





6,210,525  
annual visits

**"Libraries  
are centers for  
engagement  
and discussion."**  
Dr. Carla Hayden  
Librarian of Congress

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.

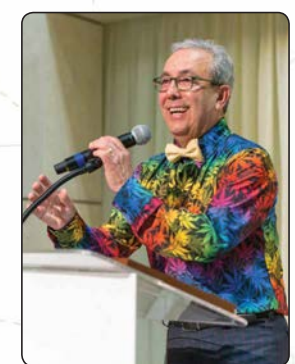
With these new hours comes our commitment to provide all members of our community equal access to knowledge, skills, culture, accurate information, fun and shared experiences. This Annual Report highlights the efforts we've taken this year to make this a reality.

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, visitors and partners—all of you who use and support our Library every day.

City Librarian Luis Herrera



Library Commission President  
Dr. Mary Wardell



# Come visit – everyday!

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.

**“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 residents across San Francisco.”**

**Mayor Edwin Lee**  
San Francisco





## 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 this year, 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 to be empowered and resilient.



San Francisco Public Library

# All Are Welcome

Immigrant Services

[sfpl.org/citizenship](http://sfpl.org/citizenship)

Todos son bienvenidos

歡迎光臨

Всем добро пожаловать!

Malugod Namin Kayong Tinatangap

أهلاً وسهلاً جميعاً



Art by Hafuboti

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 ten “Know Your Rights” workshops that outlined the latest immigration policies (held in English, Spanish and Chinese) and “Become an Immigrant Ally” programs, covering how current executive policies are affecting the immigrant community. Additional programs included resources and volunteer opportunities on how to make a difference in your community and conversational English language groups. The Library partnered with the Office of Civic Engagement and Immigrant Affairs and the Human Rights Commission on programs supporting our diverse community.

# Celebrating Diversity

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 welcome and celebrate all people, and this fiscal year we filled our libraries with programs and events that were particularly 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.

**"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

Middle Eastern Heritage

Made in SF

We Love Diverse Books

LIVE! At the Library

**17,816**  
programs

**15%**  
more  
adult programs

¡VIVA! Latino/Hispanic Heritage

Black History Month

Asian Pacific Heritage

Pride! SF





# Community Connections

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, 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.

**523,175**  
program attendees

Pennies to Plans financial workshops:

**626** participants, **85** workshops, **20** topics



**27** branch open houses

**5,087**  
adult programs

**400**  
Black Comix Arts  
Festival  
attendees

**137%** increase in annual programming from 2008 to 2017

More than **1,500** programs a month

**15%** more adult programs than last year

# Sparking Imagination

## 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.

2,980  
class visits

12,731  
youth programs

4,144  
storytimes

## 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.

## SCHOLAR CARD

A student's  to academic success!

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 full access library card and clean slate for pre-existing fines. Launched in the final six weeks of the school year, during National Library Week, 15,513 students received Scholar Cards including 3,633 new library users from at-risk populations. Astoundingly, 19 schools requested cards for all students.



READ.  
EXPLORE.  
CONNECT.

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



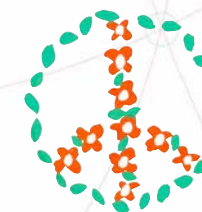
# SUMMER STRIDE 2017

Summer Stride is an incredible 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.

1,135  
free programs

26,731  
summer readers

32,325  
program attendees



14+ million minutes spent reading and learning

825 programs for 26,266 youth participants

915 teens volunteered for 9694 hours

28 ranger talks

9 free shuttles to local national parks

7 library trailheads







# THE MIX

AT SFPL

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 lessons.

**899**  
teen  
programs

**83,705**  
teens served

**4,467**  
teens attending  
programs



**"A place  
for my wildest  
imagination to  
run loose!"**  
Teen at The Mix



**“We are the only public library in the United States with a dedicated staff position to address learning differences!”**

Laura Lay  
Learning Differences Librarian

# The BRIDGE at Main

LEARNING RESOURCES + CLASSES + PEOPLE WHO CAN HELP

**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



FOG 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.

# Digital Literacy



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.

**2.3M**  
eBooks & eMedia  
circulated (+24%)

**New online resources:**

- Rare Book Hub
- New York Times Digital
- Foundation Center Databases



San Francisco Public Library

**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 checkout for three weeks at the Main Library and Ocean View, Bayview and Visitacion Valley branches.

**5,638**  
people access  
SFPL WiFi daily





# Caring for the Community

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 provide 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.

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

Library patron

**"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 about nutrition in the community."**

Library patron

**832\*** Library patrons assessed by the social worker

**6,721\*** Library patrons provided resources by the Health and Safety Associates

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

**14** Library patrons case-managed by SFPL social service team

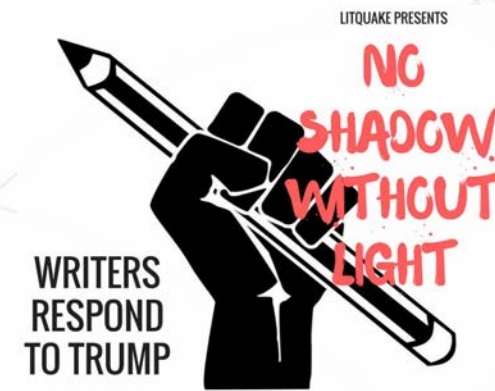
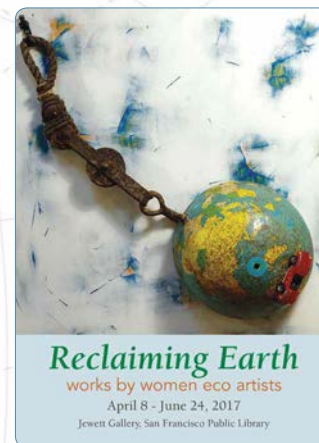
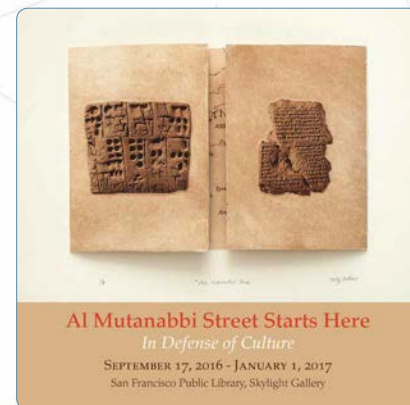
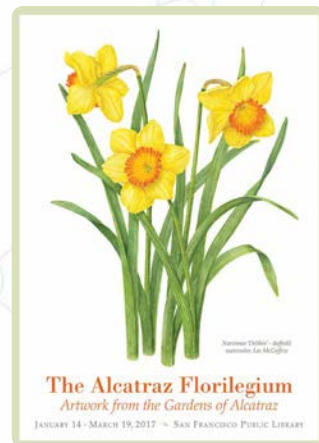
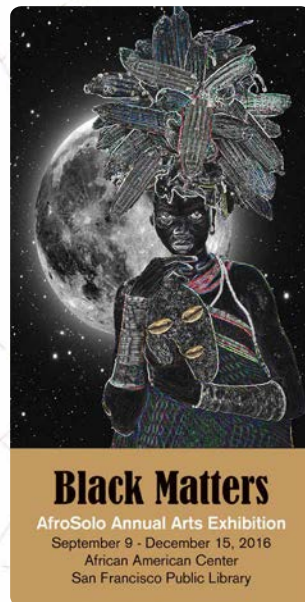
**350** Average daily number of visitors served at Pop-Up Care Village events at the Main Library

\*not unique numbers, includes repeat patron interactions

# 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: In Defense of Culture
- 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



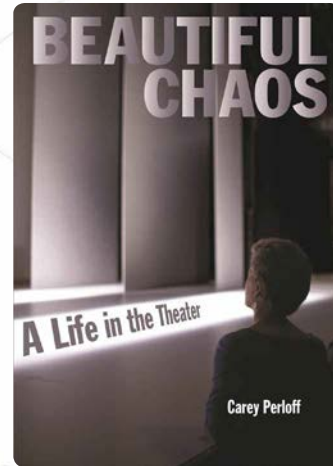
The Library is a safe and neutral space for ongoing dialogue on the issues and challenges facing our nation. With our partner **Litquake** we hosted a series called *No Shadow Without Light*, bringing diverse authors and poets together to speak to our nation's fear, anger and unrest. The series included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



# ONECITY ONEBOOK

## San Francisco Reads

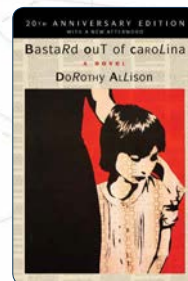
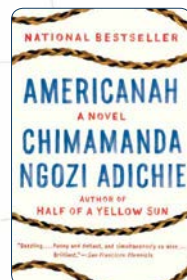
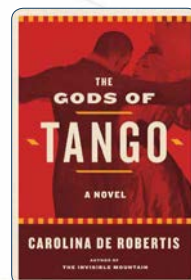
*Beautiful Chaos: A Life in the Theater* written by Carey Perloff, the artistic director of San Francisco's legendary American Conservatory Theater, was this year's One City One Book. A creative choice, the memoir explores Perloff's life as a woman in a male-dominated profession, as a wife and mother, 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

## ON the SAME PAGE



# What We're Sharing: Top Titles

## Adult Books

*Tao Bao Bao Jian / 淘寶寶鑒* by Dayan  
*Hillbilly Elegy: A Memoir of a Family and Culture in Crisis* by J.D. Vance  
*The Underground Railroad* by Colson Whitehead

## Teen Books

*Miss Peregrine's Home for Peculiar Children* by Ransom Riggs  
*Madeleine L'Engle's A Wrinkle in Time: The Graphic Novel* adapted and illustrated by Hope Larson  
*Catching Fire* by Suzanne Collins

## Juvenile Books

*Are You Ready to Play Outside?* by Mo Willems  
*I Really Like Slop!* by Mo Willems  
*Should I Share My Ice Cream?* by Mo Willems

## Audiobooks

*Hamilton: The Revolution* by Lin-Manuel Miranda, Jeremy McCarter  
*The Girl on the Train* by Paula Hawkins  
*All The Light We Cannot See* by Anthony Doerr

## Adult/Teen DVD/Blu-Ray

*Star Wars, Episode VII: The Force Awakens*  
*Jason Bourne*  
*Deadpool*

## Juvenile DVD/Blu-Ray

*Zootopia*  
*Finding Dory*  
*The Secret Life of Pets*

## CDs

*Hamilton: Original Broadway Cast Recording* by Lin-Manuel Miranda  
*Lemonade* by Beyoncé  
*25* by Adele

**10,814,015**  
annual circulation  
of all materials

**84%**  
increase in  
eBooks & eMedia  
circulation

# WE WANT YOU BACK

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

More than **10,000** patrons had their fines forgiven



**5,067** patrons had their borrowing privileges restored



Fines forgiven:

**\$329,797**



**699,563** total items returned

**12,246** items returned more than 60 days overdue



Value of long overdue items:

**\$236,490**



**100** years past due — most overdue



*"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

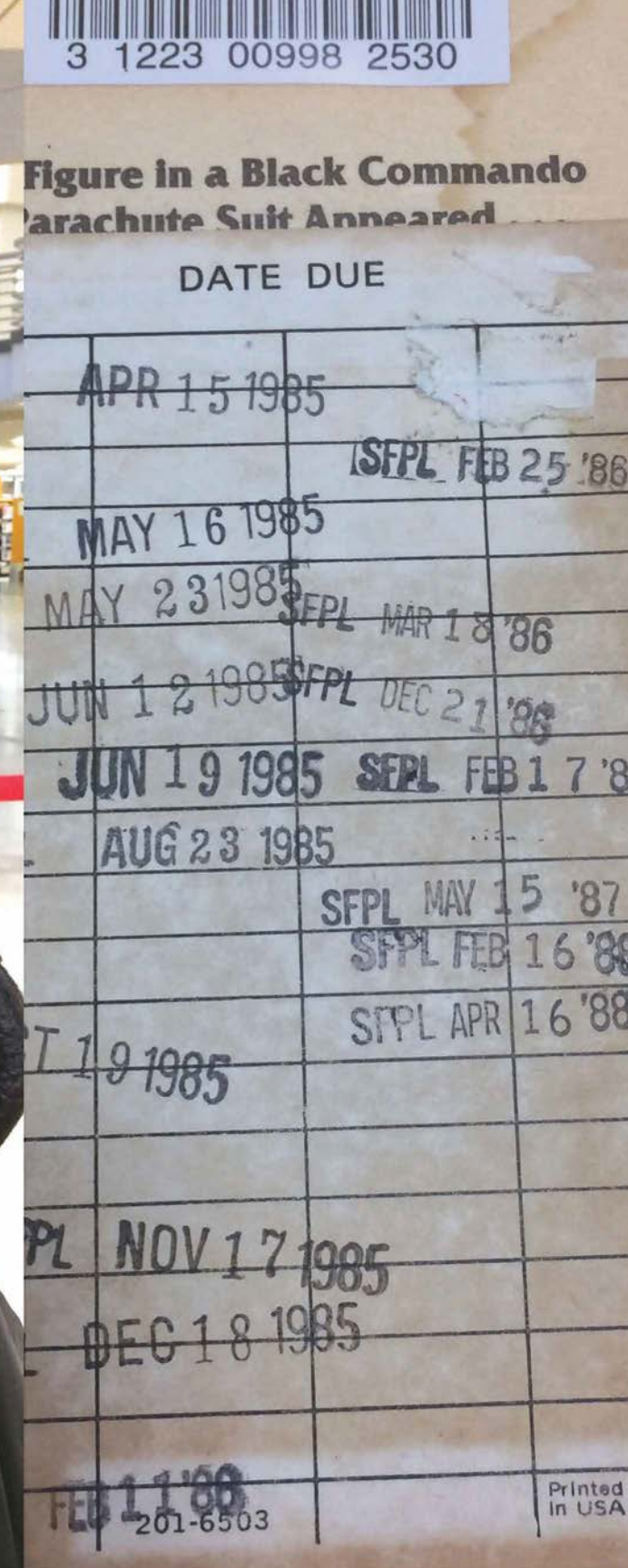


Figure in a Black Commando Parachute Suit Appeared

DATE DUE	
APR 15 1985	
	SFPL FEB 25 '86
MAY 16 1985	
MAY 23 1985	SFPL MAR 18 '86
JUN 12 1985	SFPL DEC 21 '86
JUN 19 1985	SFPL FEB 17 '88
AUG 23 1985	
	SFPL MAY 15 '87
	SFPL FEB 16 '88
	SFPL APR 16 '88
T 19 1985	
PL NOV 17 1985	
DEC 18 1985	
FEB 11 '88	
201-6503	



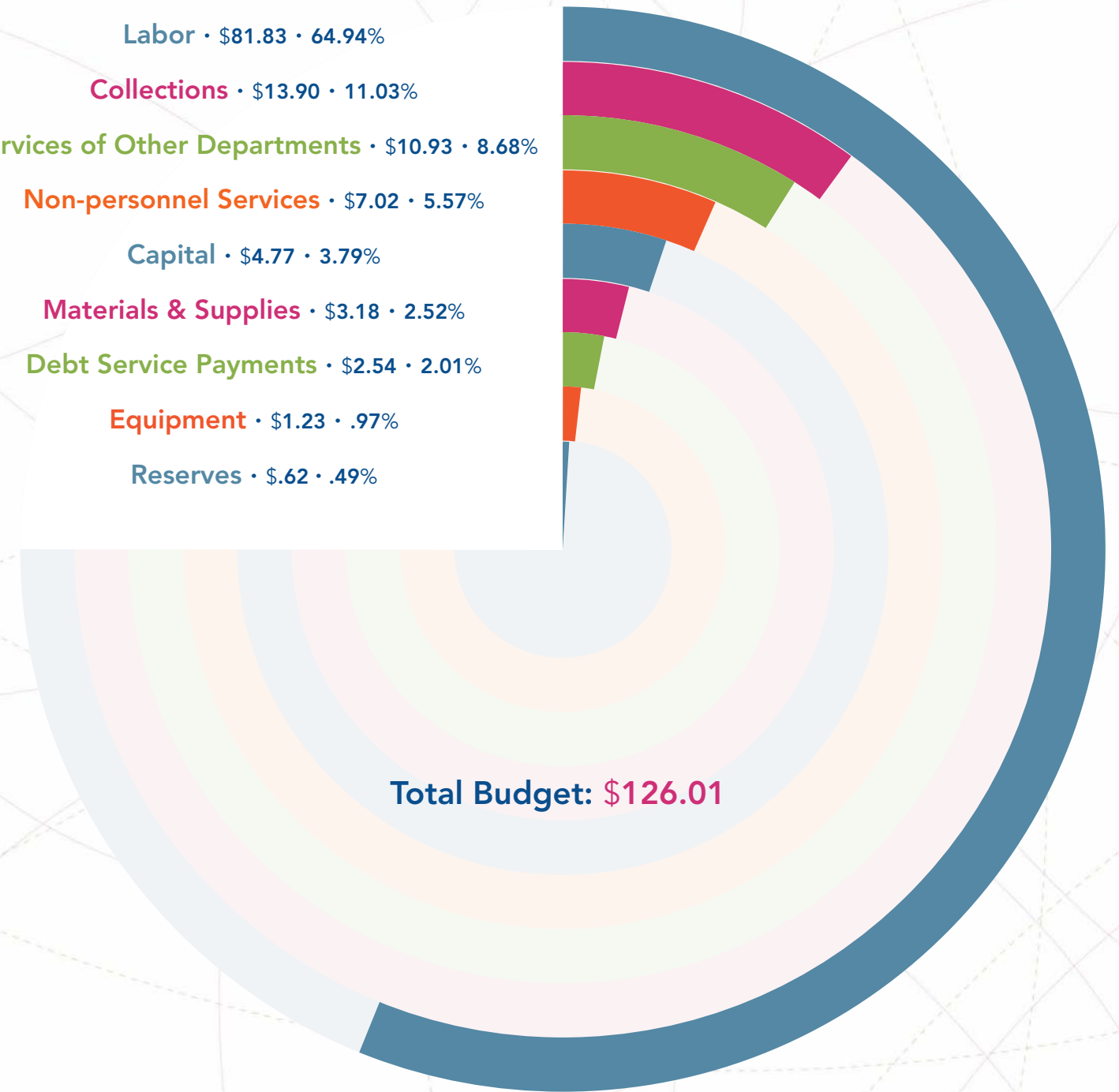
“Libraries are a crucial part of every community. They level the playing field. Millions have expanded their horizons thanks to a helpful librarian.”

Barbara Berman  
Patron and Library supporter

# Budget

in Millions

- Labor • \$81.83 • 64.94%
- Collections • \$13.90 • 11.03%
- Services of Other Departments • \$10.93 • 8.68%
- Non-personnel Services • \$7.02 • 5.57%
- Capital • \$4.77 • 3.79%
- Materials & Supplies • \$3.18 • 2.52%
- Debt Service Payments • \$2.54 • 2.01%
- Equipment • \$1.23 • .97%
- Reserves • \$.62 • .49%



**Total Budget: \$126.01**



# FRIENDS *of the*

SAN FRANCISCO PUBLIC LIBRARY

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



## Library Commission

The San Francisco Public Library Commission is a seven-member commission appointed by the Mayor of San Francisco. 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

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

On our covers:

### 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.

