords while there are also questions about how to locate a specific book, find an article in our deep collections of journals and inquiries about broader research topics.

The statistics below show how many tickets were received and how many live chat messages were answered in FY 21-22. Also included below are just a few of the hundreds of positive patron comments on the "virtual" interactions they had with our staff.

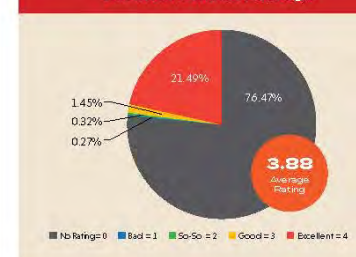
July 1, 2021 - June 30, 2022



LibChat Admin, Monthly Status



LibChat Patron Ratings



Our Patrons Love LibAnswers!

"Nothing much, just to say that I love you guys, thank you for giving us some sense of normal in these crazy times."
— July 20, 2021

"I am grateful for this service, for its existence and for how quickly I was able to access a response."
— July 6, 2021

"Superb service! Quick and able to complete my request within 2 minutes! Wonderful agent!"
— August 2, 2021

"Wonderful service. Helped me during the pandemic to have online service."
— September 19, 2021

"SFPL ROCKS and kudos to a great support staff!"
— October 26, 21

In addition to programming, BST librarians' reference skills made a significant impact on the community:

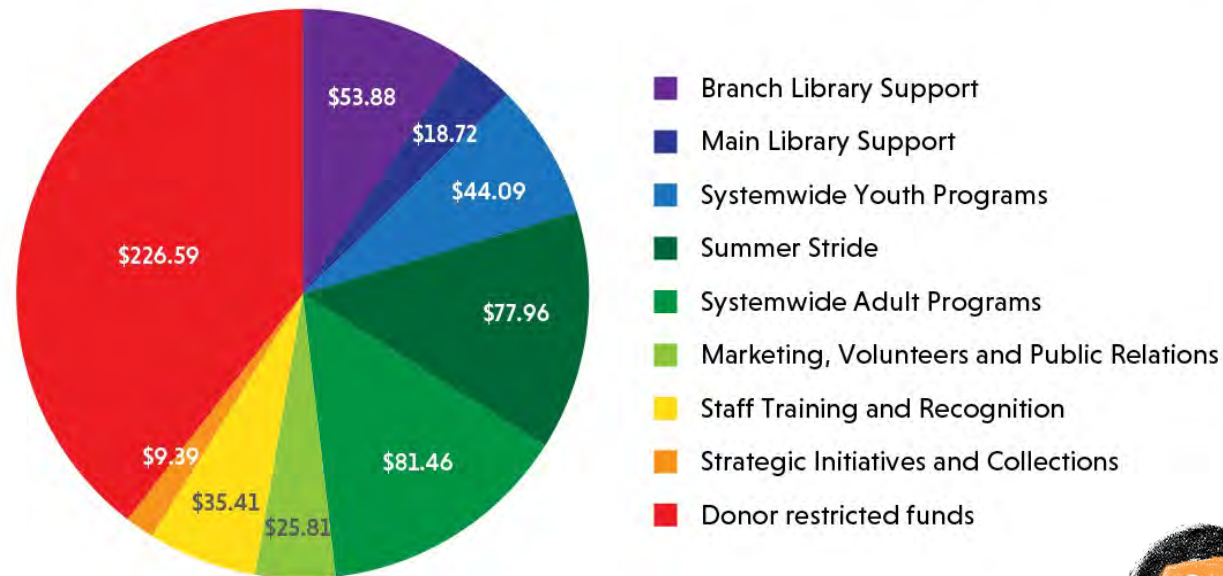
- "You are a tribute to the librarian profession! The books, articles and website leads that you have already provided me to research the history of the Cantor Club are a treasure trove."*
- "Thanks a trillion for taking the time to speak and this info/guidance, condensed is priceless!"*
- "Very grateful again and thanks so much for everything you do for entrepreneurs (and people in general)."*
- "I don't know where I would be at this time if I didn't hear about this program through SFPL."*
- "Thank you for hosting the SF Reserve presentation on Nov 8th 2021. I listened, sent my resume the next day, and last Tuesday I was offered a job I was thrilled to accept."*
— Aleon Sasha De Vries

Great Friends make all the difference

Friends of San Francisco Public Library

Grant Expenditures FY 21-22

Total Expenditures: \$573,320 (in thousands)



Great Friends make all the difference



Thank you!

