



San Francisco Public Library

DATE: January 29, 2018
TO: Library Commission
FROM: Luis Herrera, City Librarian
RE: Open Hours Assessment

Per City Charter Section 16.109, the Library Preservation Fund, the Library Commission is required to conduct a comprehensive assessment of needs to modify service hours as appropriate at least once every five years. The assessment incorporates a community input process to solicit feedback for determining service hours and calls for a public hearing in each supervisorial district.

The Controller's Office, in coordination with an expert survey consultant, Corey, Canapary & Galanis (CC&G), has completed its component of the assessment and will present findings and recommendations at the Library Commission meeting of February 1, 2018. The documents listed below will be reviewed as part of the presentation and are included in your commission packet as explanatory documents:

- 1) **SFPL Open Hours Assessment 2017-18: Patron Use and Open Hours Analysis Findings and Recommendations – Presentation Slides** (Controller's Office)
- 2) **San Francisco Public Library Patron Use Analysis – Final Report** (Controller's Office)
- 3) **San Francisco Public Library Open Hours Assessment – Presentation Slides** (CC&G)
- 4) **San Francisco Open Hours Patron Survey – Summary Report and Main and Branch Profiles** (CC&G)

These documents are the culmination of a comprehensive data-driven assessment that included multiple inputs:

- Hourly patron visitor data (sampled over three years)
- Hourly patron computer usage data
- Structured intercept survey of 4,586 patrons
- Staff survey of 534 SFPL employees
- Public input survey of 643 patrons
- Public feedback from 11 community meetings (one in each supervisorial district)

At the Library Commission meeting of November 16, 2017, Controller's Office staff presented preliminary findings based on their analyses of hourly patron visitor and computer usage data. They will present their final recommendations based upon those findings, with suggestions for the Library Commission to consider in its further assessment of open hours.

Correspondingly, the survey consulting firm, CC&G, will also present its findings and recommendations based on their open hours survey and patron feedback work performed in Fall 2017. This information will serve to support the Library Commission in its consideration of open hours at the San Francisco Public Library for the next five-year term (2018-23).

After the Library Commission has reviewed and considered the findings and recommendations of this assessment, the Library proposes that staff return at a later date with options based upon commissioners' feedback. We look forward to a productive discussion on this assessment.