

A photograph of the Golden Gate Bridge in San Francisco, taken from a low angle looking up at the bridge's towers and cables. The bridge is silhouetted against a bright, hazy sky at sunrise or sunset, with the sun low on the horizon creating a warm, orange glow. The bridge's cables fan out from the towers, and the bridge deck is visible in the distance. The overall mood is serene and hopeful.

# Future Ready: Are we there yet?

Luis Herrera, City Librarian  
San Francisco Public Library  
Commission Meeting – February 15, 2018







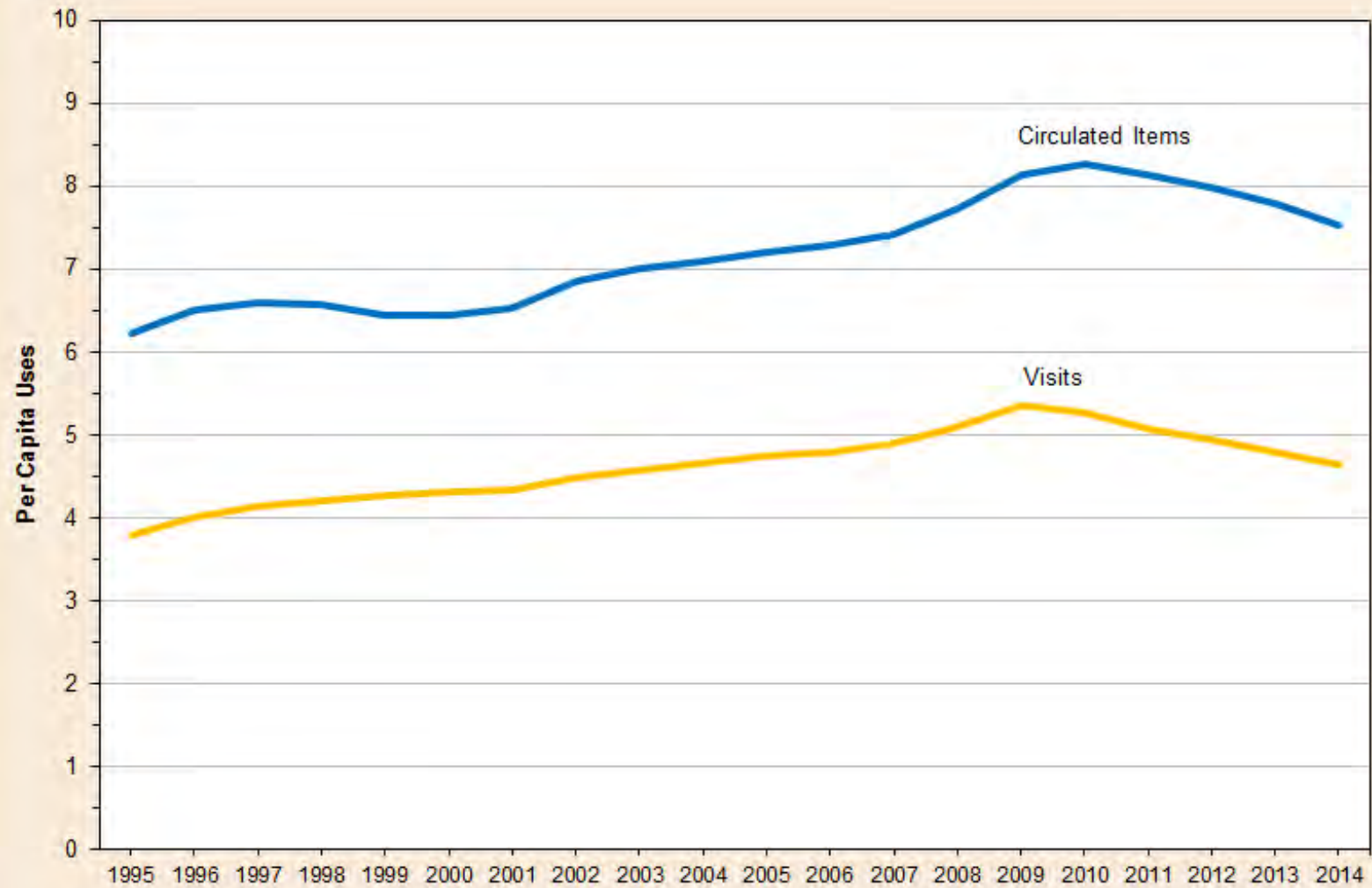
Vinyl Destination - records return to the stacks



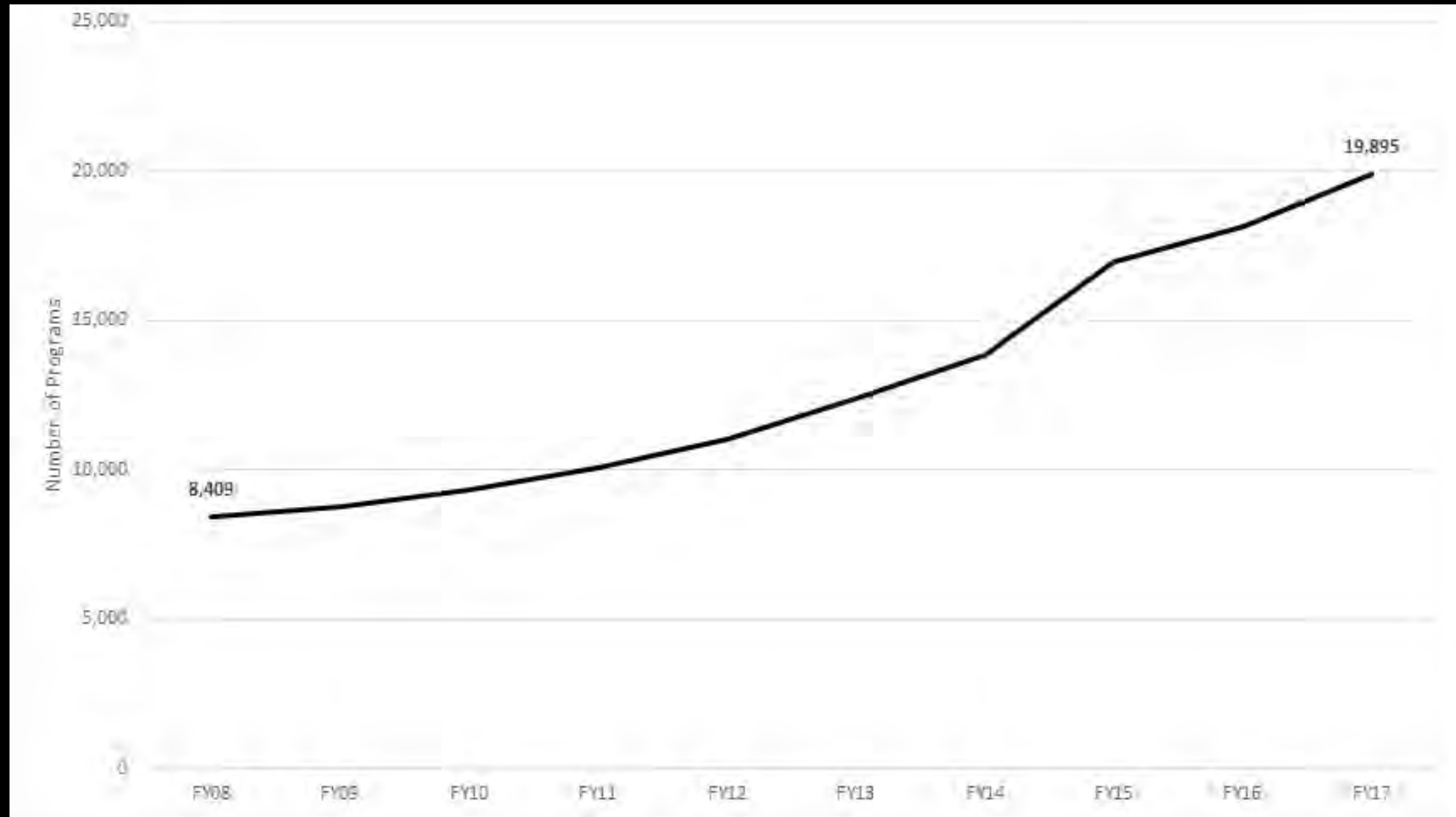
# Libraries at the Crossroads



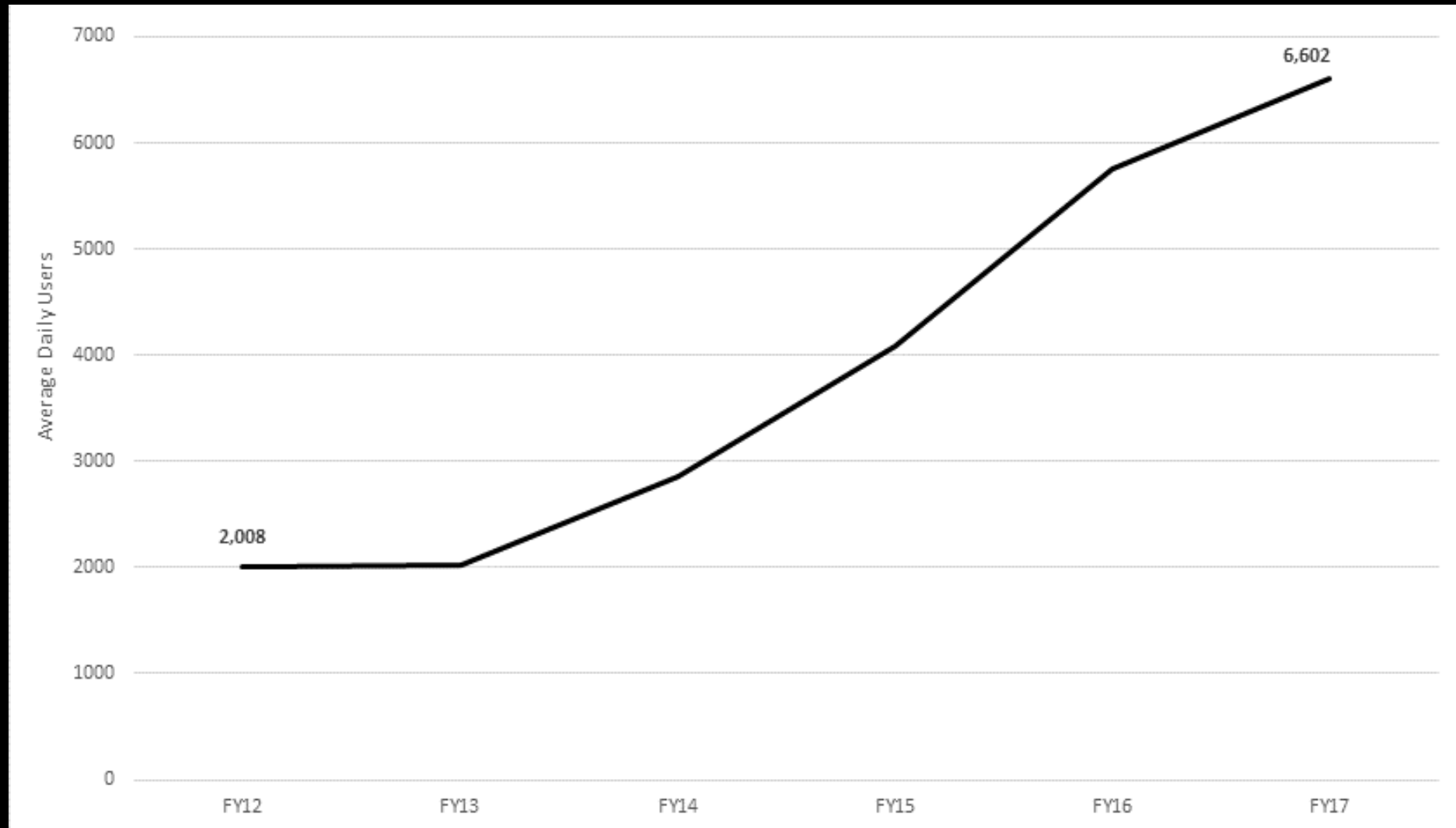
# Per Capita Public Library Use, Fiscal Years 1995 - 2014



# San Francisco Public Library Programs 2008-2017



# San Francisco Public Library Daily Wi-Fi Users 2012-2017





# What the public wants from libraries

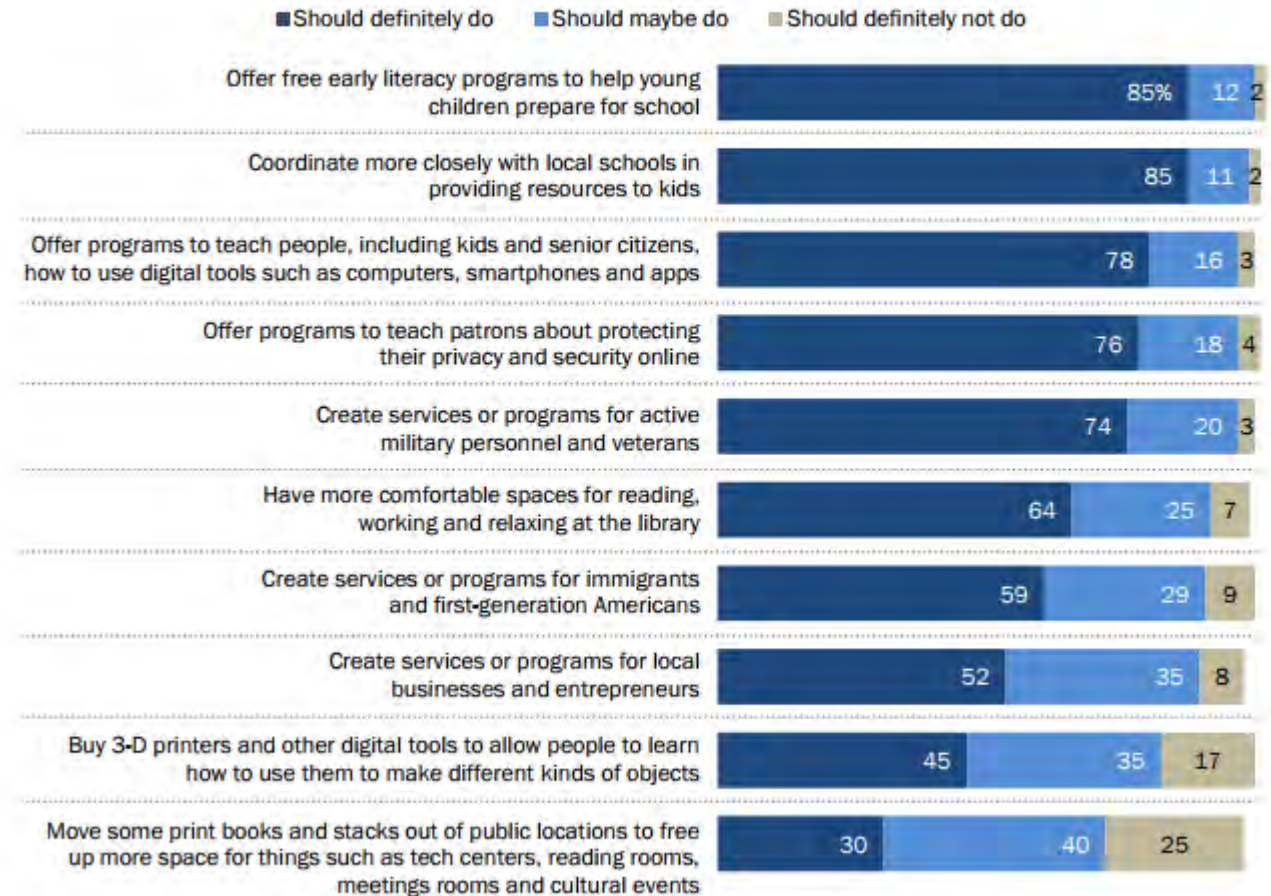
Early literacy

Digital tools

Immigrant programs

## Public Wants Libraries to Advance Education, Improve Digital Literacy and Serve Key Groups

% of those ages 16+ who say that libraries should definitely, maybe or definitely not do these things



Source: Pew Research Center survey March 17-April 12, 2015. N=2,004 Americans ages 16 and older

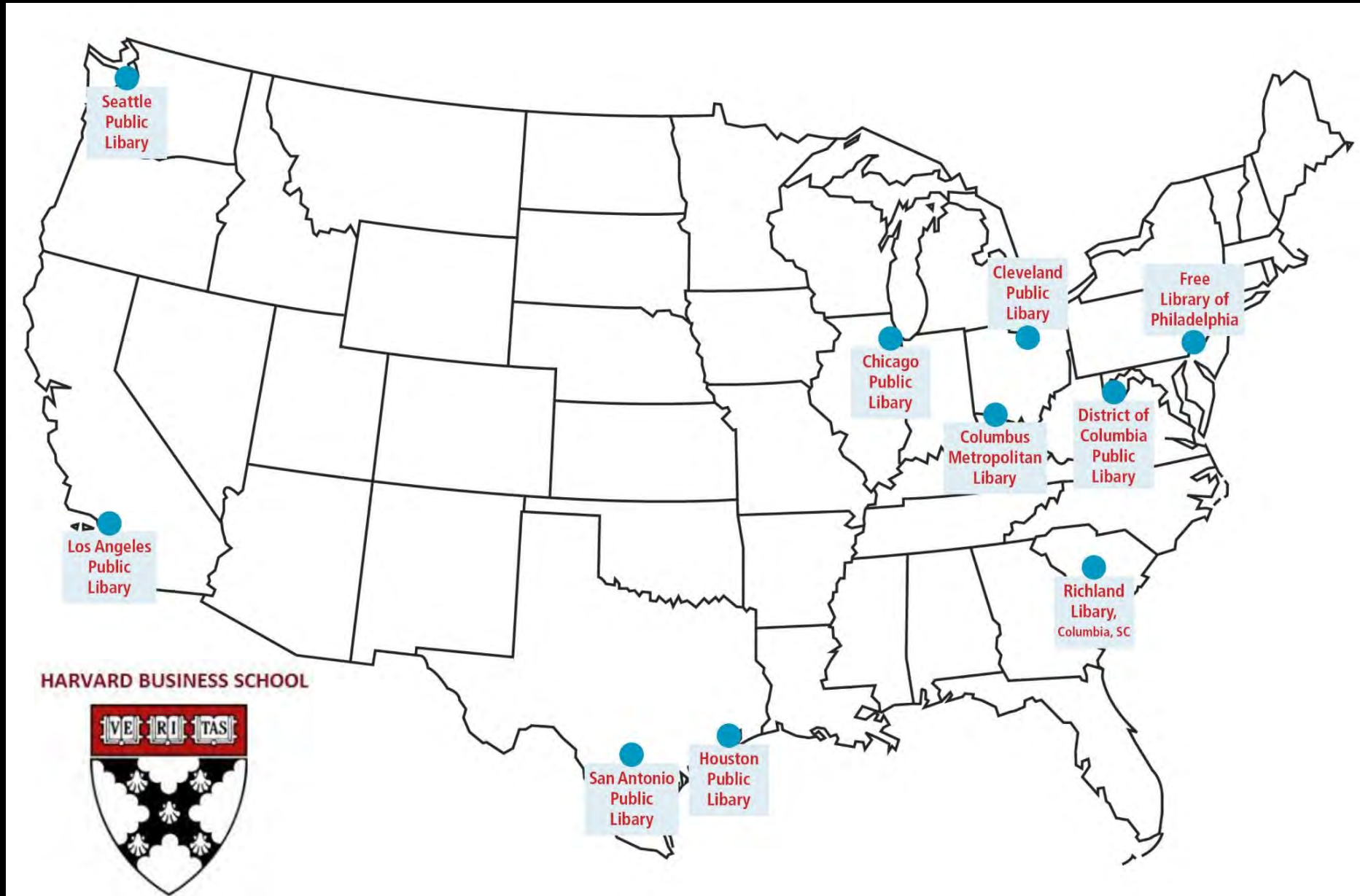
PEW RESEARCH CENTER



# Future of the Library Forum

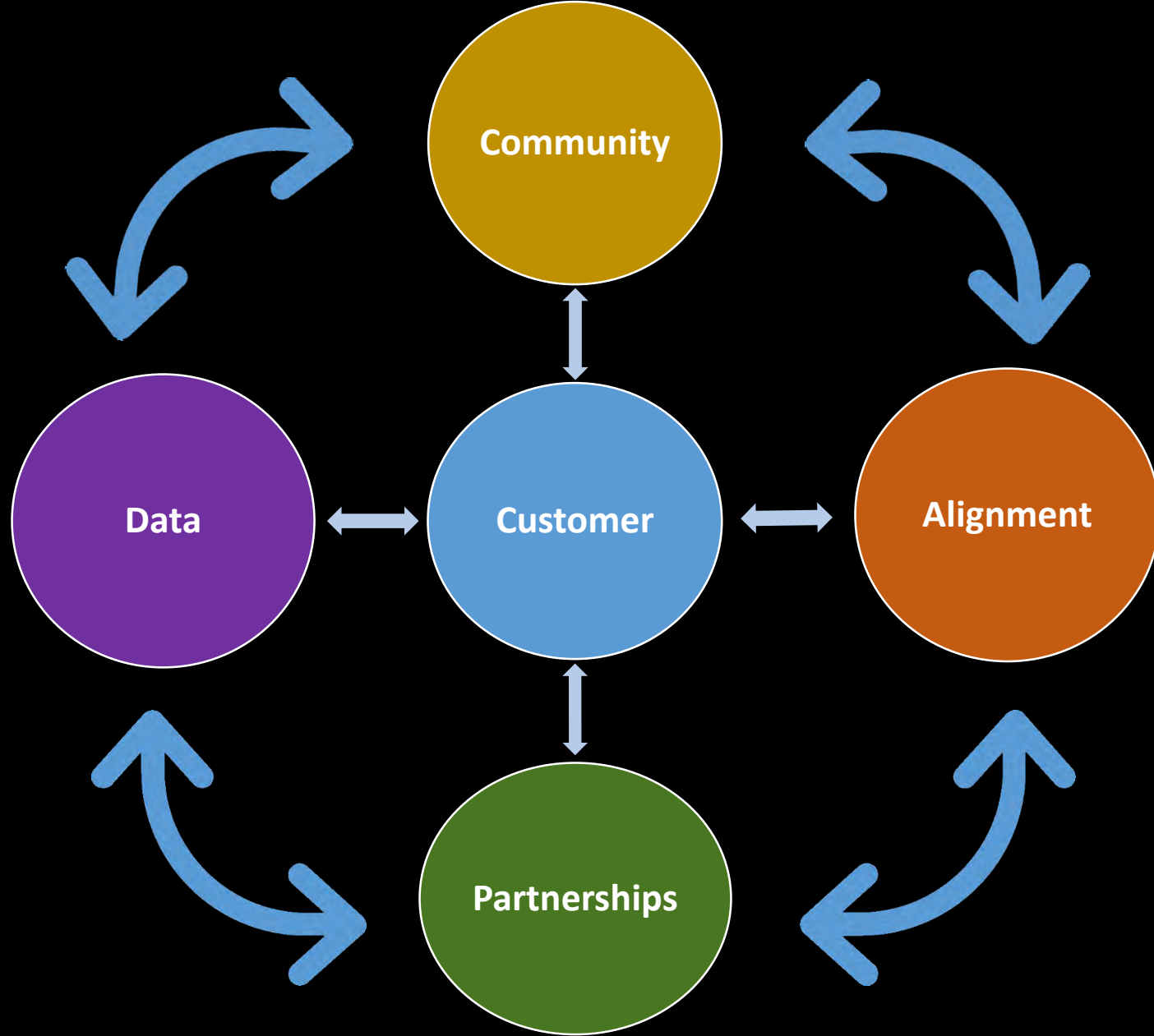


# Partnership with Harvard Business School





# Core Themes



# Future of the Library Forum

## Focus Areas:

User Experience/Service Design

Continuous Learning

Optimal Service Delivery

Theory of Change





# Continuous Learning





# Optimal Service Delivery – Environmental Scanning – Field trips to area libraries





## Optimal Service Delivery – Job Descriptions

We wanna change 'em.      Like. All of 'em.

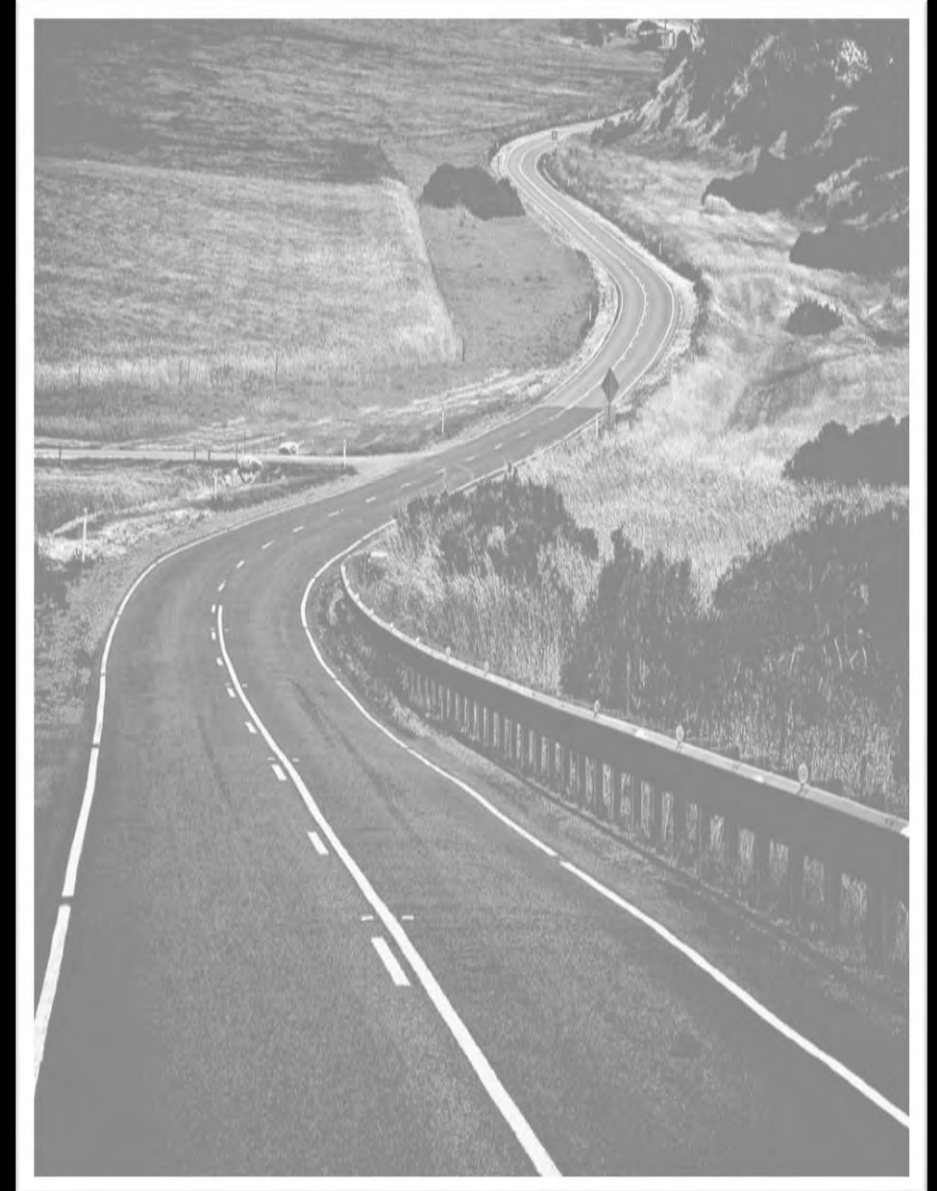


But we're starting with the 3600 series

# Theory of Change

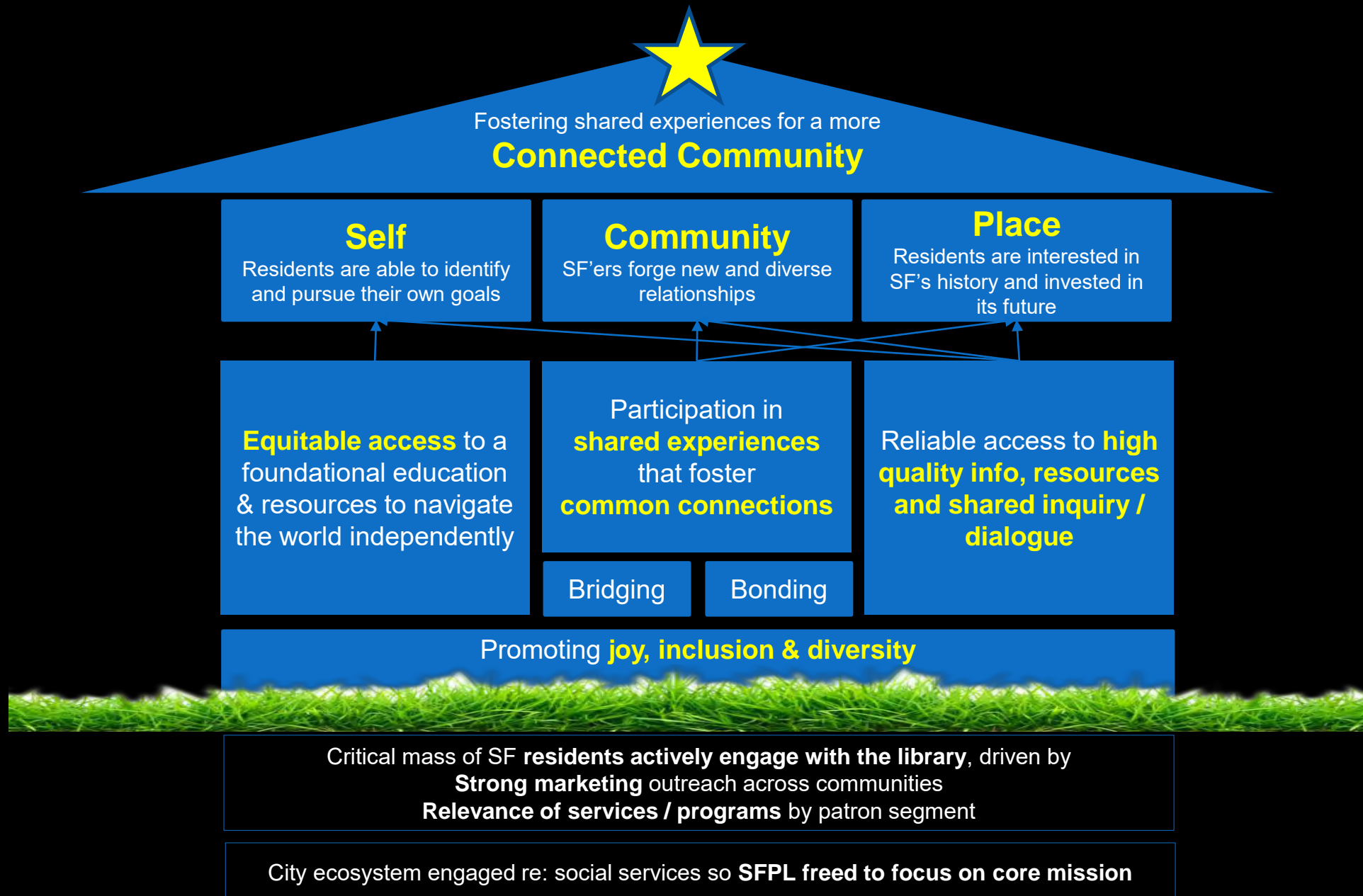
“If you don’t know where you’re going, any road will take you there.”

— Alice in Wonderland





# Connected Community







Connected Community





Customer – The Mix Teen Center





Customer – Social Services at the Library





Community – Biblio Bistro





Community – Career Online High School





San Francisco Public Library

# All Are Welcome

Todos son bienvenidos

歡迎光臨

Всем добро пожаловать!

Malugod Namin Kayong Tinatanggap

أهلاً وسهلاً جميعاً



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PEACE.LOVE.  
LIBRARIES.



EVERY LIBRARY. EVERY DAY.





**SF**MO  
MA

Partnerships – SFMOMA “Public Knowledge”





Partnerships – National Park Service “Summer Stride”





The library as place – Boston Public Library



# The library as place – Aarhus, Denmark







San Francisco Public Library

