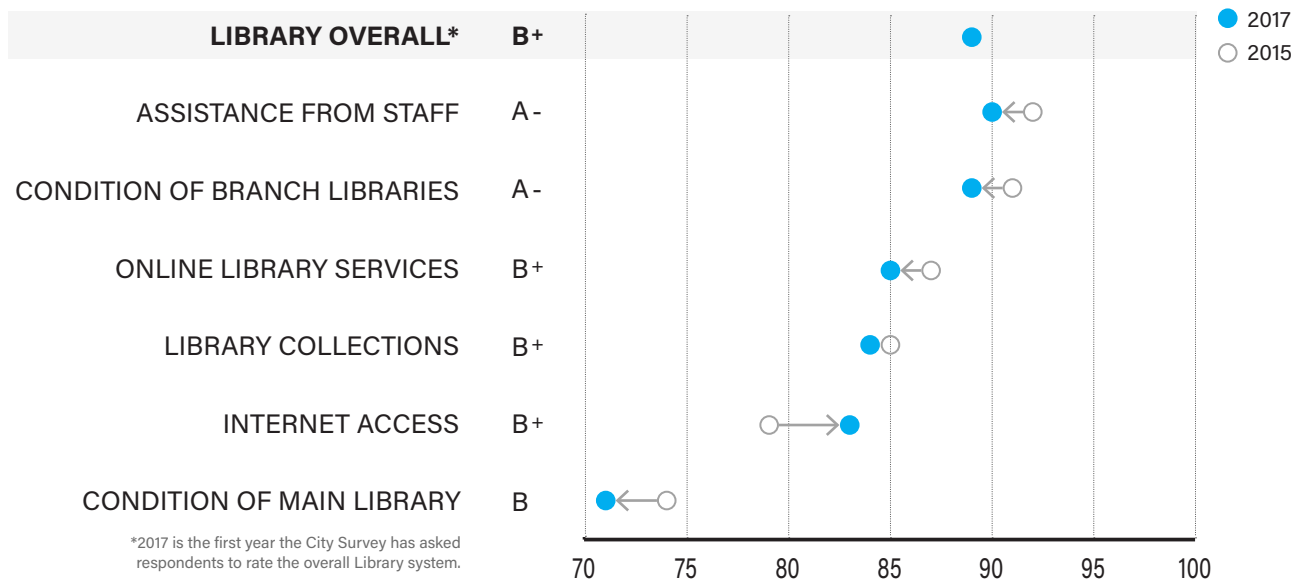


B+ | Libraries

Overall, the San Francisco Public Library system (“Library”) received a grade of “B+” in 2017, with 89% of respondents assigning an “A” or “B” rating.



All Library attributes aside from internet access received lower ratings in 2017 compared to 2015, yet none of these changes were substantial enough to shift any letter grades.

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

Two of the highest-rated attributes in the City Survey are related to the Library: Assistance from Staff and Condition of the Branches.

Eighty-three percent of respondents rated the Library system’s internet access an “A” or “B” in 2017 compared to 79% in 2015; however, the question wording changed slightly. In 2017, respondents were asked about internet access more generally, which could include internet access via the public access computers or the Library’s wireless network, whereas in 2015, respondents were asked specifically about internet access at library computer stations.

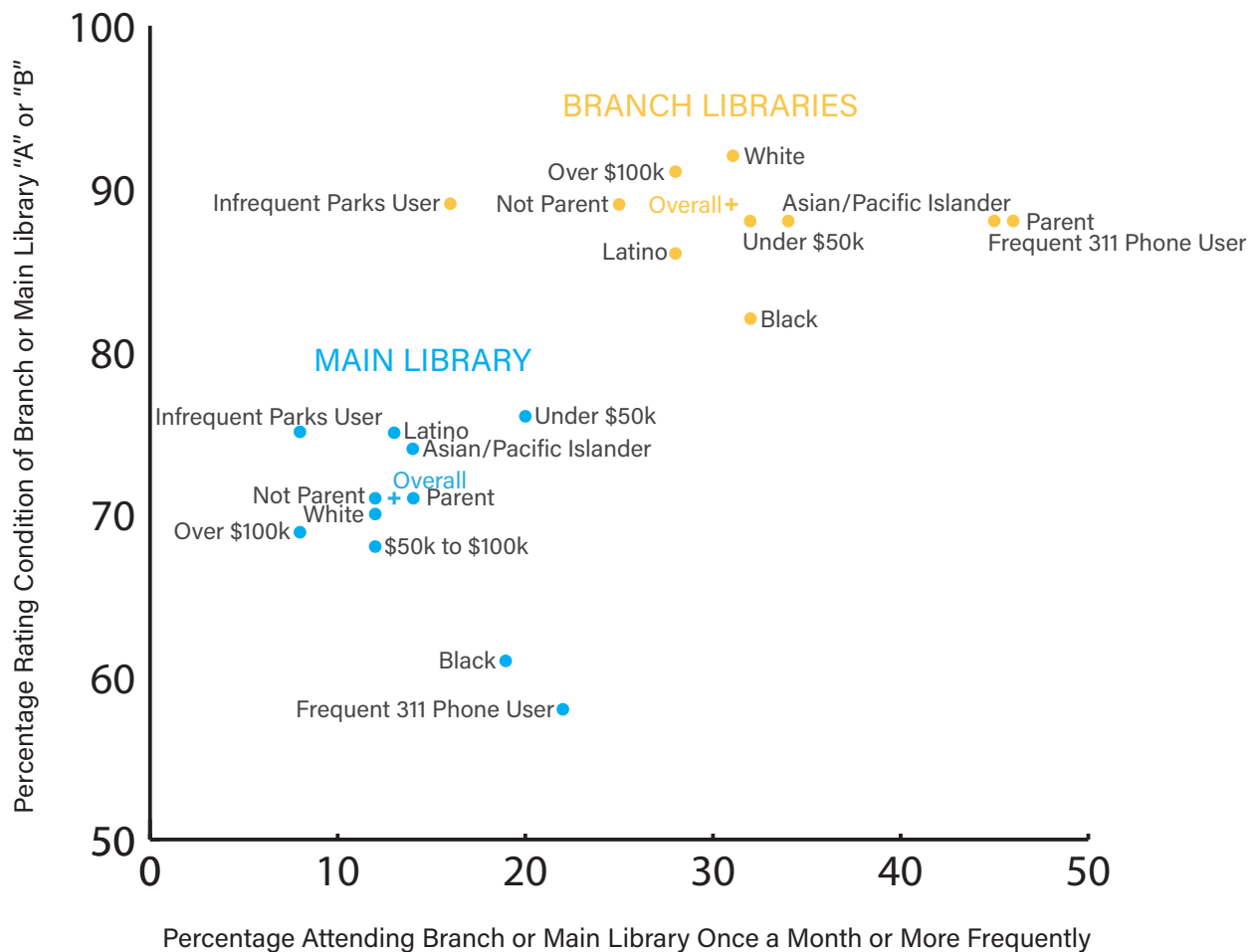
Condition of the Main Library received the lowest rating out of the Library attributes, with 71% of respondents rating it an “A” or “B”.

B+ | Libraries

BRANCH LIBRARIES USED MORE FREQUENTLY THAN MAIN

Thirty-one percent of respondents report visiting branch libraries or bookmobiles more than once a month, while only 13% report visiting the Main Library as frequently. A similar relationship exists for facility condition ratings: 89% of respondents rate their branch library an “A” or “B,” while 71% rate the Main Library an “A” or “B”.

The graph below compares the percentage of respondents who reported using the Main or branch libraries more than once a month to the percentage who rated the condition of the Main or branch libraries an “A” or “B”.



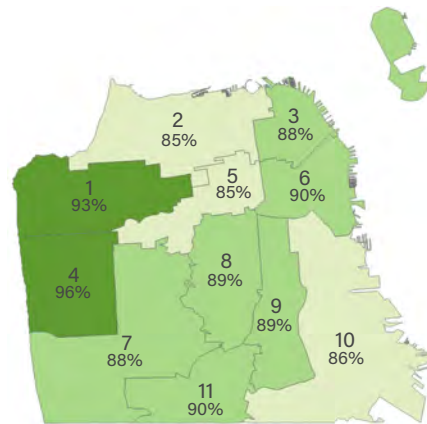
Use and ratings of libraries vary based on respondent attributes. For example, nearly half of parents (46%) use their branch library at least once a month, while 25% of non-parents use their branch library as frequently.

In addition, black respondents give libraries lower marks than other demographic groups: 61% of black respondents rate the Main Library an “A” or “B” compared to 71% of respondents citywide.

B+ | Libraries

DISTRICTS TWO AND FIVE RATE LIBRARY LOWEST

Residents in District 2 (Marina/Pacific Heights) and District 5 (Haight/Western Addition) rate the overall Library system the lowest, with 85% of respondents in both districts assigning an “A” or “B” rating. Interestingly, residents in District 2 rate the condition of their neighborhood branch library the highest, with 96% of respondents assigning an “A” or “B” rating.

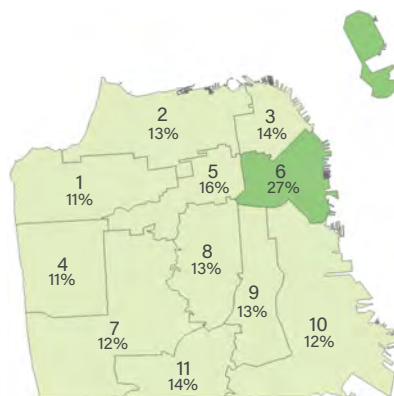


Percentage Rated Overall “A” or “B”

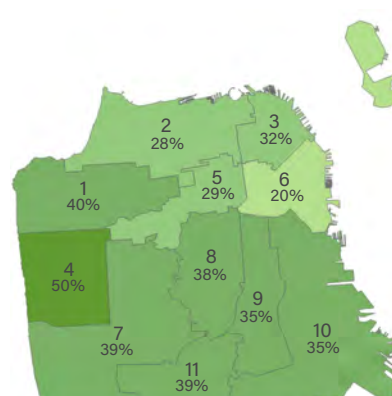
Residents in District 4 (Sunset) rate the overall Library system the highest, with 96% of respondents assigning an “A” or “B” rating. Notably, District 4 residents also reported much higher satisfaction with the condition of the Main Library than did residents in any other district: 88% of District 4 residents rated the condition of the Main Library an “A” or “B”, compared to 75% or less in every other district.

DISTRICT SIX REPORTS HIGHEST MAIN LIBRARY USE

District 6 (SOMA/Treasure Island) residents are much more likely to use the Main Library frequently and less likely to use branch libraries frequently. This is consistent with prior years. The Main Library is located in District 6.



Average Frequency of Use: Main Library



Average Frequency of Use: Branch Library