Dear friends,

This year the Library played a critical role in our community. Whether it was our All Are Welcome initiative, the We Love Diverse Books campaign, the No Shadow Without Light series, Middle Eastern Heritage Month or our many other programs on current topics, the Library served as a safe and neutral space for ongoing dialogue on the issues and challenges facing our nation.

We’re very fortunate in San Francisco, our City and library are thriving. With the help of Mayor Lee, we added an additional open day to many of our 27 branches. Now all San Francisco libraries are open seven days a week.

With these new hours comes our commitment to provide all members of our community equal access to knowledge, skills, culture, accurate information, fun and shared experiences. This Annual Report highlights the efforts we’ve taken this year to make this a reality.

We couldn’t have done this without our creative, dedicated and hard-working staff. They’re the people greeting you at the desk, ordering books, stocking shelves, teaching tech classes, organizing programs and doing all that it takes to make our library the world-class system that it is.

As always, we thank Friends of the San Francisco Public Library for their ongoing support. Their mantra this year was “Libraries deliver Democracy” and we couldn’t agree more.

And most importantly, we want to thank you—our patrons, card holders, volunteers, interns and partners—of you who are and support our library every day.

The Library, our City and our community thrive on engagement and discussion. Libraries are centers for engagement and discussion.

Dr. Carla Hayden
Librarian of Congress

City Librarian Luis Herrera
Library Commission President

Dr. Mary Wardell
Starting June 17, 2017 all San Francisco public libraries are open seven days per week. Just in time for summer reading and programs, the Library added an additional, permanent, day of service at nine branch libraries: Anza, Bernal Heights, Eureka Valley/Harvey Milk Memorial, Golden Gate Valley, North Beach, Ocean View, Parkside, Potrero and Presidio branches.

In addition, Bayview/Linda Brooks-Burton, Glen Park, Ingleside, Mission Bay, Portola and Visitacion Valley branches gained additional hours during the week. With the extra hours, all San Francisco neighborhood libraries are open a minimum of 50 hours each week, with some open 55 hours per week. The San Francisco Main Library is open 60 hours each week.

Come visit – everyday!

"Libraries are essential to so many members of our communities, families, seniors, students and children. I’m excited that we expanded the libraries’ hours this year, providing more activities and more learning opportunities for all our members of our communities." — Mayor Edwin Lee, San Francisco

SFPL Annual Report 2016/2017
San Francisco Public Library celebrates values of open and equal access and the important role that libraries play in a strong democracy. “All Are Welcome” programs were co-presented by the San Francisco Immigrant Legal & Education Network and included extensive engagement sessions and workshops that outlined the latest immigration policies (held in English, Spanish and Chinese) and how to become an immigrant. Additional programs included an extended conversation on how to make a difference in your community.

Talking with Kids About Race

The Library designed a new series of progressive programs to help parents, educators, and caregivers talk to kids about race. Young people are exposed to issues surrounding race, racism, bias and privilege in their daily lives, especially through the media and the 2016 presidential campaign. Parents and caregivers are often left explaining difficult topics to their children while still trying to understand them themselves.

Librarian of Congress Dr. Carla Hayden introduced the second workshop that helped families and educators reflect on their own understanding of race and learn developmentally supportive language to use with youth. The second program provided advice on how to raise children to be proud of who they are and support them in the process.
"In this era where there is so much strife, it is great to emphasize positive aspects of the cultures of the Middle East."

Library Patron

Middle Eastern Heritage Celebration

Celebrating Diversity

We welcome and celebrate all people, and this fiscal year we welcomed and celebrated even more than ever. We filled our libraries with programs and events that were especially responsive, timely and informative. Folks of all ages, abilities, backgrounds and means gathered for heritage celebrations that included cooking classes, film screenings, art exhibits and programs that showcase the rich array of San Francisco performance art and creative crafting.

17,816 programs

Artwork: ©2016 Janine Macbeth, in partnership with Blood Orange Press

Made in SF

We Love Diverse Books

Asian Pacific Heritage Month

Black History Month

VIvA! Latino/Hispanic Heritage Month

15% more adult programs

The Library is an essential resource to the City’s diverse communities, offering an equitable and safe space for people of all ages and abilities to gather, share knowledge and grow. We love diverse books and celebrate the unique aspects of the cultures of the Middle East. It is so much where there is so much strife, it is great to emphasize positive aspects of the cultures of the Middle East.

Celebrating Diversity

Artwork: ©2016 Janine Macbeth, in partnership with Blood Orange Press

17,816 programs
Programming is the lifeblood of the library. Whether it’s author talks, story times, craft workshops, films, computer classes, research sessions, cooking demonstrations, music performances or another type of entertaining and educational event, our programs bring the community together. To expand our reach and enhance our offerings, we partner with organizations and agencies across the Bay Area, such as SFMOMA, the Fine Arts Museums of San Francisco, Academy of Sciences, National Park Service, Alamo Drafthouse Cinema, Bay Area Discovery Museum, Chronicle Books and the San Francisco Ballet.

Community Connections

- 5,087 adult programs
- 400 Build Compost Kits
- 27 branch open houses
- 523,175 program attendees
- 626 participants, 85 workshops, 20 topics
- Pennies to Plans financial workshops: 626 participants, 85 workshops, 20 topics
- 137% increase in annual programming from 2008 to 2017
- More than 1,500 programs a month
- 15% more adult programs than last year
- 206 Black Comix Arts Festival attendees
- More than 1,500 programs a month
- 15% more adult programs than last year
- 523,175 program attendees
Drag Queen Storytime

In celebration of PRIDE month, the Library partnered with RADAR Productions to bring three Drag Queen Story Hours to our libraries in June, featuring Panda Dulce, Honey Mahogany and Yves St. Croissant. For the first time, these crowd-pleasing family events were held at the Main Library and the Bernal Heights branch—places where families don’t usually see this type of program—in addition to returning to the Eureka Valley/Harvey Milk Memorial branch.

Read Aloud Day

Fifty years ago the Summer of Love swept through San Francisco, and Chronicle Books, a local publisher and the Library’s Summer Stride partner, was born. The Library celebrated Chronicle Books’ 50th anniversary on June 29, 2017 with a special picture book storytime featuring authors and staff from Chronicle Books reading alongside our librarians and local heroes at all 28 library locations.

Determined to break barriers to access and support student learning, we teamed up with the San Francisco Unified School District to provide every student with a free California Library Card and clean slate for pre-existing fines. Launched in the final six weeks of the school year, 12,731 students received Scholar Cards including 3,633 new library users from at-risk populations. Astoundingly, 19 schools requested cards for all students.

12,731 youth programs
2,980 class visits
4,144 storytimes

Sparking Imagination

A student’s first academic success

Scholar Card

2,980 cards issued
4,144 students engaged
12,731 youth programs
2,980 class visits
4,144 storytimes
43% increase in participation
73% increase in time spent reading and learning
25% more programs
63% were first-time participants
90% read more this year
82% visited a local park
63% learned something new this summer
48% participated in activities at the library
27% more raffle entries
14+ million minutes spent reading and learning
825 programs for 26,266 youth participants
915 teens volunteered for 9,694 hours
28 ranger talks
9 free shuttle rides to local national parks
25 free programs
96 guests attended StoryWalks
28 ranger talks
1,135 free programs
26,731 summer readers
32,325 program attendees
1,135 free programs
Summer Stride is a wonderful partnership between the National Park Service, Chronicle Books and the San Francisco Public Library. In addition to summer reading, Summer Stride brought fun, adventure and amazing new worlds to San Francisco families. There were community shuttles to parks, ranger talks in the libraries, StoryWalks (children’s book pages on signs along park trails), park information on “trailheads” in the branches, teen volunteers, free lunches and much more. Programs centered on STEM learning, and weekly raffle prizes and scorecards encouraged summer reading. Artwork by Lizi Boyd tied all the different parts of this summer 2017 extravaganza together.
"A place for my wildest imagination to run loose!"

Teen at The Mix

The Mix connects the varied realms of teen life—personal interest, academic and employment opportunities, peer culture—in a rich, teen-centered educational space. Programs are teen interest driven: video and audio production, makerspace tinkering, coding, gaming and game design, performance, literacy (storytelling, poetry, and reading) and personal development. In addition to more formal programs, the space offers opportunities for self-led maker activities as well as peer-led culinary and art programs.

As The Mix open hours expanded to seven day service this year, the program offerings expanded. New opportunities included Open Mic nights, additional video production classes, 3D printing instruction and music lesson.

83,705 teens served
899 teen programs
4,467 teens attending programs
"We are the only public library in the United States with a dedicated staff position to address learning differences!"

Laura Lay
Learning Differences Librarian

FOC Readers is a new program to help struggling readers.

Studies indicate that students who fall behind when they start reading rarely catch up—but we change that by using a highly structured program based on the Orton-Gillingham methodology. The program breaks down reading and spelling into smaller skills involving letters and sounds. Volunteer tutors work with students in grades 1 – 4, using sight, hearing, touch and movement to help learners connect language with letters and sounds.

6,332 people attended classes and programs, from computer basics to coding, to improv to math help to book groups.

140 adult learners received help with their reading and writing.

1,345 visits to the Veterans Resource Center.

2 new one-on-one tutoring programs were launched.

33 students enrolled in the library’s Career Online High School program and 7 high school graduates.

Hassan graduated from one of the most difficult schools in Morocco, but still needed a U.S. high school diploma.

Hassan’s steadfast commitment to making a better place for himself, his family and his community is part of the reason why I come to work with a big smile.

Jimmy Tran, library technician
The first citywide Digital Inclusion Week, in collaboration with more than 20 partners, promoted online access and technology skill building to bridge the digital divide. More than 2,000 people participated in nearly 60 learning opportunities at 20 locations throughout the City. The Library held 43 free tech-training programs, from basic computer skills to advanced coding classes, throughout the library system and cohort locations.

**Digital Literacy**

- Tech'd Out, a new laptop lending program, allows borrowers to check out laptops and mobile hotspots, putting useful tools into the hands of library users who need them most. Thirty-two electronic bundles, consisting of an HP laptop and mobile hotspot, are available for loan at the Main Library and Ocean View, Bayview and Visitacion Valley branches.

**New online resources:**
- Rare Book Hub
- New York Times Digital
- Foundation Center Databases

2.3M eBooks & eMedia circulated (+24%)
5,638 people access SFPL WiFi daily
Since its inception in 2009, the Library’s social service team has grown from a single social worker to a team of eight, including a social worker, a team leader and six health and safety associates (HASAs). Their focus and commitment is to serve library patrons in need of assistance, particularly those who are indigent or experiencing homelessness and related issues such as mental illness, chronic health issues and substance abuse. In addition HASAs receive opportunities for professional development, as many of them have been homeless. They can take peer counseling training and progress in their career of helping others.

The social service team has made great partnerships with other community organizations including Lava Mae and Project Homeless Connect. Lava Mae is a nonprofit organization that provides mobile showers in front of the Main Library every Tuesday. It also hosts Pop-Up Care Village, a gathering of organizations that provide free medical care, haircuts, clothing, food and more, every other month outside of the Main Library. Each of these events serve an average of 350 individuals.

Library patrons assessed by the social worker
- 21
- 21

Library patrons assessed by the social services team
- 14
- 14
- 14
- 14

Library patrons placed in temporary or permanent housing or reunited with loved ones
- 14

Library patrons case-managed by SFPL social service team
- 350

Average daily number of visitors served at Pop-Up Care Village events at the Main Library
- 832

6,721

*Not unique numbers, includes repeat patron interactions

"You saw my file. I lost my job."

"You are the 'finders'. You found me at the library and connected me with veteran services. I am no longer homeless because of you."

"You saved my life. I lost my job and became homeless because of a traumatic event. You helped me here at the library. I love my home and I am now teaching school."

"I love my job."

Caring for the Community
Illuminating our Culture

From portraits of people exiting homelessness into housing, to a detailed remembrance in words and pictures of the Obama presidency, the libraries' rich array of exhibitions aimed to illuminate and inspire. As a free institution dedicated to welcoming all, the Library serves an important role in providing a free cultural outlet that includes space for local community arts organizations to exhibit images and artwork of importance to residents' interests while also highlighting key library collections. Our two art galleries at the Main Library saw more than 20,000 visitors this year and exhibits were also placed on other floors of the Main Library and at our branches.

Al Mutanabi Street Starts Here
Alcatraz Florilegium: Artwork From the Gardens of Alcatraz
Patient No More: People with Disabilities Securing Civil Rights
Home Away From Home: Little Palestine by the Bay
Everyone Deserves a Home: Portraits of Homelessness
San Francisco Neon: Survivors and Lost Icons
Black Matters: AfroSolo Annual Arts Exhibition
Barack Obama: A Legacy of Hope
Bombs Away! Humor Goes to War
Reclaiming Earth: Works by Women Eco Artists

The Library is a site and cultural space for ongoing dialogue on the issues and challenges facing our nation. With our partner Litquake we hosted a series called No Shadow Without Light, bringing diverse authors and poets together to speak to our nation's fear, anger and unrest. The series included journalists, cartoonists, women writers, immigrant authors and environmental activists.

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Illuminating our Culture
Beautiful Chaos: A Life in the Theater written by Carey Perloff, the artistic director of San Francisco's legendary American Conservatory Theater, was this year's One City One Book. A creative choice, the memoir explores Perloff's life as a woman in a male-dominated profession, as a wife and mother, a playwright, director, producer, arts advocate, and resident in San Francisco. Published by City Lights Books, the memoir is a compelling story for readers interested in the inside scope about actors and celebrity, as well as an entertaining romp into how live and innovative theater gets made today.

Library programs featured films on the acting life, a behind-the-scenes peek at A.C.T.'s costume shop, a manifesto on the state of live theater in the Bay Area and delightful and engaging panels and conversations.

"I love unifying the City around a single work of literature—something that we are all reading, that we can all talk about. That is a very San Francisco thing!"

Donn Harris, executive director for Creativity and the Arts at San Francisco Unified School District
"I love books, I love libraries and I love the memory of my great grandmother."

Webb Johnson upon returning a book that was 100 years past due, originally checked out by his late great grandmother.

**Fine Forgiveness Program Jan. 3 – Feb. 14, 2017**

- 100 years past due — most overdue
- $236,490 value of long overdue items
- 12,246 items returned
- 699,563 total items returned
- $329,797 fines forgiven
- 5,667 patrons had their borrowing privileges restored
- More than 10,000 patrons had their fines forgiven

**WE WANT YOU BACK**
Libraries are a crucial part of every community. They level the playing field. Millions have expanded their horizons thanks to a helpful librarian.

Barbara Berman
Patron and Library supporter

Total Budget: $126.01

- Reserves: $5.42 · 42.9%
- Equipment: $1.21 · 9.7%
- Debt Service Payments: $2.14 · 2.1%
- Materials & Supplies: $2.31 · 2.2%
- Capital: $4.47 · 3.7%
- Non-Personal Services: $7.22 · 5.7%
- Services of Other Departments: $15.09 · 12.0%
- Collections: $11.90 · 9.4%
- Labor: $51.83 · 41.0%
Friends of the San Francisco Public Library are a member-supported, nonprofit organization that advocates, fundraises, and provides critical support for the San Francisco Public Library. They provide opportunities to invest in the success of the Library as well as literary and education initiatives by donating funds or by donating time through volunteering. The Friends raise money and their voices to ensure a first-class public library for San Francisco.

This year, Friends awarded up to $763,355 in grants for library programs and resources.

Friends’ philanthropic support is spread throughout all areas of the Library, including adult, children and teen programming, exhibitions, professional development, marketing, special collections, affinity centers, digital inclusion and grants to branches. Friends also provides fiscal management of those philanthropic funds.

Friends’ donors speak with their hearts and their wallets to guarantee we have a welcoming and free public library for all.

$763,355
Friends grants to the Library

Libraries deliver democracy.

“Friends’ members come from all corners of the city. Every gift at every level makes a difference. Thank you!”

Marie Ciepiela
Executive Director of Friends of the San Francisco Public Library

Libraries deliver democracy.
The San Francisco Public Library Commission is a seven-member commission appointed by the Mayor of San Francisco and confirmed by the Board of Supervisors. The Commission sets policy and is responsible for the library budget for the San Francisco Public Library system. Commissioners serve a four-year term.

Dr. Mary Wardell Ghirarduzzi, President
Susan Mall, Vice-President
Zoe Dunning, Commissioner
John Lee, Commissioner
Teresa Ono, Commissioner
Sue Blackman, Library Commission Secretary

Library Management Team

Luis Herrera, City Librarian
Michael Lambert, Deputy City Librarian
Donna Marion, Human Resources Director
Maureen Singleton, Chief of Finance
Roberto Lombardi, Facilities Director
Thomas Fortin, Chief of Main Library
Jaime Lander, Chief of Library Services
Lana Lee, Chief of Collections & Technical Services
Cathy Delneo, Chief of Branches
Laura Lent, Chief of Collections & Technical Services
Michael Liang, Chief of Information Technology
Michelle Jeffers, Chief of Community Programs & Partnerships
Randle McClure, Chief Analytics Officer

In 2017, I #HopeWishDream

Our "Express Yourself" Post-It note wall, erected in January 2017 in the Main Library, invited the public to share their New Year’s hopes, wishes and dreams. The notes were turned into a Year of the Rooster sculpture to serve as a reminder that the Library is a welcoming and safe place for all people.