



San Francisco Public Library

DATE: May 25, 2018
TO: Library Commission
FROM: Michael Lambert, Acting City Librarian
RE: Open Hours Assessment – Staff Recommendations

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 San Francisco Public Library, in coordination with the Controller's Office and survey consultant, Corey, Canapary & Galanis (CC&G), has completed its staff recommendations and will present those to the Library Commission meeting of May 31, 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: Staff Recommendations – Presentation Slides**
- 2) Proposed System-wide Reallocation and Expansion Schedules**
- 3) Main and Branch Profiles**

These documents are the culmination of a comprehensive data-driven assessment presented to the Library Commission meeting of February 1, 2018, 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)
- Staff engagement at the Main and Branches in developing recommendations

SFPL is committed to being responsive to these recommendations and will present its corresponding staff recommendations to the Library Commission in its consideration of open hours for the next five-year term (2018-23).

The Library Commission may choose to set the hours after discussion today or direct staff to return with revised recommendations at the June 21, 2018, Library Commission meeting. We look forward to a productive discussion on the setting of open hours for the next five-year term.