

2017 SAN FRANCISCO CITY SURVEY: LIBRARIES

ABOUT CITY SURVEY

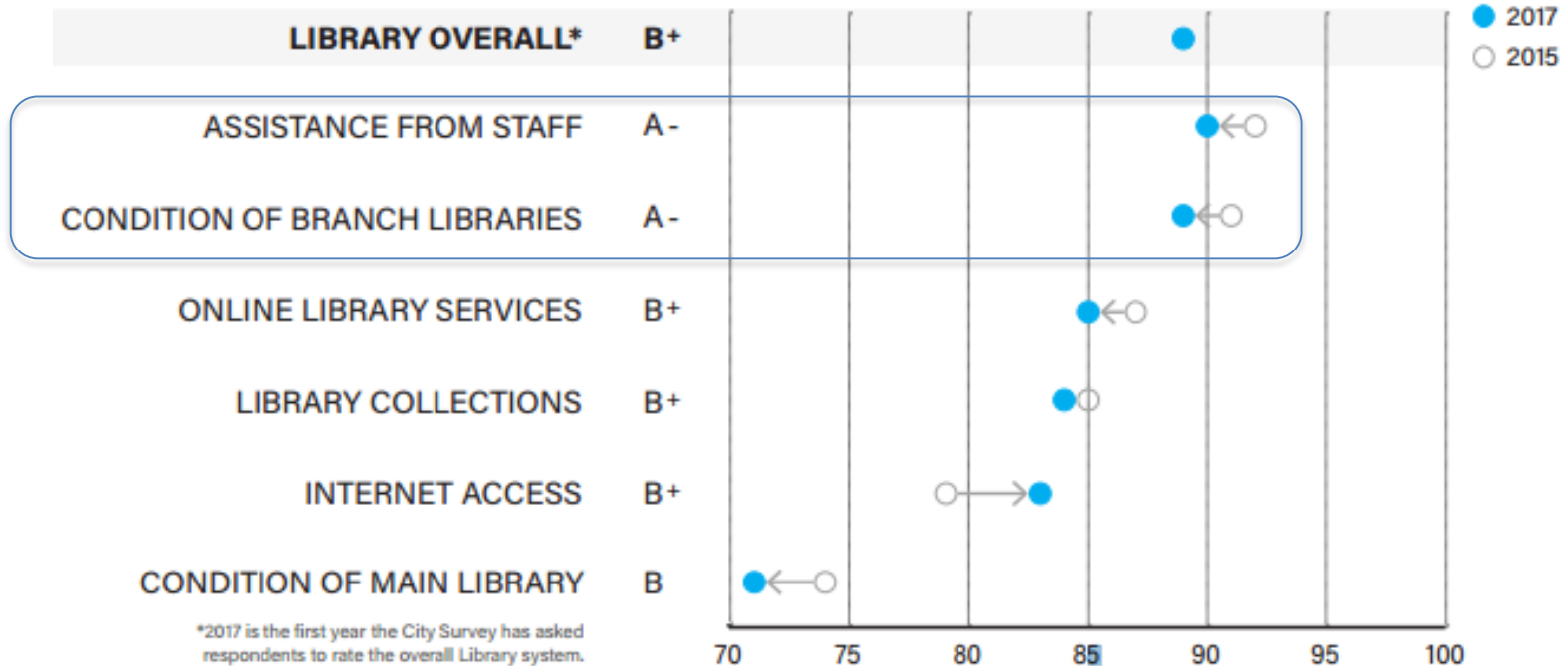
- Performed biennially by the Controller's Office
- Measures seven key San Francisco indicators
- 2,166 residents surveyed
- Full report and SFPL scorecard: <http://sfgov.org/citysurvey/libraries>

OVERALL CITY SURVEY GRADES

- **LIBRARIES** **B+***
- **SAFETY** **B**
- **PARKS** **B**
- **INFRASTRUCTURE** **B**
- **311 SERVICES** **B**
- **GOVERNMENT** **B-**
- **TRANSPORTATION** **B-**

**89% of City Survey respondents rated San Francisco libraries an A or B*

COMPARISON WITH 2015 CITY SURVEY



Of the 30 ratings in the 2017 City Survey, only two received a grade above a B+. Both of these ratings are related to libraries: assistance from library staff (A-), and condition of neighborhood branch libraries (A-).

MAIN AND BRANCH USAGE

Rating and Frequency of Use by Main and Branch Libraries

Select Demographic Group

(Multiple values)

