

SFPL



Public Services Performance Measures Report

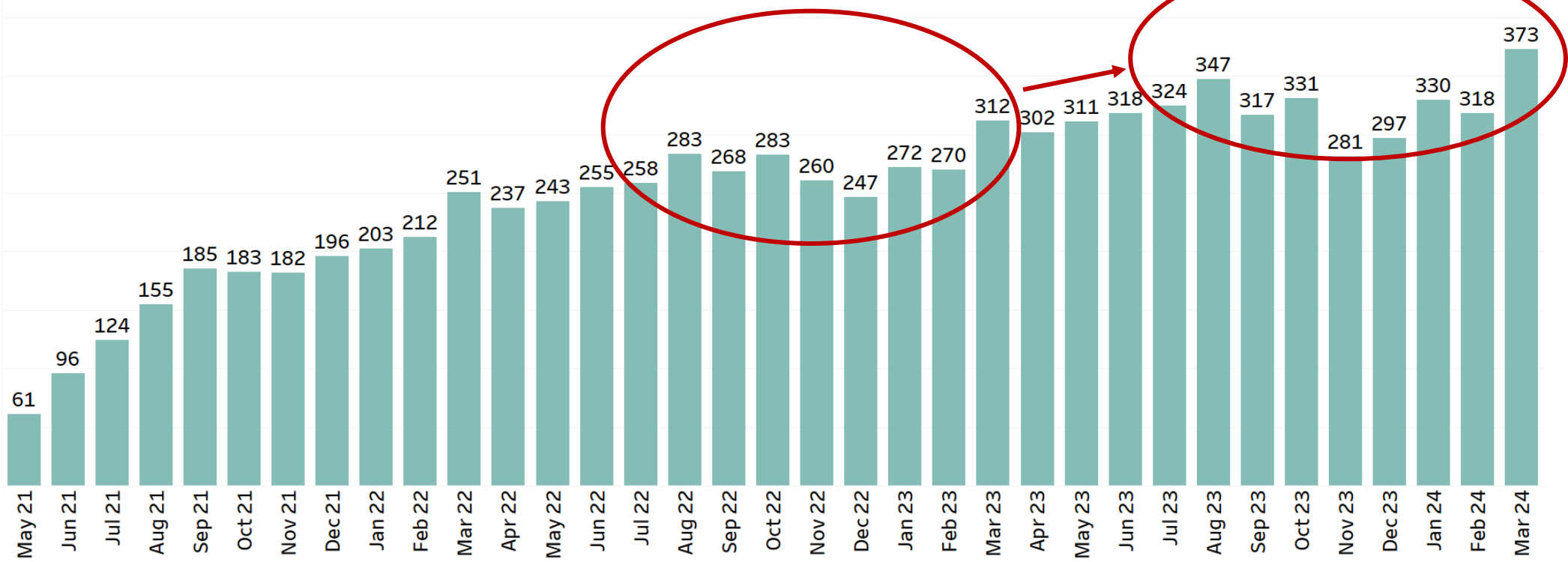
Randle McClure
Research, Strategy & Analytics
April 18, 2024
San Francisco Library Commission



Public Services Performance Measures: Visits

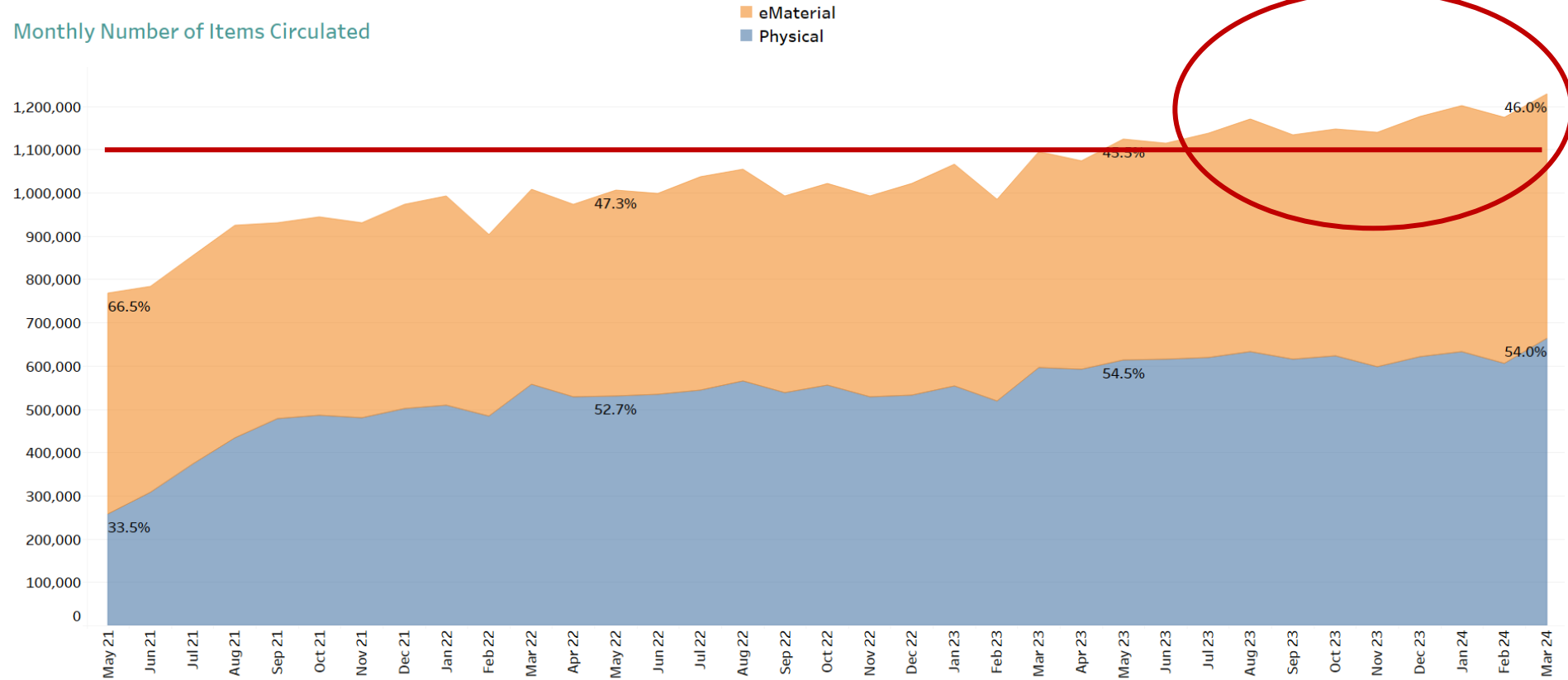
FY24 has seen a 19% YoY increase in visits vs. FY23

Monthly Number of Visitors Since Re-opening
Data Presented in Thousands



Public Services Performance Measures: Circulation

Circulation has eclipsed 1.1 million in every month of FY24

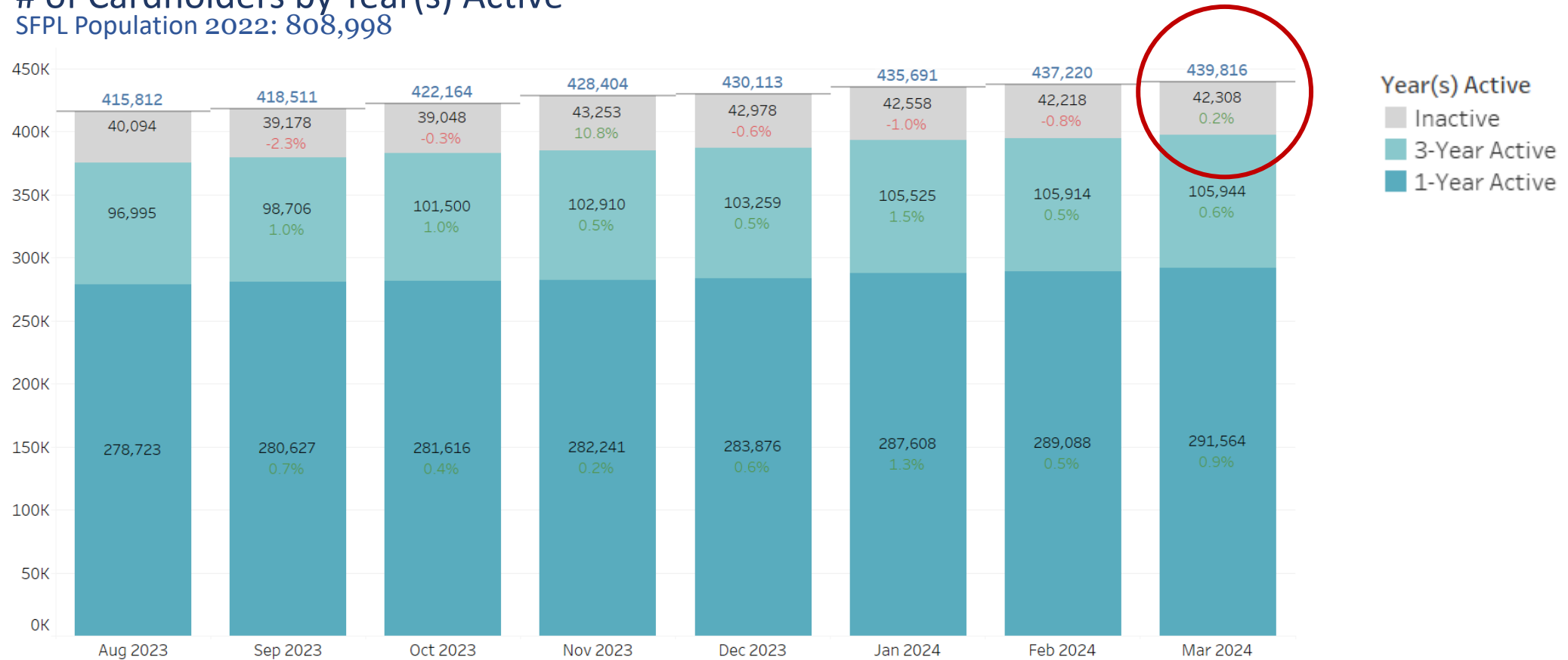


Public Services

Performance Measures: Cardholders

Cardholders have increased 6% from August 2023 to present

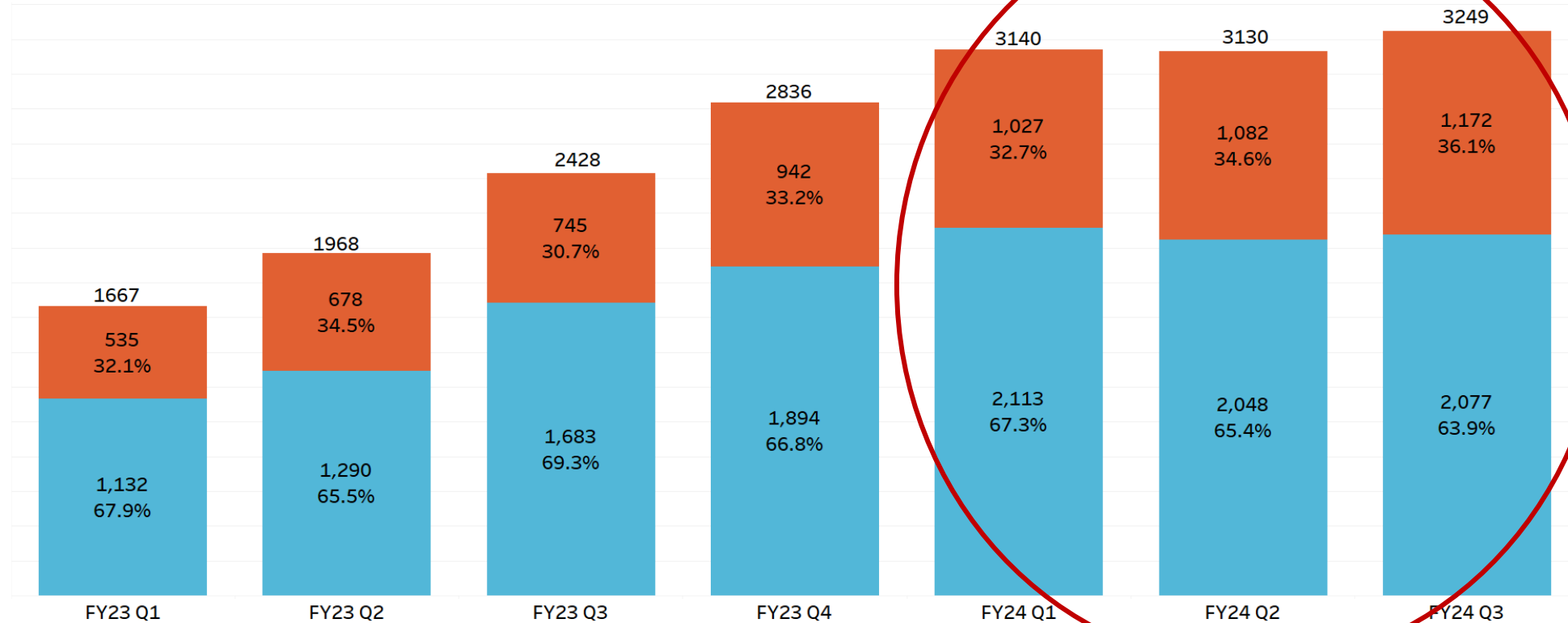
of Cardholders by Year(s) Active
SFPL Population 2022: 808,998



Public Services Performance Measures: Programs

FY24 has seen a 57% YoY increase in programs offered

Number of Programs
Adult vs Youth

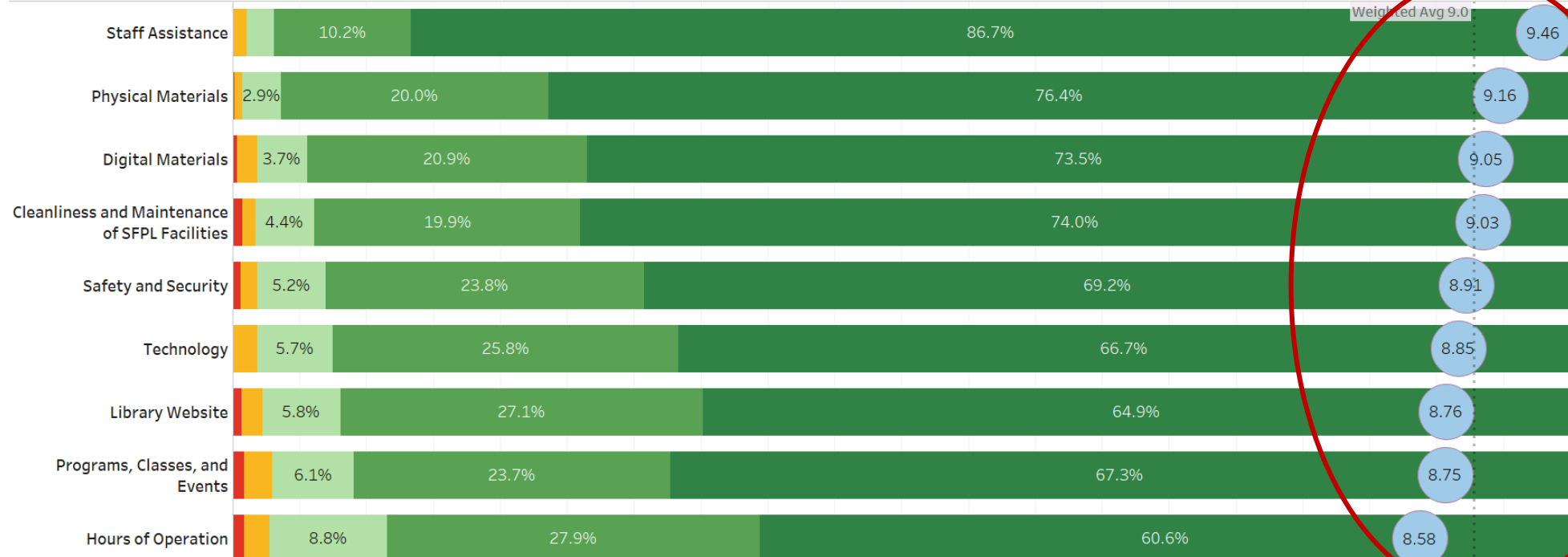
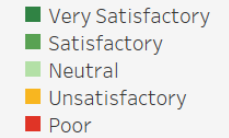


Public Services Performance Measures: Patron Satisfaction

Patron Satisfaction 3-Month Rolling Average

Satisfaction with SFPL Services

Please rate your satisfaction with the following SFPL services. If you have not used one of the services, please mark "N/A"



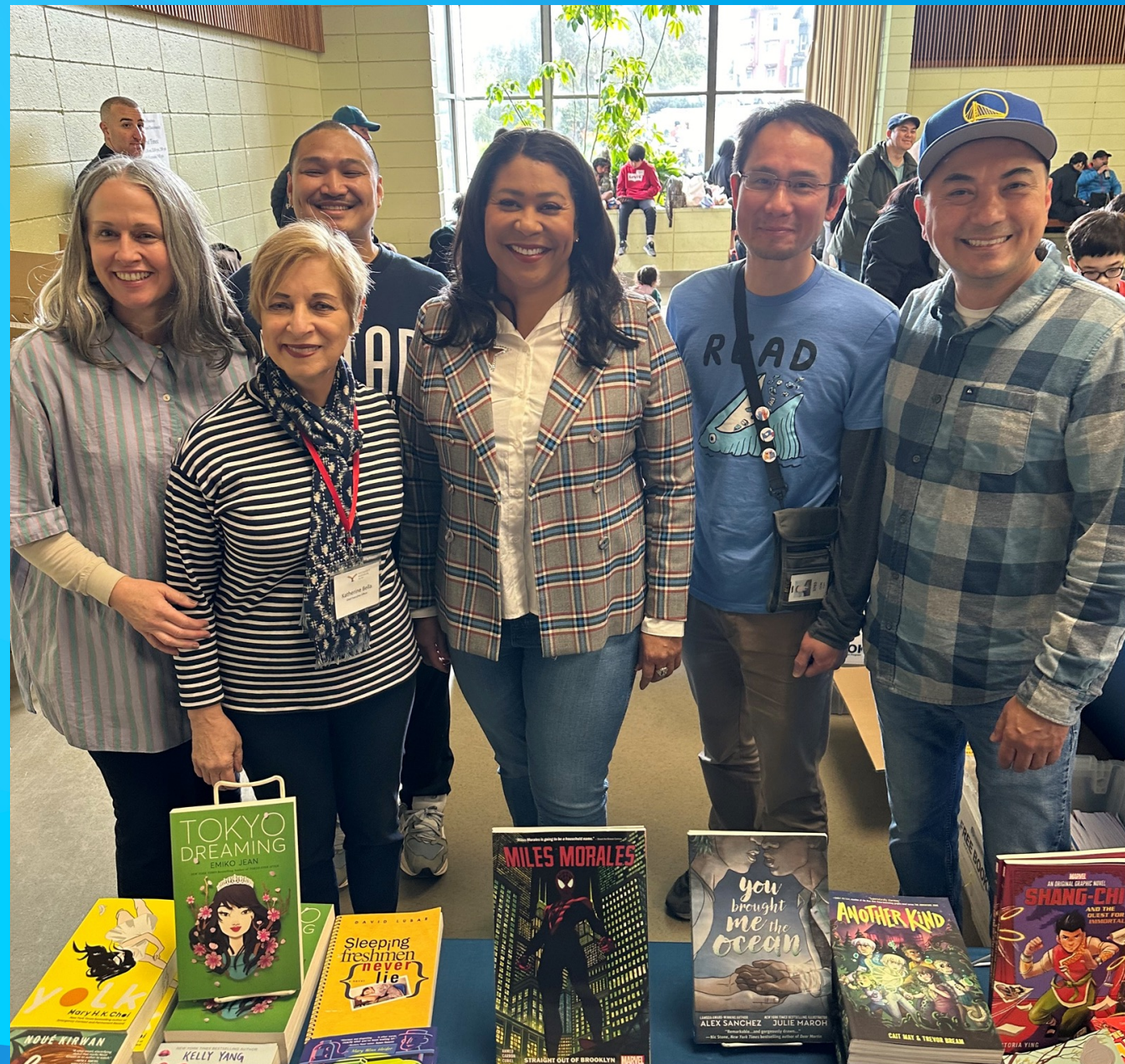
“I can’t thank the Library and the employees enough for their invaluable help. They have met user expectations and kept up with the IT tech. Without the Library I wouldn’t be able to afford the reliable resources offered: IT help, Internet, print materials, photocopying, scanning... I enjoy adult workshops at Chinatown Branch. With much appreciation, many thank yous.”

(M.L.)



“I love my branch (Eureka). I do tai chi there and dig into the magazines. The Main is always a surprise – art exhibits and SF history are fascinating!... Thanks SFPL – you are so much more than books!!” (K.K.)





Thank You!

