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
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

Year(s) Active
- Inactive
- 3-Year Active
- 1-Year Active
FY24 has seen a 57% YoY increase in programs offered.
## Public Services
### Performance Measures: Patron Satisfaction

#### Patron Satisfaction

**3-Month Rolling Average**

<table>
<thead>
<tr>
<th>Service</th>
<th>Very Satisfactory</th>
<th>Satisfactory</th>
<th>Neutral</th>
<th>Unsatisfactory</th>
<th>Poor</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Staff Assistance</strong></td>
<td>10.2%</td>
<td>86.7%</td>
<td>3.1%</td>
<td></td>
<td>0.0%</td>
</tr>
<tr>
<td><strong>Physical Materials</strong></td>
<td>2.9%</td>
<td>20.0%</td>
<td>76.4%</td>
<td>0.7%</td>
<td>0.0%</td>
</tr>
<tr>
<td><strong>Digital Materials</strong></td>
<td>3.7%</td>
<td>20.9%</td>
<td>73.5%</td>
<td>2.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td><strong>Cleanliness and Maintenance of SFPL Facilities</strong></td>
<td>4.4%</td>
<td>19.9%</td>
<td>74.0%</td>
<td>2.7%</td>
<td>0.0%</td>
</tr>
<tr>
<td><strong>Safety and Security</strong></td>
<td>5.2%</td>
<td>23.8%</td>
<td>69.2%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td><strong>Technology</strong></td>
<td>5.7%</td>
<td>25.6%</td>
<td>66.7%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td><strong>Library Website</strong></td>
<td>5.8%</td>
<td>27.1%</td>
<td>64.9%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td><strong>Programs, Classes, and Events</strong></td>
<td>6.1%</td>
<td>23.7%</td>
<td>67.3%</td>
<td>2.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td><strong>Hours of Operation</strong></td>
<td>8.8%</td>
<td>27.9%</td>
<td>60.6%</td>
<td>3.7%</td>
<td>0.0%</td>
</tr>
</tbody>
</table>

*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!