

San Francisco Public Library

Public Safety Plan

**Summary of Findings from SFPL
public and staff surveys**

**Collaboration with San Francisco
Homeless Outreach Team**

(SF HOT)

July/August 2006

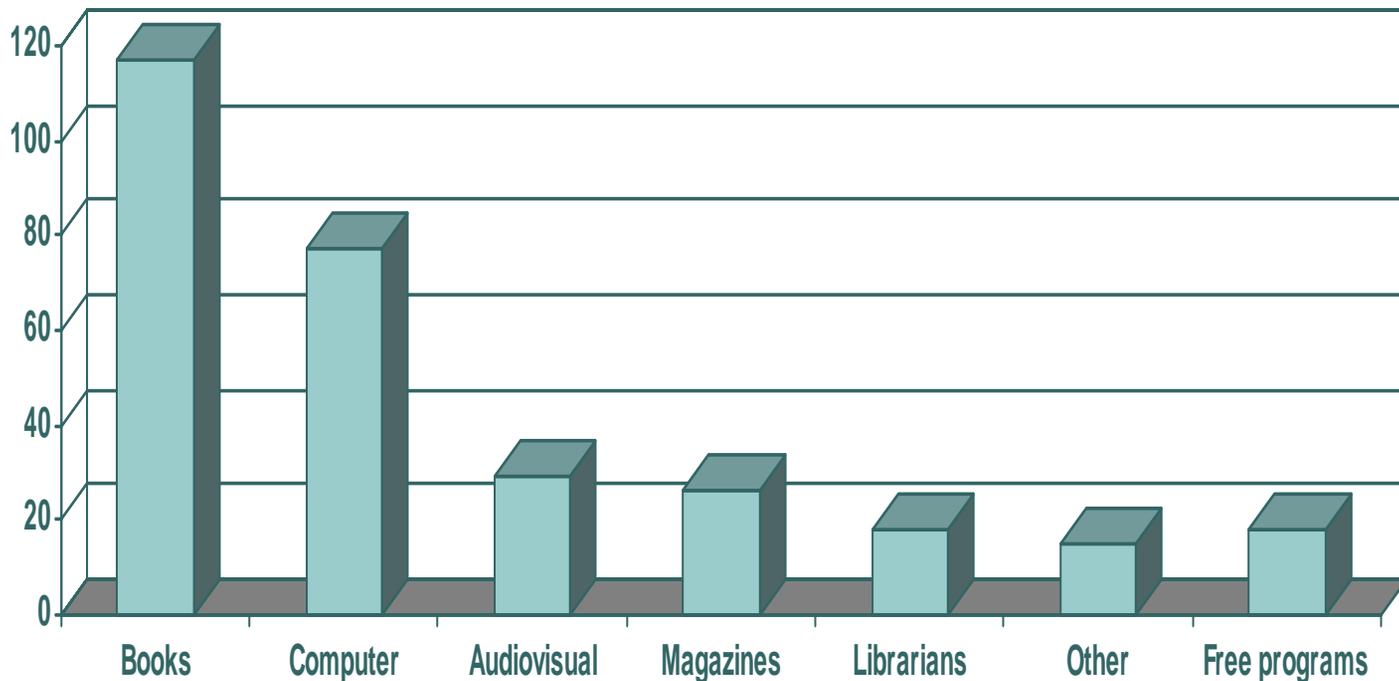


Patron Surveys

August 4 and 17, 2006

What library services are most important to you?

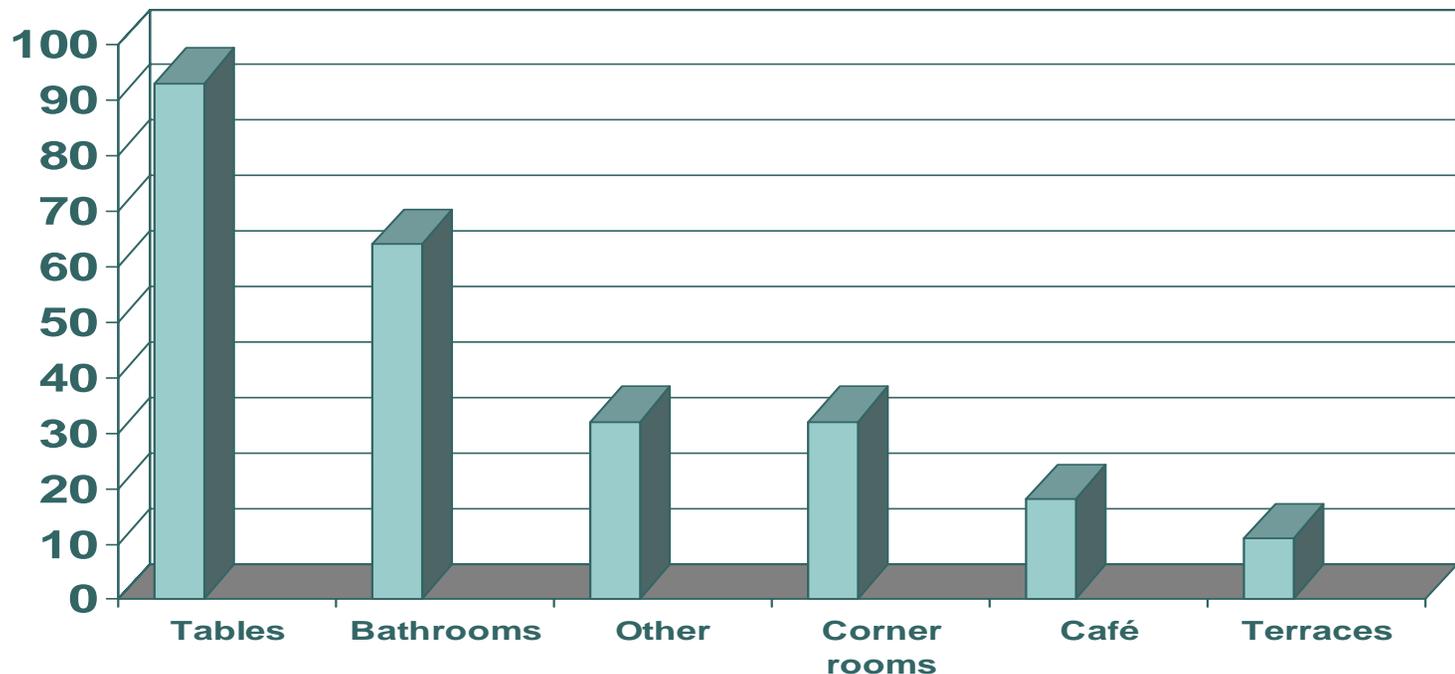
39% say books
26% say computers



What parts of the library are most useful to you?

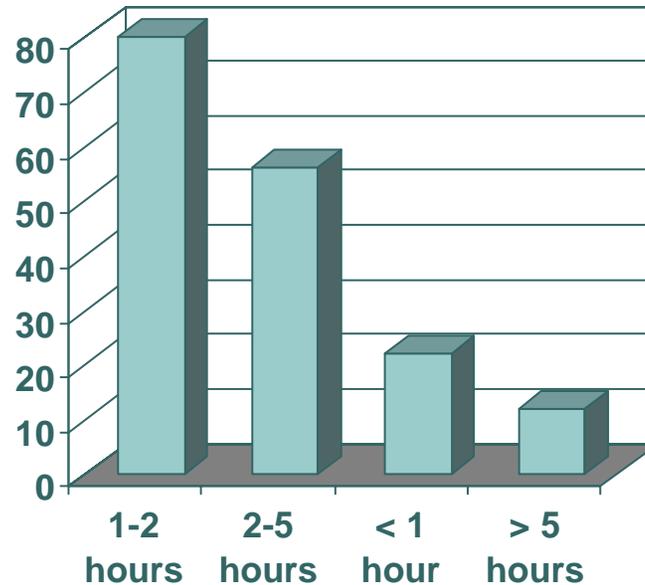
37% say the tables by the Larkin & Fulton windows

26% say the bathrooms



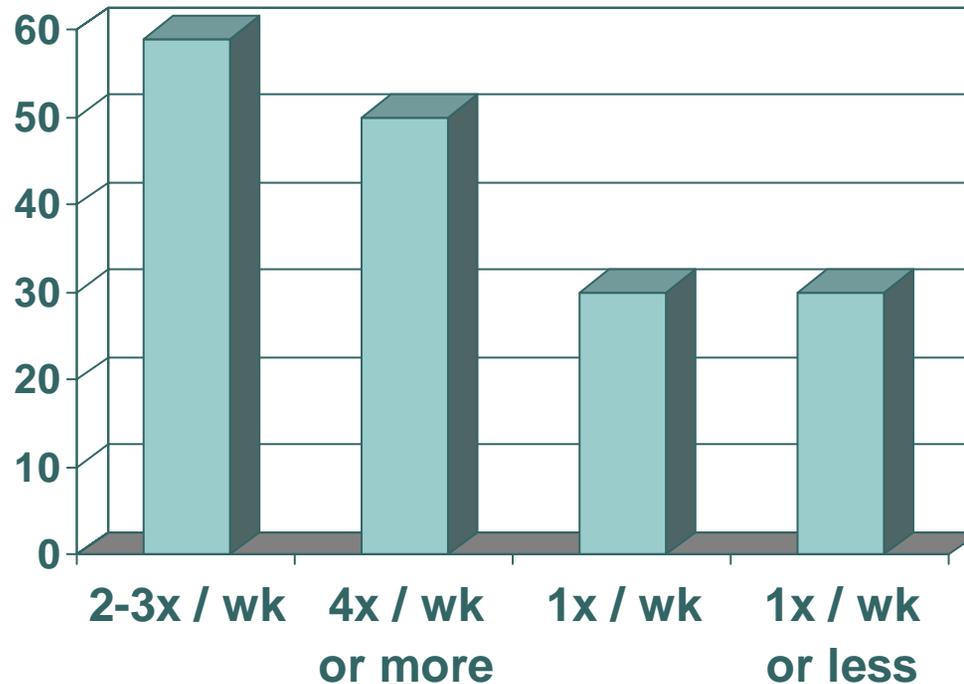
How much time do you spend at the Main Library each visit?

47% spend 1-2 hours
33% spend 2-5 hours



How often do you come to the Main Library?

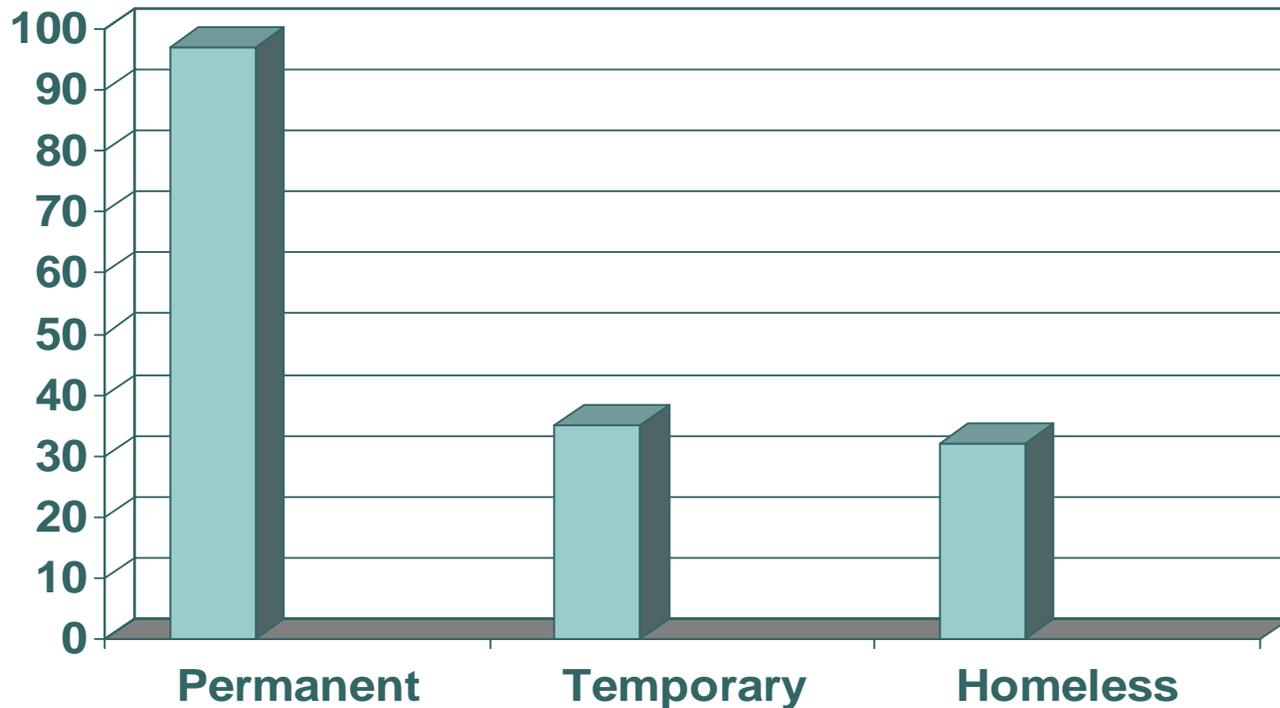
35% come 2-3 times per week
30% come 4 times per week or more



What is your housing status?

59% are permanently housed

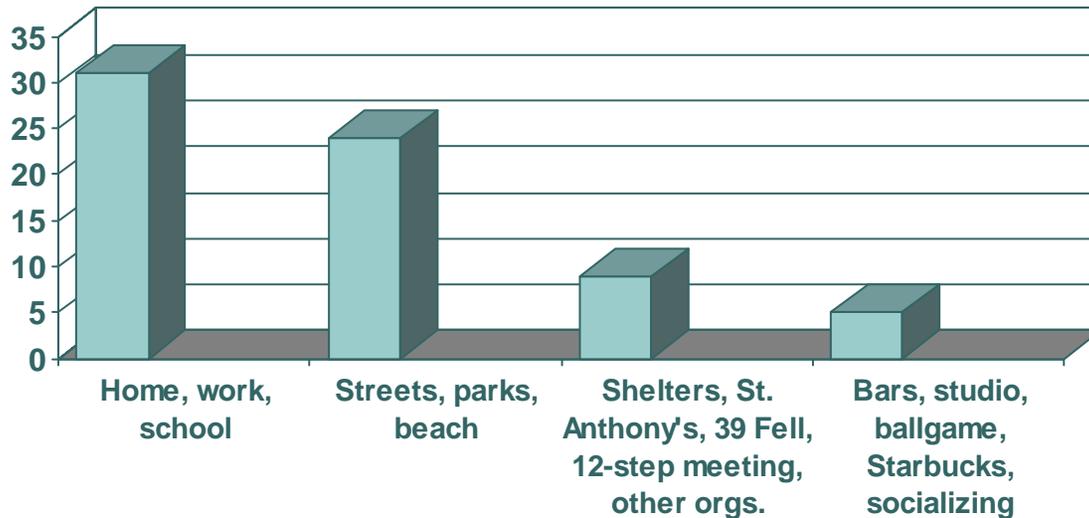
40% are temporarily housed or homeless



When the Main Library is closed, where do you spend your time?

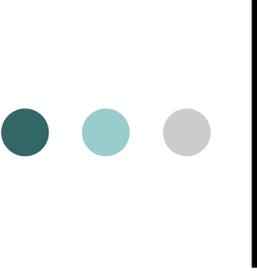
45% say at work, school or home

55% say in streets, parks, shelters, 39 Fell Street, bars, ballgames, Starbucks, etc.



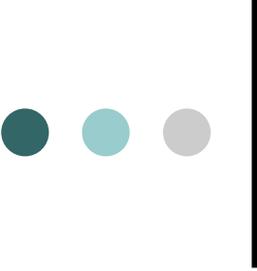


Staff Survey and Focus Groups July 2006



Comments

1. Staff does not assume that homeless patrons all have offensive behaviors or that all offensive behaviors are caused by homeless patrons.
2. Unpleasant activities/behaviors/smells drive away well-behaved library patrons.
3. Possible spreading of disease jeopardizes employees' and the public's health.
4. Verbal abuse is fairly frequent, as is stalking (especially of Pages as they shelve in public areas).
5. Patrons relieve themselves wherever they choose - both in the building and around it - and use our bathrooms for a variety of unsanctioned activities.



Comments

6. Some staff are reluctant to handle directly a relatively minor infraction for fear of an extreme reaction from the patron.
7. People with non-library needs are not asking for our assistance to connect them to available services.
8. Staff perceive the Library as a quasi drop-in and homeless shelter.
9. The on-site presence of a social services worker would relieve staff of considerable burdens.