

Annual Report 2017–2018



Dear Friends,

You have the best library in the country, according to the Gale American Library Journal, which awarded the San Francisco Public Library the 2018 National Library of the Year honor. Congratulations! Thank you Friends' donors, members, book buyers, book donors, and all Library Preservation Fund "yes" voters.

Since 1961 when Marjorie Stern founded Friends, members of the San Francisco community have taken consistent action to fortify a world-class urban public library system dedicated to free access to resources and the advancement of all residents.

At the forefront of these efforts over decades, Friends has molded and refined a partnership with the San Francisco Public Library that is a formula for success nationwide.

As advocates, we have used our voting power to sustain the Library Preservation Fund, which designates city funds for library needs.

As investors, we have made donations and bought books to augment library programs, services, equipment and materials that the city can't pay for.

As champions, we have celebrated and shared the democratic values and personal joys of our 28 libraries.



Having mastered this formula, Friends carries it forward into the next phase of our Library's evolution, armed with a five-year strategic plan. 2018 was year of results at Friends, topped off in June by the announcement of the National Library of the Year award. This annual report details our work in all three areas of our mission, outlines our strategic plan for the future, and showcases the brilliance of the Library staff as they convert community support into programs and services that touch the lives of hundreds of thousands of people in every neighborhood.

This work on a large scale is rewarded and matters most at the everyday level reflected in so many personal stories, including the few included for you here. **Thank you, Friend. Forever.**

Warmly,

A handwritten signature in blue ink that reads "Marie Ciepiela".

Marie Ciepiela
Executive Director
Friends of the San Francisco Public Library

FRIENDS *of the*
SAN FRANCISCO PUBLIC LIBRARY

Library stories

Baby signs

“Several years ago, I began a Signing Storytime for deaf/hard-of-hearing 0–3 year-olds in our Deaf Services Center. Since 90% of these children have hearing parents, the storytime has become an important time for the parents to interact with each other. I appreciate the Baby Signs rug purchased by the Friends for this purpose.”

Reeba Lynn, Deaf Services Librarian



Signing Storytime at the Deaf Services Center

Materials for long hospital stays

In a first-of-its-kind program, SFPL joined with UCSF Hospital-Parnassus to issue digital-access library cards to hospitalized residents for ebooks, newspapers, magazines, movies, and music in English, Spanish, Chinese and Russian. SFPL provides applications, physical cards, training and technical assistance for nurses to help patients auto-load materials from multiple apps to loaner or personal devices. The average stay at UCSF is more than a month.



Nurse at UCSF Parnassus helping a patient register for a digital access Library card



Dr. Carla Hayden, Librarian of Congress, visits the Mix at the Main and learns to DJ along with teens like Lee

Curious (and hungry) teens

“I started coming to *The Mix* when I was a freshman, and the place gets better every day. People and resources and hella tight friends! It is a creative space where help is offered but not forced. Now people come to me for help with projects in the makerspace – I have learned how to use the sewing machine, embroidery machine, and heat press – and recently I have been learning how to DJ with other creative teens. Did I mention that you can eat at *The Mix* and that they have snacks? Teens are hungry and poor, so I appreciate that when I come I can get something to eat.”

Lee, 17, senior at Ruth Asawa School of the Arts



Cooking at The Mix

The award-winning formula

Advocating + Investing + Championing = An award-winning Library

Since 1961, Friends has galvanized San Franciscans to take action to create the Library we now treasure. Our award-winning formula asks every San Franciscan to become a Friend of the Library by taking action in strategic and mutually reinforcing ways:



Roselyne Chroman Swig, Community Activist and Former Library Commissioner

ADVOCATING

Voting for and defending public funding

42% of the SFPL budget derives from the city's Library Preservation Fund, a funding mandate put on the ballot by Friends and approved by wide margins in 1994 and 2007. We will need your help to extend the Library Preservation Fund for another 15 years.



Mikiko Huang, Pediatrician and Friends' Board Member Emeritus

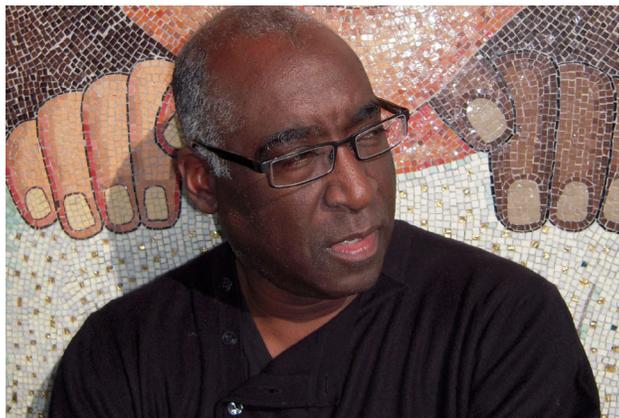
INVESTING

Making private donations

Friends raises private funds through donations and memberships to gift over \$1.2 million annually in direct support to the Library for programs, resources and equipment the city cannot provide.

Donating and buying used books

One million books and media are donated to Friends and resold at Friends Bookstores, the Big Book Sale, Library Step Sales, and online, generating gross sales of over \$1.5 million for Friends' operations and to augment the annual gift to the Library.



Michael Warr, Poet and Friends' Board Member

CHAMPIONING

Promoting Library values of democracy, free resources and equal opportunity

Friends' volunteers educate the public about its vast array of free resources and programs, promote patronage, co-host literary and community events, and share stories of lives transformed at the Library.

The strategic plan

“SFPL’s award-winning excellence does not come cheap: it has deep roots and a long history of support. SFPL was not a leading Library two or three decades ago. That all changed when in 1994, when residents banded together under the partnership of the Friends and Foundation of SFPL... We are gearing up with our Friends to embark on a new campaign to get that renewal very soon.”

*Michael Lambert, Acting City Librarian,
“The Human Touch, 2018 Gale/LJ Library of the Year: San Francisco Public Library,”
Gale/Library Journal, June 5, 2018*

Friends’ Five-year Strategic Plan

In July 2018, the Friends’ Board of Directors completed a comprehensive five-year strategic plan setting out priorities and strategies for Library financial support and advocacy. The plan is built around achieving four goals by 2023:



Expanding private financial support to double Friends’ annual direct support to the Library

Renewing the city’s commitment to designated public funding by educating and rallying voters at the ballot box to extend the Library Preservation Fund for 15 more years

Supporting the renovation of additional neighborhood branches (Mission, Oceanview and Chinatown) to provide updated furniture, fixtures, technology and equipment

Building and investing Friends’ assets to secure the long term sustainability of the partnership making the award-winning difference



Friends’ Board members. Back row: Judith Chi, Jay Auslander, Tyrone Cannon, David Stringer-Calvert, Marie Ciepiela (Executive Director), Gina Baleria, Reese Isbell, Michael Warr, Betsy Klein. Front row: Sarah Jones, Sapna Satagopan, Daphne Li and Beth Kelly. (Not pictured: Aurin Bhattacharjee, Katherine Bella, Matt Bissinger, Catherine King and Ashley Nutter)

“The Friends’ Board had an exciting year, creating a visionary—yet realistic—plan for how Friends can meet the needs of the nation’s premier urban library over the next five years. We look forward to engaging you and all of our Friends in making this vision a reality!”

David Stringer-Calvert, Board Chair

The full strategic plan can be viewed on our website or acquired by contacting Craig Palmer, Chief of Advancement at craig.palmer@friendsfpl.org.

Our award-winning Library

“SFPL’s overall impact on its community is obvious as it creates exceptional programs touching all parts of the city’s diverse population. The size and scope of services is a **tour de force** of what library programming aspires to.”

*Kent Oliver, Director, Nashville Public Library
“Herrera & Company: A Legacy of Compassionate Creativity”
Gale/Library Journal, June 5, 2018*



The poster features the San Francisco Public Library logo at the top. Below it, the text reads: "All Are Welcome" in large blue letters. Underneath, a yellow banner contains "Immigrant Services" and "sfpl.org/citizenship". The main body of the poster lists "Todos son bienvenidos" in Spanish, "歡迎光臨" in Chinese, "Всем добро пожаловать!" in Russian, "Malugod Namin Kayong Tinatangap" in Tagalog, and "أهلاً وسهلاً جميعاً" in Arabic. At the bottom, there are four colorful icons representing diverse people: a woman in a blue headscarf, an older man with a white beard, a woman with a ponytail, and a man with a mustache. The text "Art by Malibelli" is at the bottom left.

SFPL by the numbers

**All 28 locations open
seven days a week**

606 million visitors

445,000 card holders

37 million physical and virtual items 10.8 million in circulation

3 bookmobiles and 1 techmobile

Online resources and applications:
14 audio/ebooks; 15 elearning; video/movie;
7 emag/enews; 2 music; 5 online exhibits and
San Francisco historical photos

Everyday culture of inclusion

The Library’s *All Are Welcome* campaign and website was launched in early 2017 in seven languages, as it joined the Urban Libraries Council in celebrating the role of libraries in democracy, access to information, public disclosure, and civic engagement through extensive programming and free resources.



SFPL patrons making use of free WiFi at the Main Branch

These are only a few examples of Library programs that include and embrace everyone:

All 27 neighborhood branches offer wellness, cooking, reading, crafts, dance and cultural activities weekly

Mobile services visits patrons with three bookmobiles and a techmobile in even in hard-to-reach places, such as Treasure Island and the Juvenile Detention Center

Immigrant Legal Rights Task Force provides free legal resources in the collaboration with the San Francisco Human Rights Commission

Deaf Service & Library for the Blind allow patrons to access a majority of collections

The Bridge at the Main and the Veterans Center offers extensive career services and use of 21st century technology and applications

SFPL continues to be the largest provider of free internet in the city

Connecting communities

The SFPL's new *Connected Communities* initiative fosters shared experiences bringing patrons together through themed, coordinated activities at all the branches. Sharing a book, teaching a craft, listening to a writer, or telling a story of heritage to a neighbor fights growing social isolation and makes the Library a natural place for convening and connecting as a community of San Franciscans. The themes this year were:



Nurturing children, teens and young adults

4,000 storytimes attract 1,000s of toddlers, and *Summer Stride* engages 33,000 readers

Fog Readers provides volunteers to tutor 125 children K-5 with learning differences

The Mix at the Main, branch-based STEM programs and book clubs keep 24,000 teens at the Library after school and on weekends

The Hormel Center provides a safe home for LGBTQIA transition-aged youth through a new program, *Sprightly*

Special events for all families abound: Tricycle Music Fest, Big SF Playdates, the Community Baby Shower, Tween Winter Read, and Día de los niños/ Día de los libros.

Providing free access to arts & culture

The Main Library houses two full art galleries, with smaller exhibition spaces throughout the branches. With Friends' support, the SFPL hosted 50 exhibits, including: *Summer of Love*; *San Francisco NEON*; *The Unique Costumes of the 56 Ethnic Groups in China*; *Christopher Felver: Imagination of American Poets*; *Calligraphies in Conversation* and *Game of Color*, featuring African American baseball players from the Negro Leagues to Jackie Robinson.



Skylight Gallery, 6th Floor of the Main Library



Tricycle Music Fest at Potrero Hill Branch



Young boy engrossed in reading at the Anza Branch Library

Caring for the most vulnerable

The Main Library is the first public library to have a full-time Social Worker working on site

Lava Mae trailers provide free showers every Tuesday

Librarians volunteer to administer Narcan to patrons and have prevented drug overdoses in six patrons

Friends' award-winning impact

“The support from the people of San Francisco is what made this possible. Even in difficult economic times, they put their money where their mouth is...The people of the community know and expect that when needs arise, libraries come to the fore.”

Luis Herrera, retired City Librarian

This year, Friends provided \$1.2 million in direct support to the SFPL in virtually every area of the Library. While the city covers the Library's staffing and operational costs, private donations allow Friends to fund expenses that fall outside of the city's capacity and to more quickly respond to needs. Support includes fees for subcontracted service providers; honorariums for authors, artists and curators; collections acquisition; equipment; program supplies; food; multilingual materials production; and professional training to keep SFPL Librarians on the leading edge of innovation. Friends' support is spread throughout:

Children, youth and family programs

The Mix at the Main teen media center

Connected Community, system-wide program themes promoting dialogue and connection throughout the branches

Grants to 27 branches for cultural, wellness, cooking, dance and crafts programs and open houses

50 history, art and literary **exhibitions**

Special collections at the San Francisco History Center and the affinity centers at the Main

Digital Inclusion Week

Discover & Go free museum passes

Professional development training for library staff, and consulting services for strategic planning projects by the City Librarian

Public relations and marketing of library programs and services in multiple languages

Another successful *Summer Stride*



Effie Lee Morris Lecturer 2017

Gary Soto was recognized for his lifelong literary achievements in children's books and young adult fiction.



One City One Book 2017



Black Against Empire: The History and Politics of the Black Panther Movement, by **Joshua Bloom and Waldo Martin** was the 2017 selection. OCOB encourages city residents to read the same book and share their experiences with each other through book discussions, author readings, exhibitions and films festivals.

The exceptional difference

The James Hormel LGBTQIA Center Fellowship

Mason Smith joined Friends in September, 2017 as the first Hormel Fellow, a position established by the Hormel Endowment Committee. Working alongside Librarians at the Hormel Center, Mason is raising visibility among younger generations, transgender people, and people of color, promoting intergenerational engagement around LGBTQIA history, and activating emerging young leaders to join the Hormel Committee.



Mason Smith

The Lisa Brown & Daniel Handler Writer's Residency

Thanks to the generosity of Lisa Brown and Daniel Handler, Friends opened its administrative office to five talented San Francisco writers, establishing a residency to provide writers with free and accessible space, and connecting them with five library branches to share their talents with the community. Congratulations to the inaugural class of Residents.



Pictured left to right: Chaney Kwak (novelist), Kathleen McClung (poet), Kevin Simmonds (poet and memoirist) and Susie Nadler (youth fiction). Pictured on page 13 is K-Fai Steele (children's picture books).

The Wiley Innovation Fund

Supported by Peter Booth Wiley, the innovation fund allows Librarians to explore in imaginative and practical ways what Libraries will become and how to plan for their evolution. This year, four Librarians received innovation grants for pilot programs:

Kelly Trahan to establish Citizen Science Bioblitzes at library branches

Brian Weaver to explore possible expansion of genealogy services

Lia Hillman to continue her award-winning Bibliobistro cooking and food education program

Ileana Pulu for *El Librotero*, an ice cream cart converted into a mobile library



Citizen Science Bioblitz in Bernal Heights



Bibliobistro at the Heart of the City Farmers Market



El Librotero is popular at the branches and surrounding neighborhoods

Friends' community programs

Advocacy Program

The **San Francisco Library Preservation Fund (LFP)** is the voter-approved funding formula that Friends is dedicated to protecting and promoting in perpetuity. In 1994, Friends launched an ambitious ballot proposition (Prop E), earmarking funds through a property tax assessment to ensure consistent, designated funding for the Library. The measure passed by a solid margin and the LFP was established for 15 years, followed by renewal in 2007 for an additional 15 years with a resounding 74% of the vote. Friends, through hundreds of volunteers and advocates, continues to educate the public about the significance of the LFP through our advocacy program, bookstores, events and media. We are gearing up once again to advocate for the LFP's renewal in the next three years and we will need you to win again for the Library!



A team of volunteers finishes their shift at the Big Book Sale

Volunteer Program

“Volunteers are the heart of Friends. They contribute over 1,000 hours each month helping sell books at the bookstores, organizing every donated book that comes into the Donation Center, and assisting at Library and Friends’ activities to promote the Library. Without their dedication, we would not be able to support the San Francisco Public Library.”

*Brenda Salguero - Membership Manager
(pictured below, third from the left with
volunteers at the Big Book Sale)*

720 volunteers gave 26,918 hours valued at \$788,716



Community Book Program

Donate and buy used books for our Library cause

Books and media are donated to Friends, allowing community member to cull their collections and help raise support for the Library. Friends' **Community Book Program** resells donated books and media at Friends Bookstores at Fort Mason Center and the Main Library, the Big Book Sale, \$1 Library Step Sales, online and at specialty sales throughout the year, generating over \$1.5 million (adjusted net revenue of \$1.3 million) for Friend's operations and to augment the annual gift to the Library.

Donate your beloved books and Friends will get them into the hands of others who will love them too.
Donation Center located at 1630 17th Street
More info at: FriendsSFPL.org/DonateBooks



The Big Book Sale takes place every year at the Fort Mason Festival Pavilion and Friends Bookstore is open year round at Fort Mason Center

CBP's Impact

Books and media donated: over 1 million delivered and sorted at the Donation Center

Value of books and media resold: \$1,511,262

Books given free to community programs, organizations and schools for low and moderate income families:

St. Vincent DePaul:
Reach Out and Read, a program of Zuckerberg San Francisco General Hospital
Healthy Generations Project:
Tandem Partners in Early Learning

Metric tons of books diverted from landfill: 550



The Bookstore at the Main and the weekly \$1 Step Sales together serve as the only bookstore in the Tenderloin neighborhood

BUY BOOKS, SUPPORT THE LIBRARY.

FRIENDS BOOKSTORES
FORT MASON
Building C Fort Mason Center
(415) 771-1076 10 AM - 6 PM

MAIN LIBRARY
Main Library 30 Grove Street
(415) 557-4238

LIBRARY STEP SALES
Every Wednesday Main Library
All items only \$1!
11 AM - 3 PM 100 Larkin SFPL

VOLUNTEER
Earn free books and membership!
Go to friendsfpl.org/volunteer

MEMBERSHIP
Become a Member! Member benefits include 10% off everyday at our bookstores, 10% off at more than 30 local independent bookstores, exclusive author events, and much much more!

FriendsSFPL.org

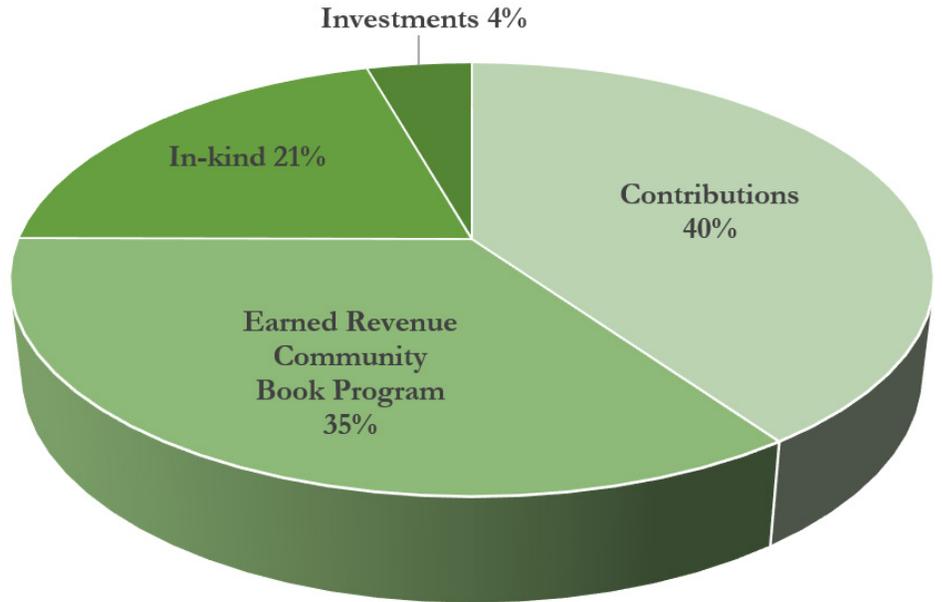
Finances

The operating budget for 2017-2018

In addition to annual financial support to the Library, Friends provides fiscal management, investment services and guidance for expending unrestricted and restricted funds, including endowments.

Sources of Funds

Operating Revenue: \$3,842,070



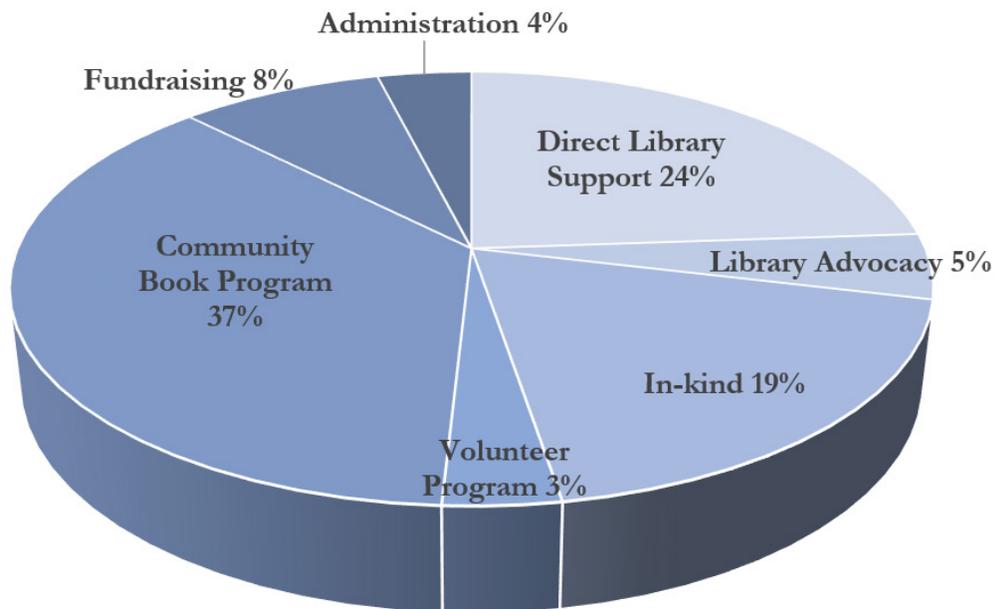
Uses of Funds

Operating Expenses: \$4,233,606

Notes:

Revenue and expenses include in-kind contributions, primarily made up of volunteer services valued at \$788,716.

The Board of Directors approved projected use of unrestricted net assets to fully fund direct annual support for Library programs.



2017-2018 Audit available upon request.
 Please contact Bob Daffeh, Director of Finance and Administration.
 Phone: (415) 477-5228 | Email: bob.daffeh@friendssfpl.org



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Jay Auslander **Vice Chair**, California Academy of Sciences
Reese Aaron Isbell **Secretary**, California Life Sciences Association
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Sarah Jones Marin Country Day School
Elizabeth Kelly MCE Clean Energy
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Daphne Li Upwork
Ashley Nutter Twitch
Sapna Satagopan FogLight & Company;
Co-founder, xyza:news for kids
Michael Warr Poet, Author, Warr Consulting

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\$500,000+

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Friends of the San Francisco Public Library is a diverse community of individuals, families and institutions who love our San Francisco Public Library and make it exceptional. Our mission is to strengthen, support and advocate for a premier San Francisco Public Library and to advance its mission for a literate and literary community.

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 Catherine Foo & Aaron Bastian
 Donald & Janie Friend
 Dona Fuchiwaki



K Brown Handler Writers Resident K-Fai Steele, at her drafting table at the Friends' office.

The partnership making the award-winning difference
Friends, the Library and you.

