

SFPL



Public Services Performance Measures

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San Francisco Library Commission



SFPL Strategic Plan FY25 Projects

100% of FY25 Priority Projects meeting monthly expectations

Community Profiles Language Initiative	Curated Resources for Immigrants	Intergenerational Programming	Staff and Supervisor Check-Ins	Equity Zone Analysis
Expand FOG Readers	Facilities Master Plan RFP	Data Briefings for Managers	Active Patron Analysis	Public Service Staff Proficiency
High-Urgency Population Analysis	Meet Your Leadership Team	Promotora Leadership Updates	Patron Privacy Policy Update	Policies and Procedures Update
Programming Feedback	Read to Recovery Expansion	Review Interview Questions	Summarize Strategic Plan Findings	Latinx Affinity Center

20 out of 20 current projects are considered "on track" (March 2025)



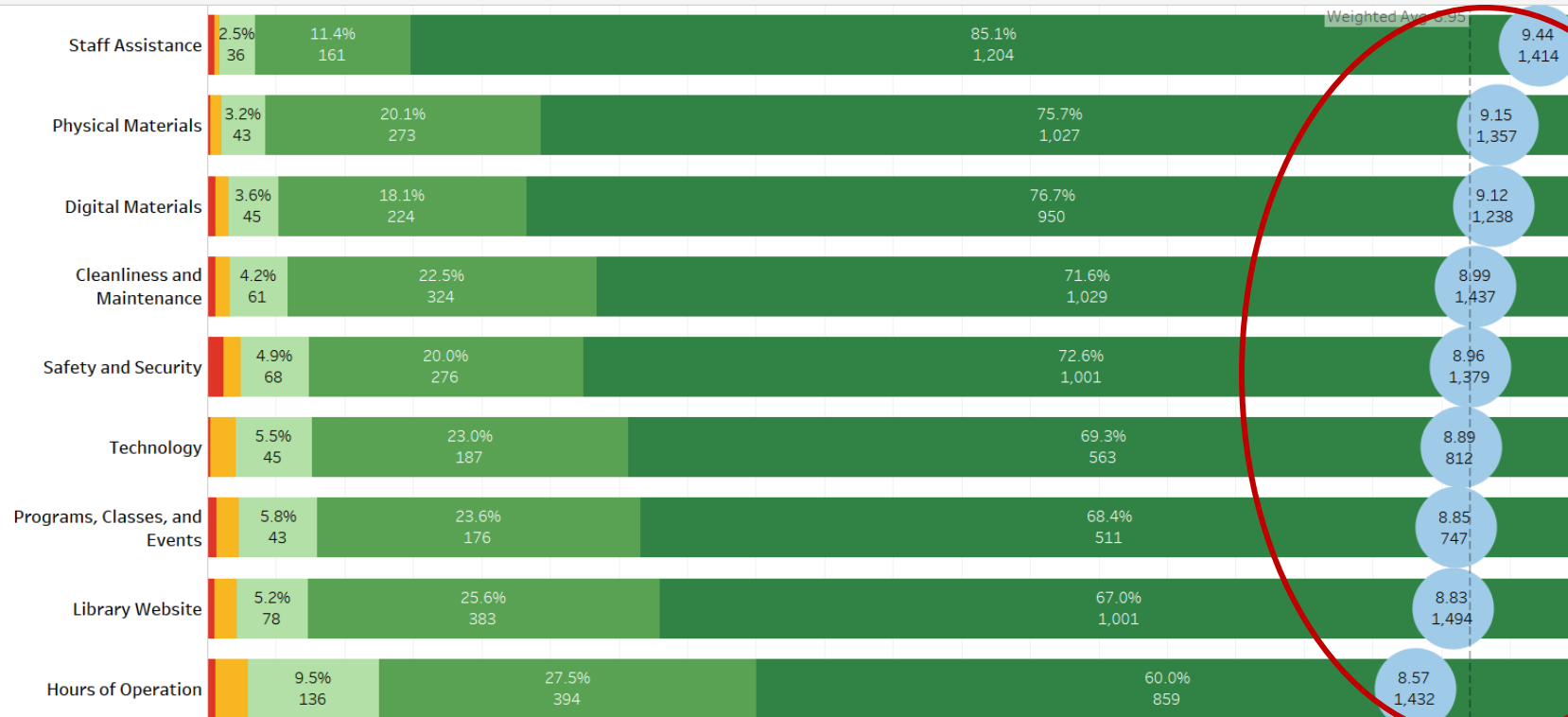
SFPL Patron Satisfaction

3-Month Rolling
Weighted Average is 8.95

Satisfaction with SFPL Services

Jan 2025 to Mar 2025

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

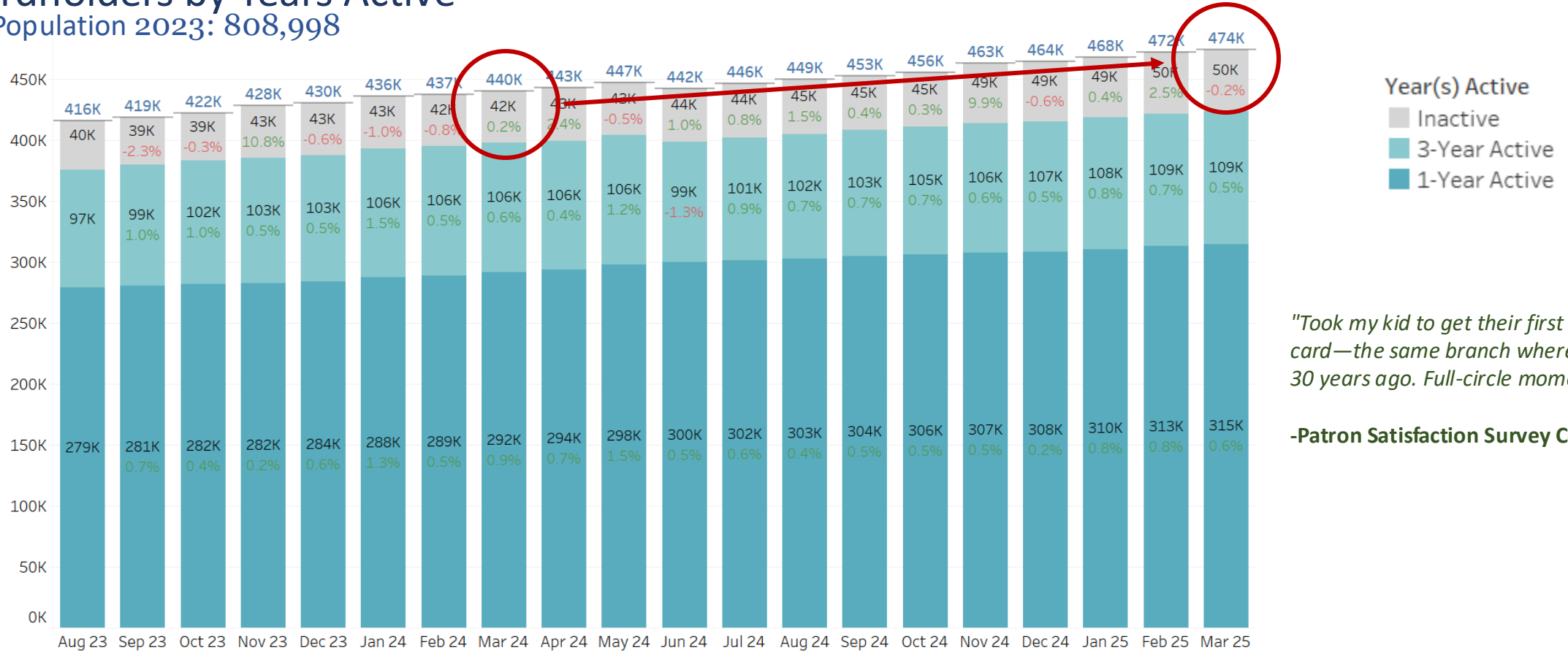


SFPL Cardholders

Cardholders increased by 7.7% from March 2024 to March 2025

Cardholders by Years Active

SF Population 2023: 808,998



"Took my kid to get their first library card—the same branch where I got mine 30 years ago. Full-circle moment!"

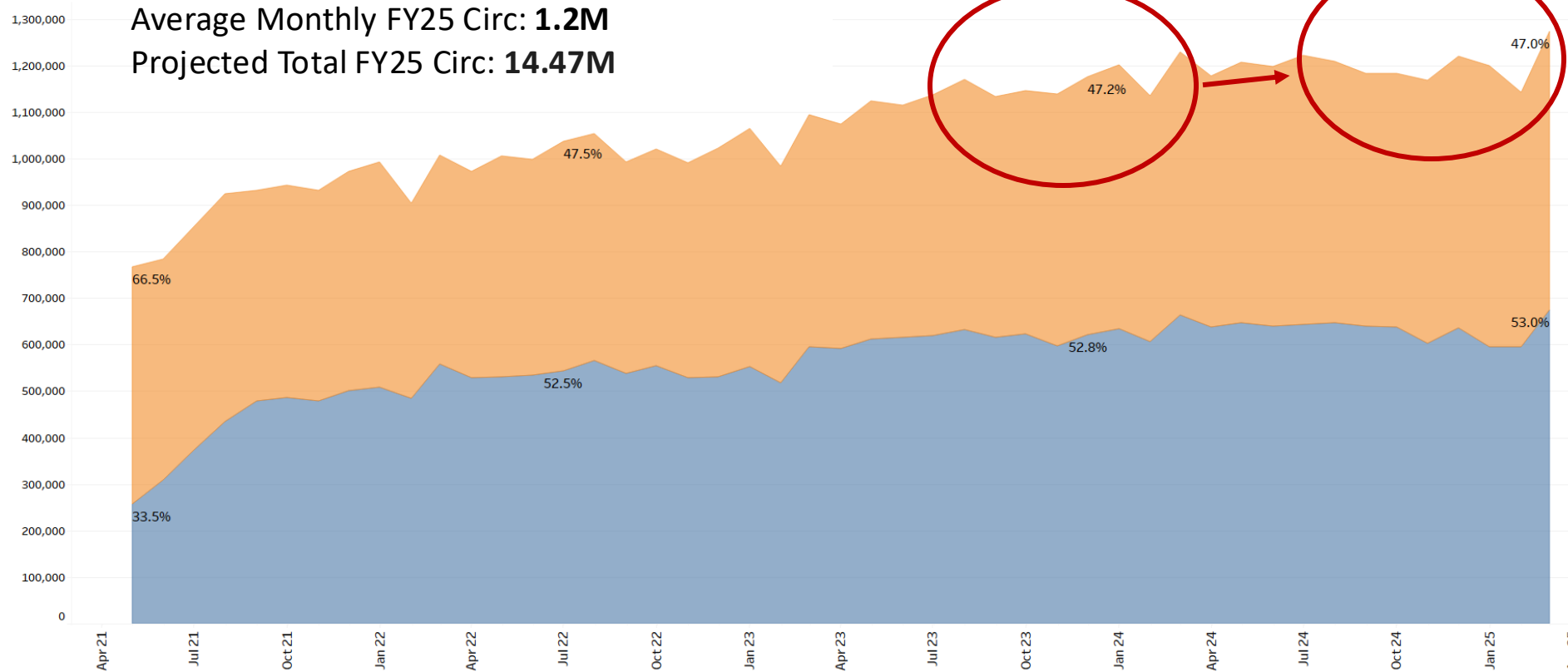
-Patron Satisfaction Survey Comment



SFPL Circulation

FY25 YTD has seen a 3.1% YoY increase in circulation vs. FY24

SFPL Physical vs eMaterial Monthly Circulation



"I've saved hundreds of dollars by borrowing books instead of buying them. SFPL's collection is vast and always growing!"

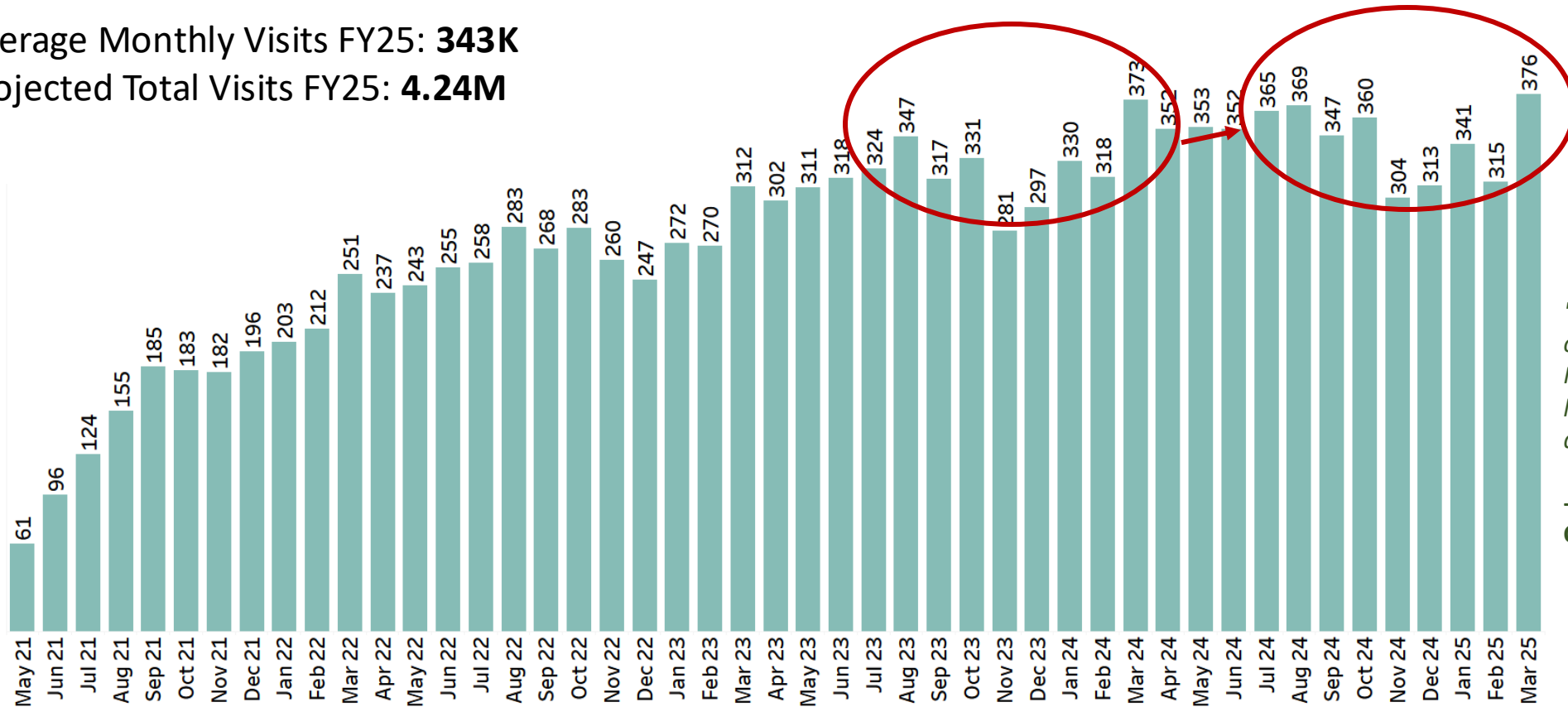
-Patron Satisfaction Survey Comment



SFPL Visits (dashboard value: thousands)

FY25 YTD has seen a 5.8% YoY increase in visits vs. FY24

Average Monthly Visits FY25: **343K**
Projected Total Visits FY25: **4.24M**



"My four-year-old son is obsessed with the SFPL Explorer Map and wants us to visit every library. We love all the libraries across the city!"

-Patron Satisfaction Survey Comment

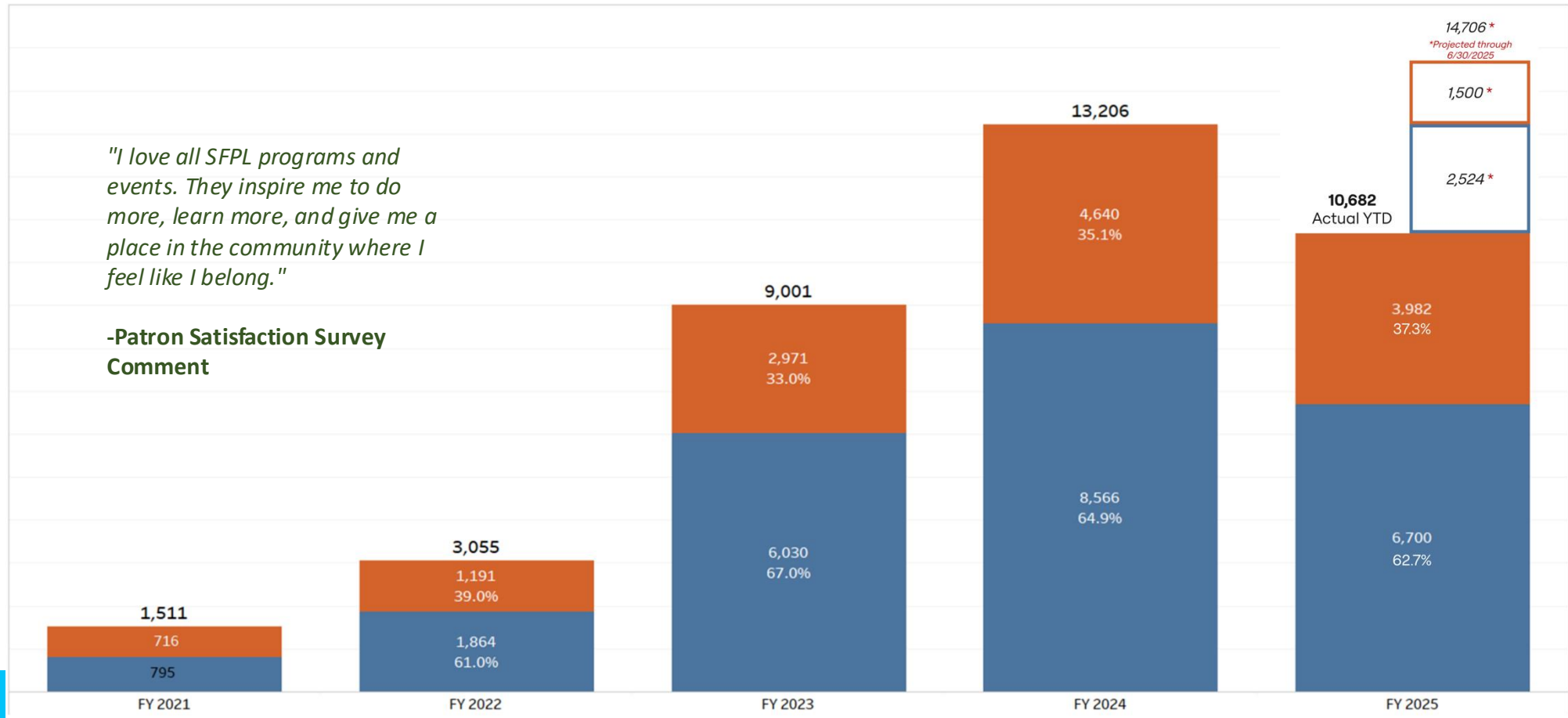


SFPL Programs

FY25 YTD has seen a 13.4% YoY increase in programs vs. FY24

SFPL Youth vs Adult Programs

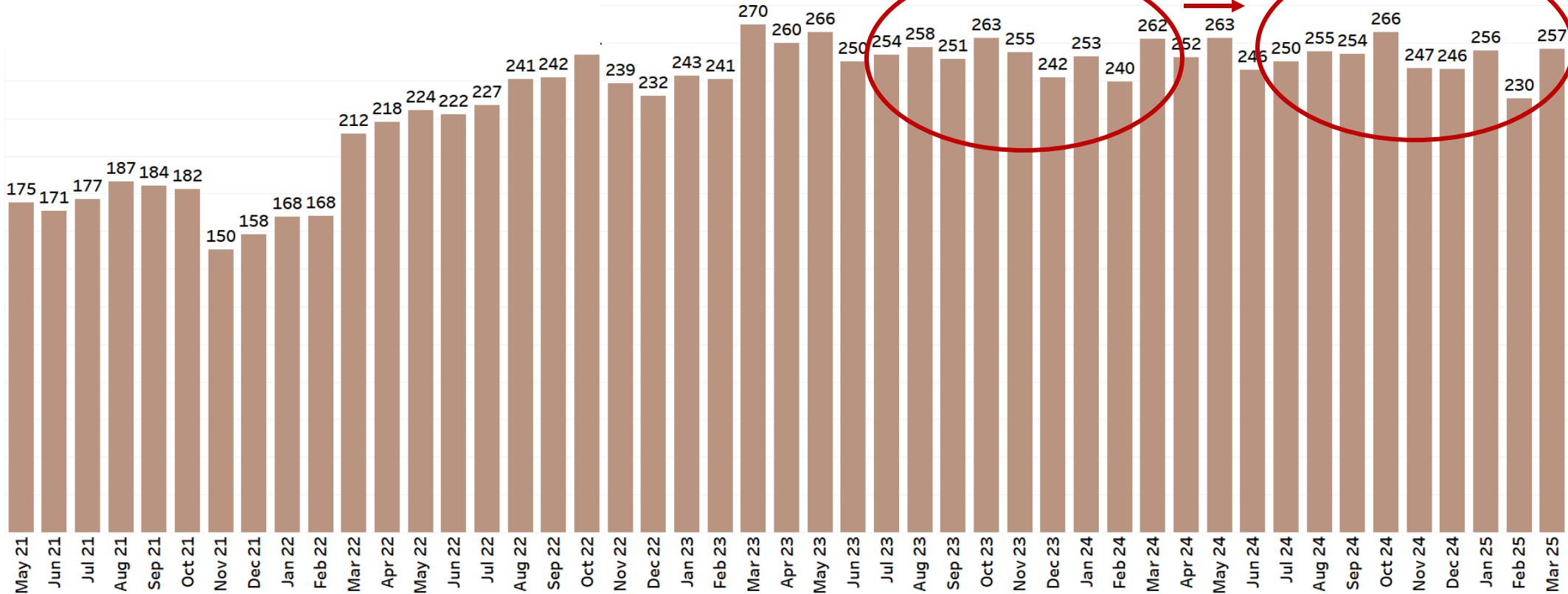
Lighter Colors Represent Estimates



SFPL Wi-Fi Connections (dashboard value: thousands)

Wi-Fi Connections remain steady in FY25

Average Monthly FY25 Wi-Fi Connections: **251K**



"As someone without home internet, I depend on the library's Wi-Fi daily. Staff helped me connect all my devices - so grateful!"

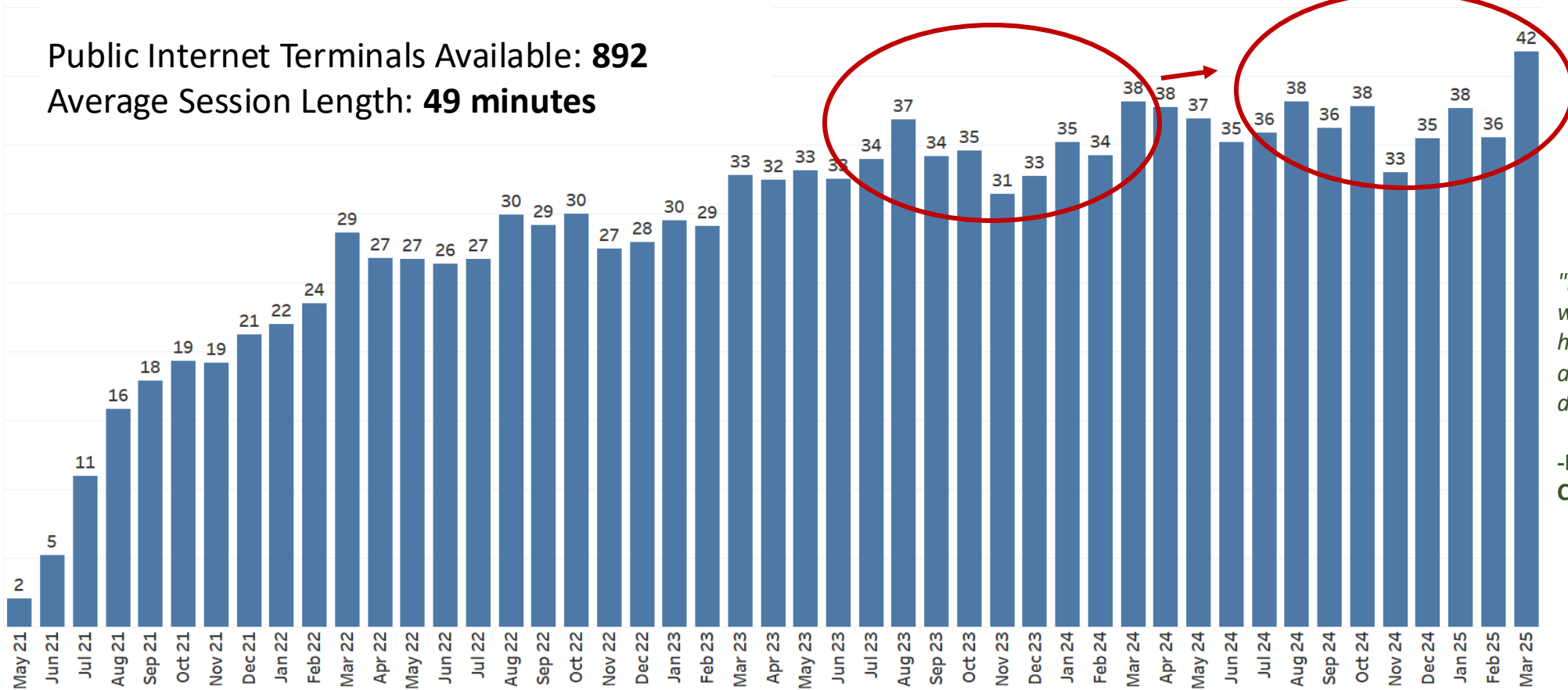
-Patron Satisfaction Survey Comment



SFPL Computer Sessions (dashboard value: thousands)

FY25 YTD has seen a 6.5% YoY increase in Computer Sessions vs. FY24

Public Internet Terminals Available: **892**
Average Session Length: **49 minutes**



"Library computers saved me when my laptop broke. Staff helped me access cloud files and print important documents."

-Patron Satisfaction Survey Comment



Thank You!

