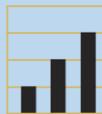


SFPL

 **RISA**
Research, Strategy & Analytics

Public Services Performance Measures

Randle McClure
Research, Strategy & Analytics
March 19, 2026
San Francisco Library Commission



SFPL Patron Satisfaction

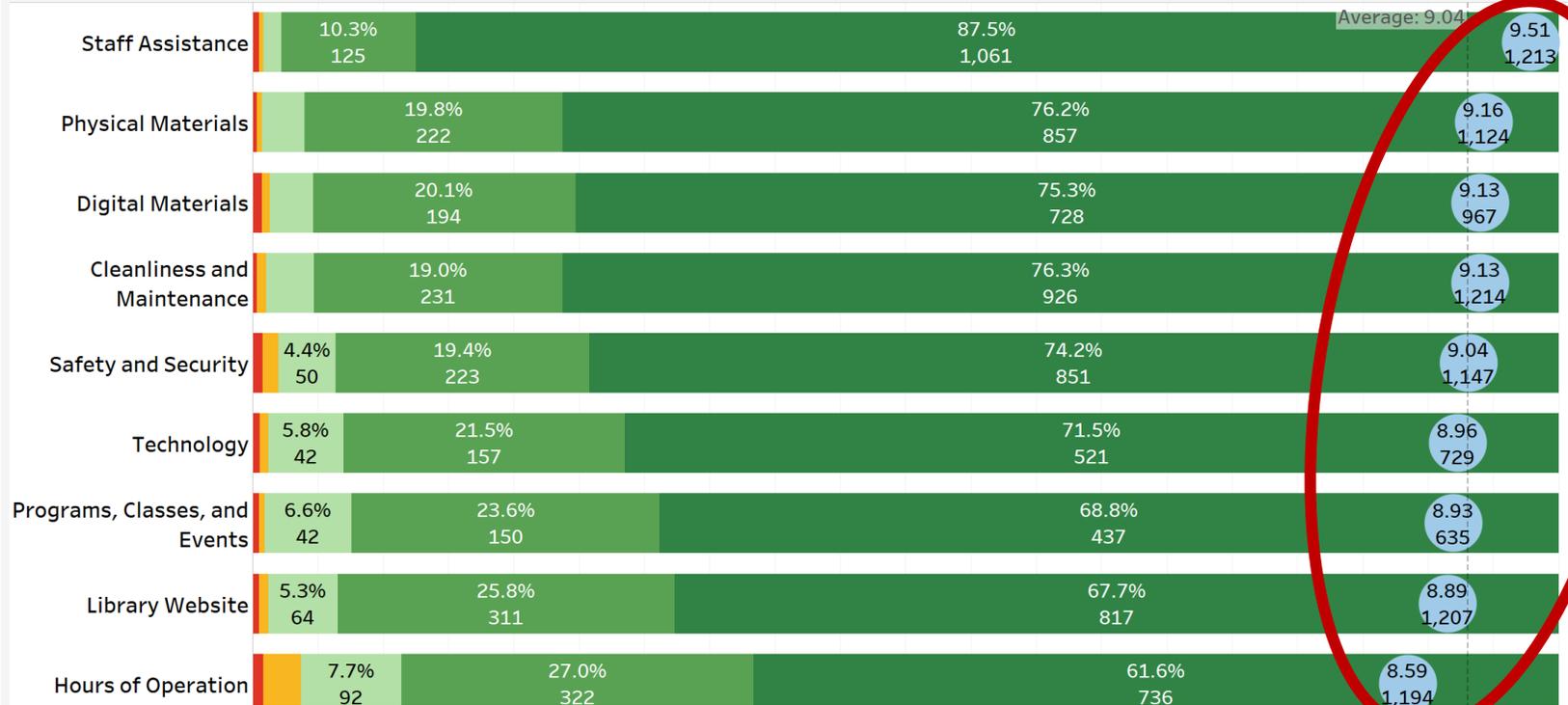
Average Patron Satisfaction is 9.04,
up 1% YoY from FY25

Satisfaction with SFPL Services

Responses to the question: "Please rate your satisfaction with the following SFPL services."

December 2025 through February 2026

- Excellent
- Satisfactory
- Neutral
- Unsatisfactory
- Poor



SFPL Patron Satisfaction

SFPL Patron Satisfaction has improved in all categories since FY24

Satisfaction by Fiscal Year

	FY 2024	FY 2025	FY 2026*
How likely are you to recommend SFPL services to others?	9.56	9.57	9.57
Overall Staff Assistance	9.42	9.46	9.49
Overall Physical Materials	9.11	9.18	9.18
Overall Digital Materials	9.04	9.13	9.18
Overall Cleanliness and Maintenance of SFPL Facilities	9.02	9.03	9.10
Overall Safety & Security	8.90	8.96	9.02
Overall Technology	8.80	8.89	8.93
Overall Programs, Classes & Events	8.69	8.86	8.91
Library Website	8.71	8.82	8.88
Hours of Operation	8.59	8.59	8.62

*FY26 is Fiscal YTD



SFPL Patron Satisfaction

Patron Comments Summary FY26 YTD

- 78% of comments are positive
- 22% of comments contain constructive criticism of some sort, often paired with positive feedback

Comment Theme	% of Total Comments	% Positive
General Gratitude for SFPL	60%	100%
Digital Resources & E-Materials	28%	75%
Staff & Customer Service	22%	85%
Physical Collections & Circulation	18%	80%
Facilities, Cleanliness & Safety	15%	20%
Programming & Events	12%	70%
Miscellaneous Operations (Hours, Website, Technology)	10%	40%

*Note that percentages add up to more than 100% as many comments touch on multiple themes

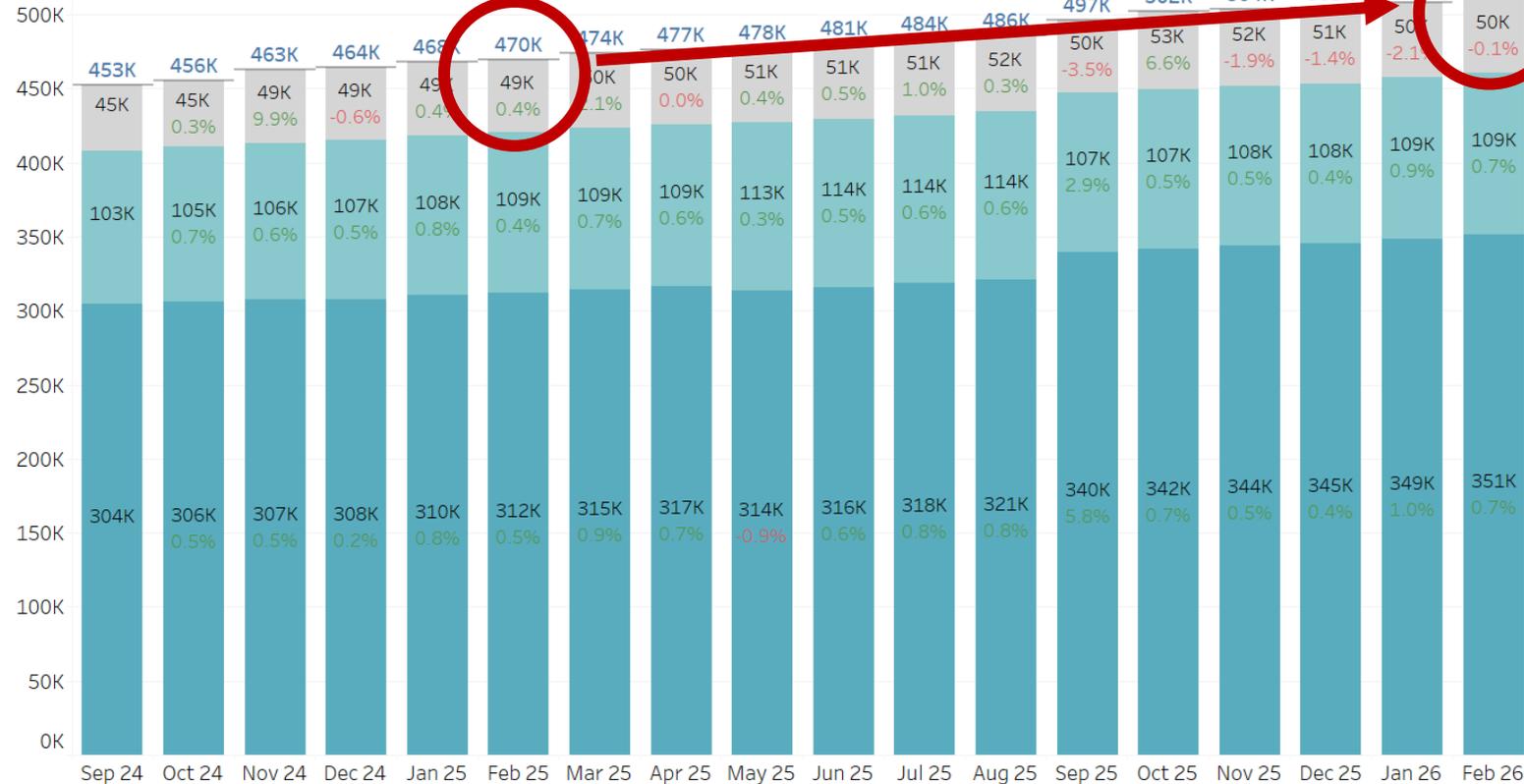


SFPL Cardholders

SFPL cardholders increased by 8.7% from February 2025 to February 2026

Cardholders by Years Active

SF Population 2024: 827,526



Year(s) Active
 Inactive
 3-Year Active
 1-Year Active

"The best thing in my wallet is my SFPL Library card! It is priceless. I appreciate the exhibits, film screenings, special programming, and having access to computers, scanner and printers. Librarians are helpful and friendly. for me SFPL is a destination!!"

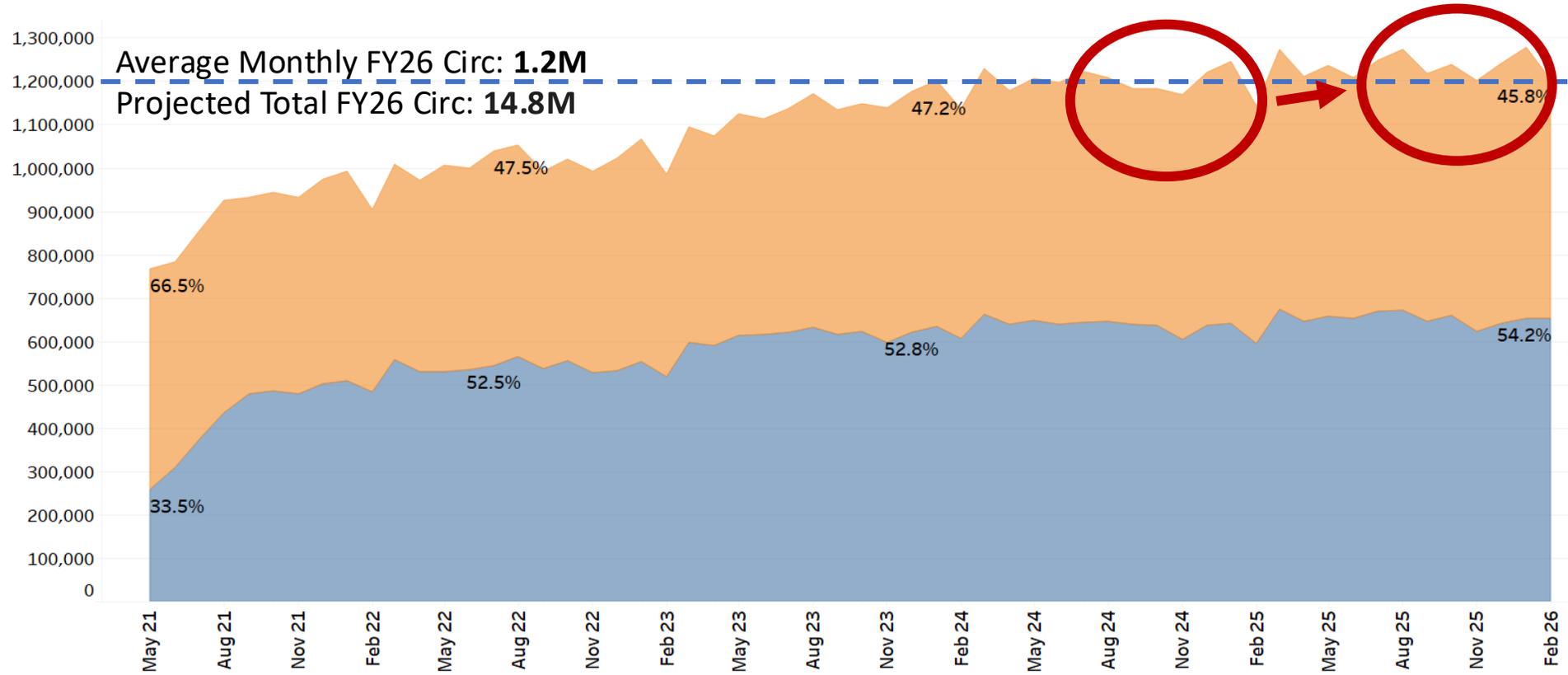
-Patron Satisfaction Survey Comment



SFPL Circulation

FY26 YTD has seen a 3.5% YoY increase in circulation vs. FY25

SFPL Physical vs eMaterial Monthly Circulation



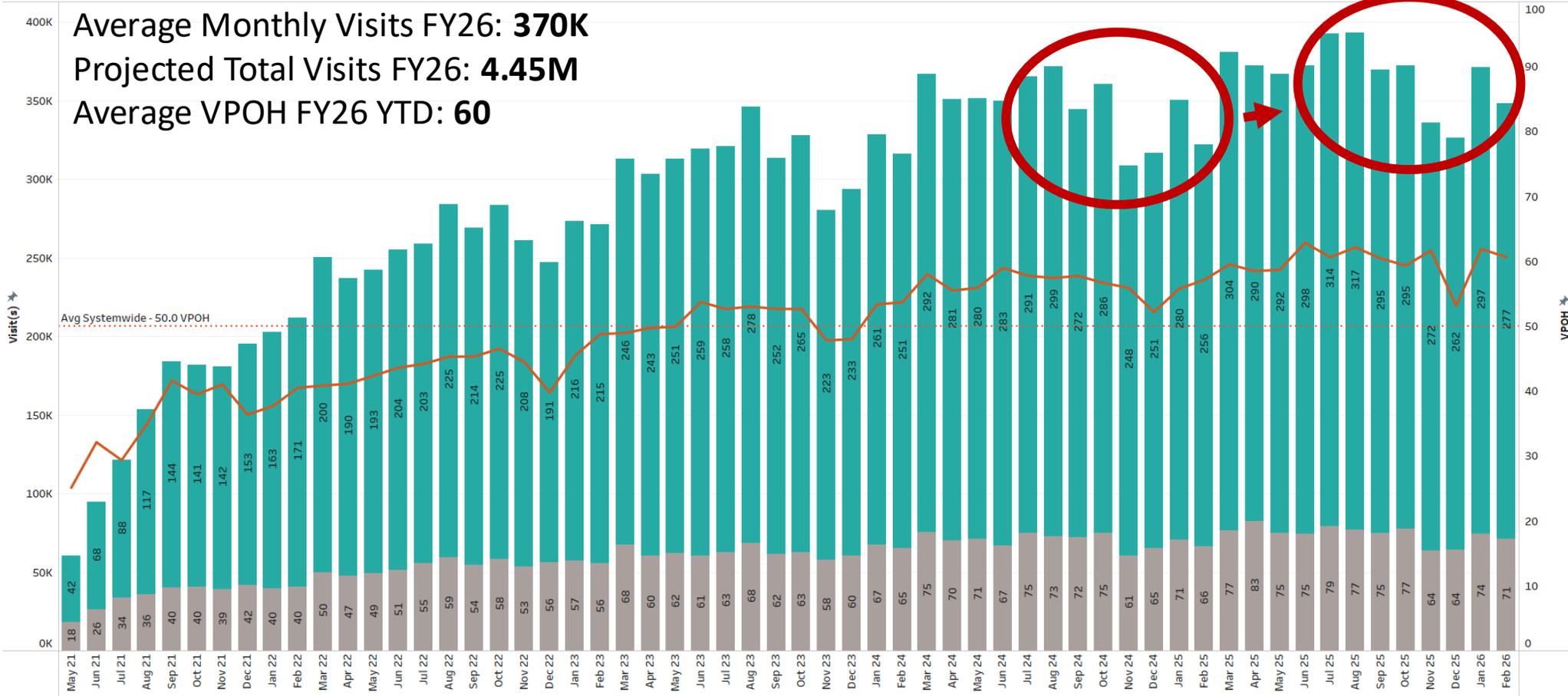
"I resumed pleasure reading in my retirement. I walk to the Presidio branch to pick up and return books. I love that I can put books on hold and they are transferred to Presidio. The library is my friend."

-Patron Satisfaction Survey Comment



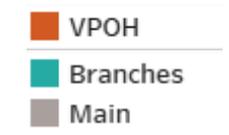
SFPL Visits Per Open Hour (dashboard visits value: thousands)

FY26 YTD has seen a 5.6% YoY increase in visits vs. FY25



"We love the library. My son attends AP Giannini and stops by the Ortega library sometimes after school before coming home to pick up a book. I'm happy he feels safe going there."

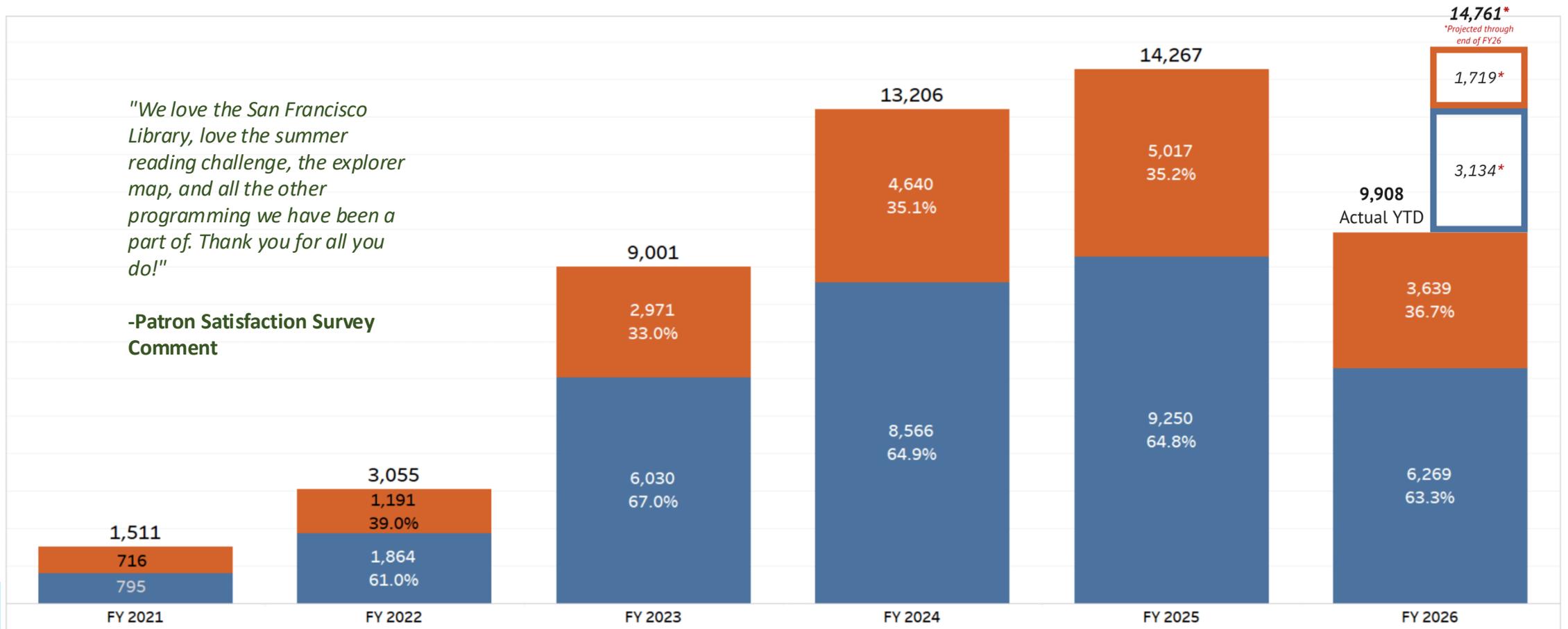
-Patron Satisfaction Survey Comment



SFPL Programs

FY26 YTD has seen a 6.3% YoY increase in number of programs vs. FY25

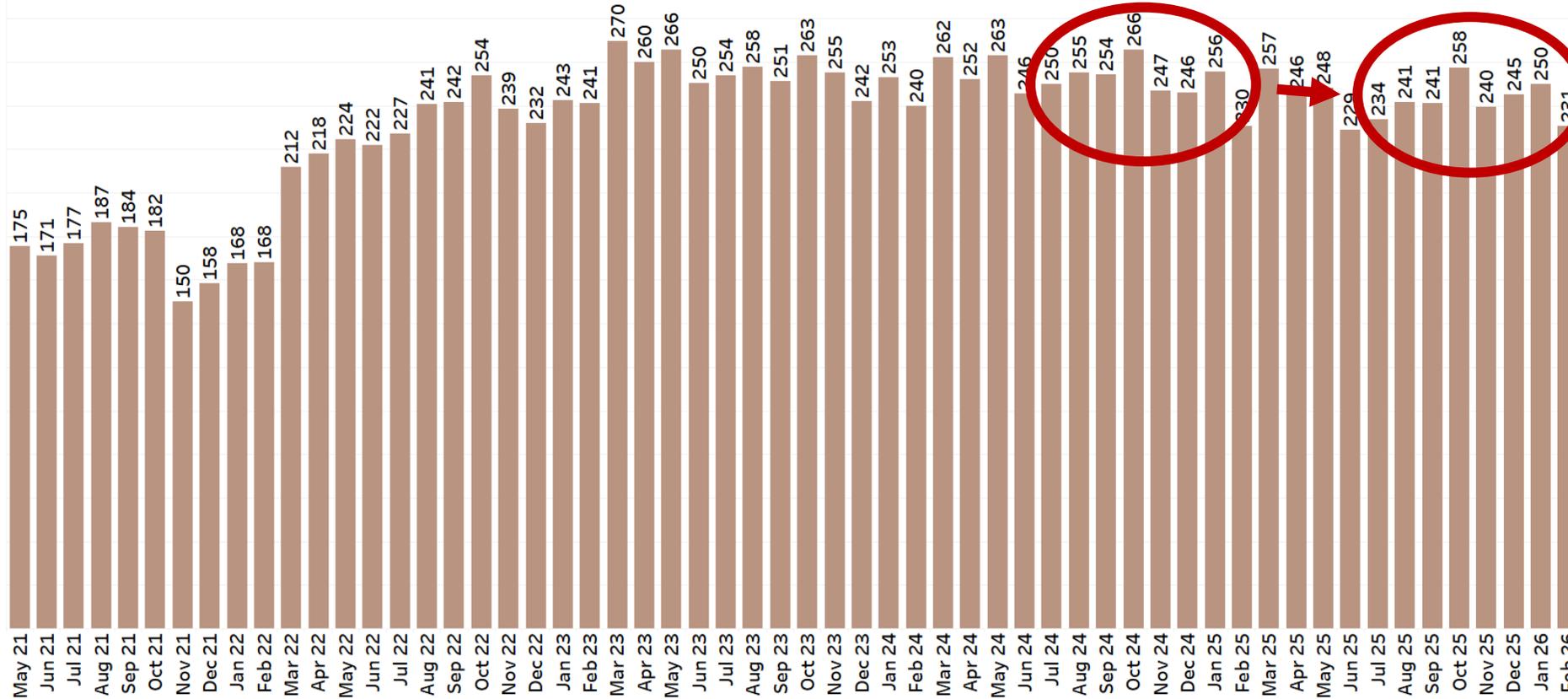
SFPL Youth vs Adult Programs



SFPL Wi-Fi Connections (dashboard value: thousands)

FY26 YTD has seen a 3% YoY decrease in Wi-Fi Connections vs. FY25

Average Monthly FY26 Wi-Fi Connections: **242K**



"Thank you for everything! As someone in a low income range I absolutely rely on the library for printers, wifi, and physical books."

-Patron Satisfaction Survey Comment

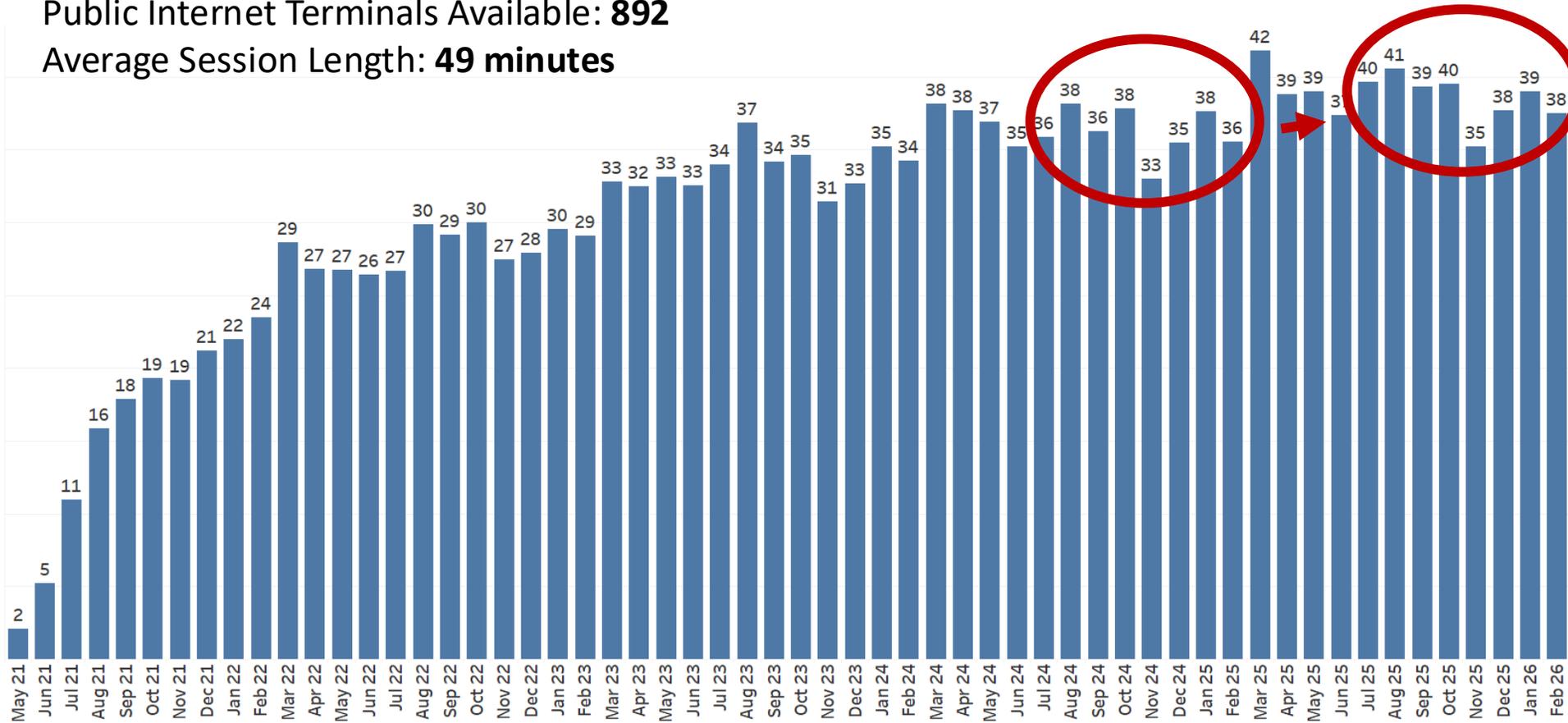


SFPL Computer Sessions (dashboard value: thousands)

FY26 YTD has seen a 6.5% YoY increase in Computer Sessions vs. FY25

Public Internet Terminals Available: **892**

Average Session Length: **49 minutes**



"I use the library several times a week... to print phonics and math materials for kids — free printing is a most valuable service for me in supporting elementary academics, THANK YOU."

-Patron Satisfaction Survey Comment





Thank You!
analytics@sfpl.org

