



SFPL in the 2026 City Survey

Research, Strategy & Analytics

October 15, 2026

What is the SF City Survey?



Residents grade City services: The Controller's Office asks San Francisco adults to rate services and how often they use them.

2,505 residents were randomly surveyed in 2026, proportionally sampled from San Francisco's diverse population

Since 1996: 19 surveys by the Controller's Office with the current grading scheme dating to 2011

2026 REPORT: <https://www.sf.gov/reports--september-2026--2026-city-survey-results>



Key Findings

4.06 out of 5: Adult residents' average grade for the Library, San Francisco's highest-rated city service

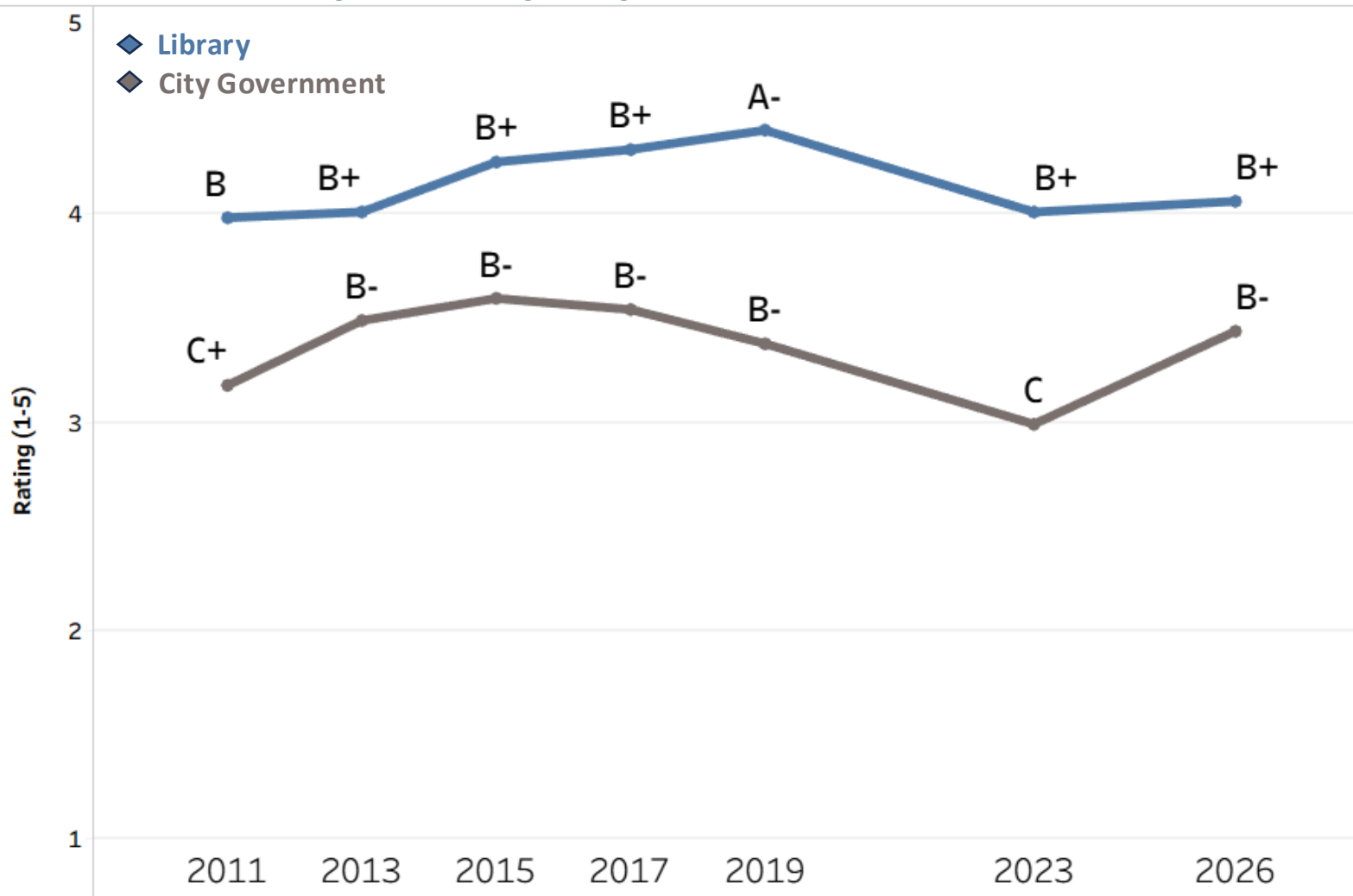
+0.62 points: How much higher adult residents grade the Library than city government overall on a 1-5 scale

81.5%: Share of adult residents who say they used the Library's services in the past year



SFPL is the Highest Rated City Service

Residents continued to give libraries high ratings



4.06

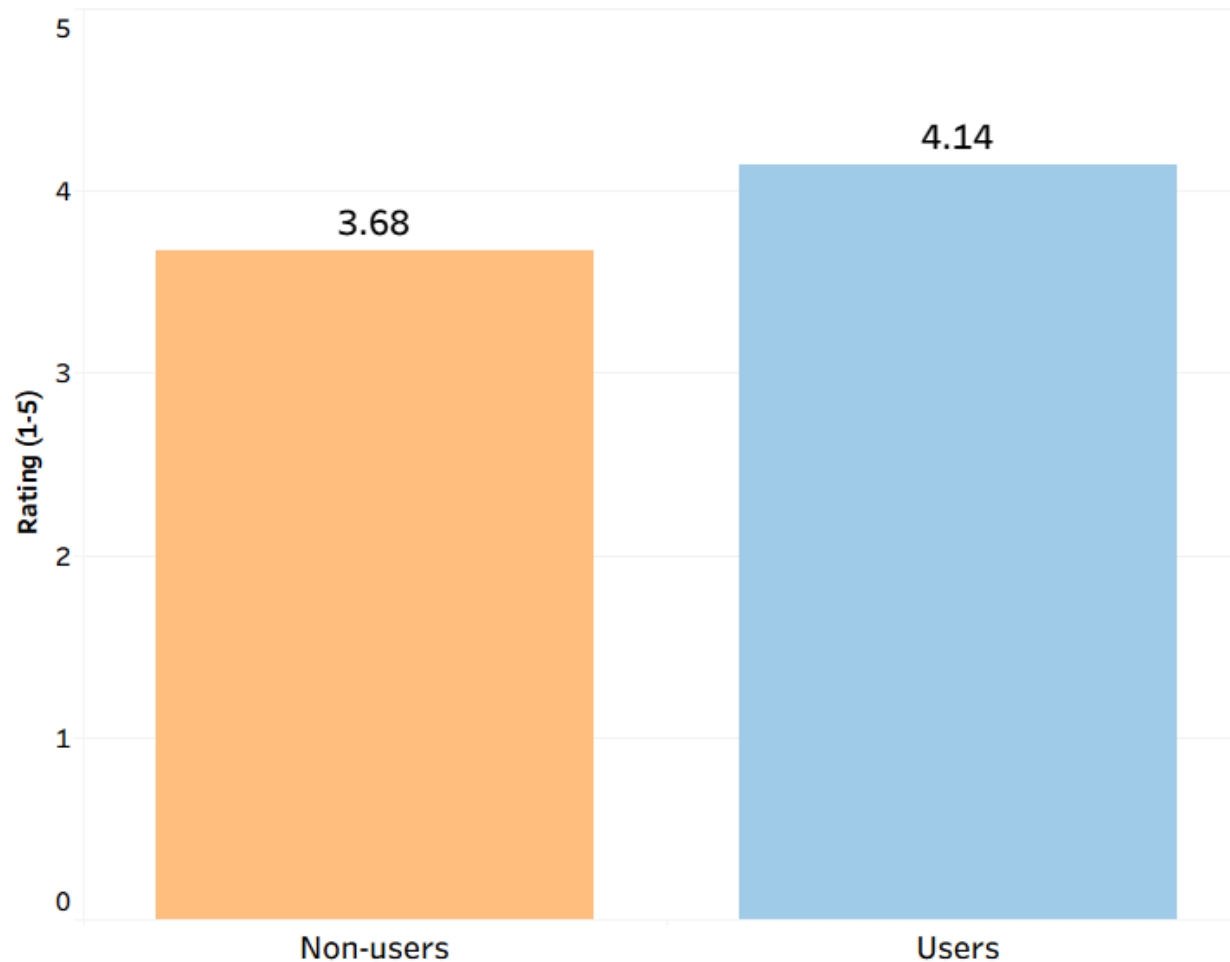
out of 5 for the Library

Other Notable Scores:

- Rec & Parks: 4.00
- Safety: 3.80
- Muni: 3.52
- City government overall: 3.44



Residents Who Use the Library Rate it Higher

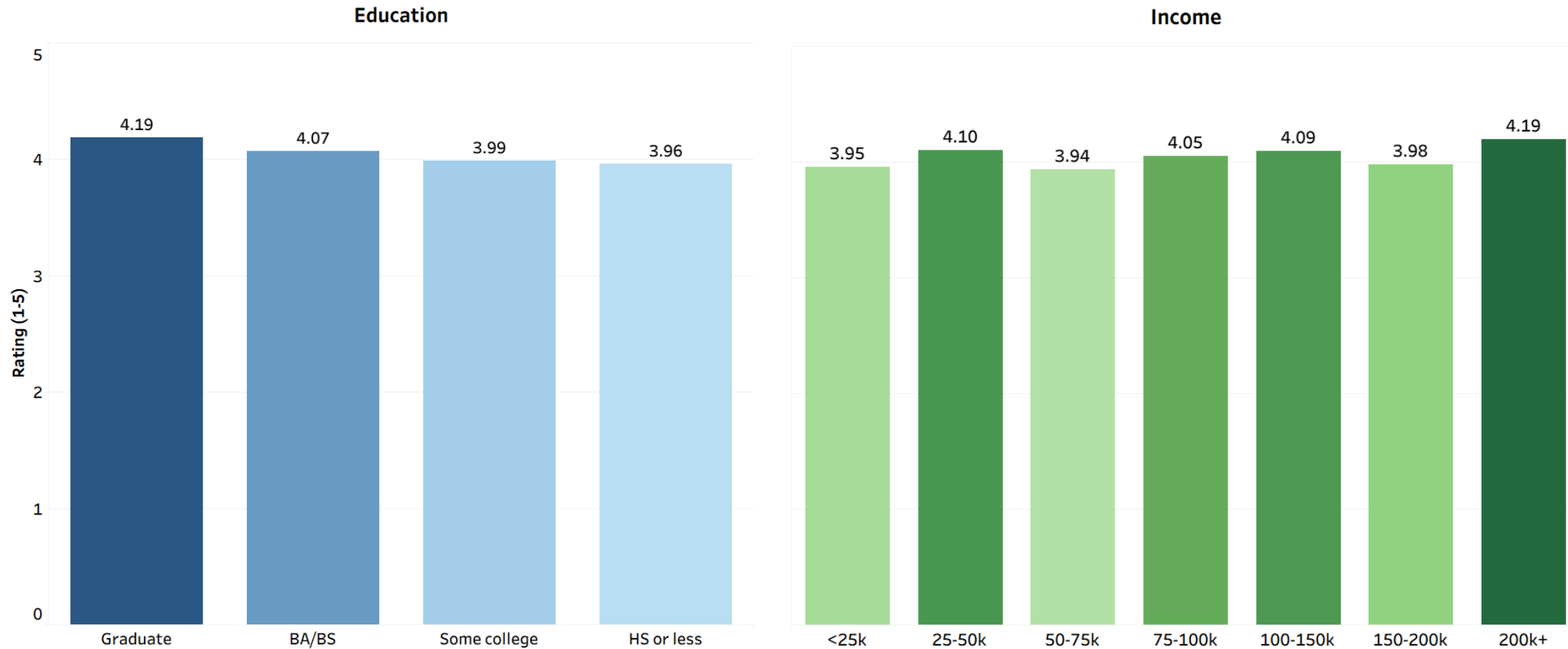


Even residents who don't use the Library rate it above city government overall.

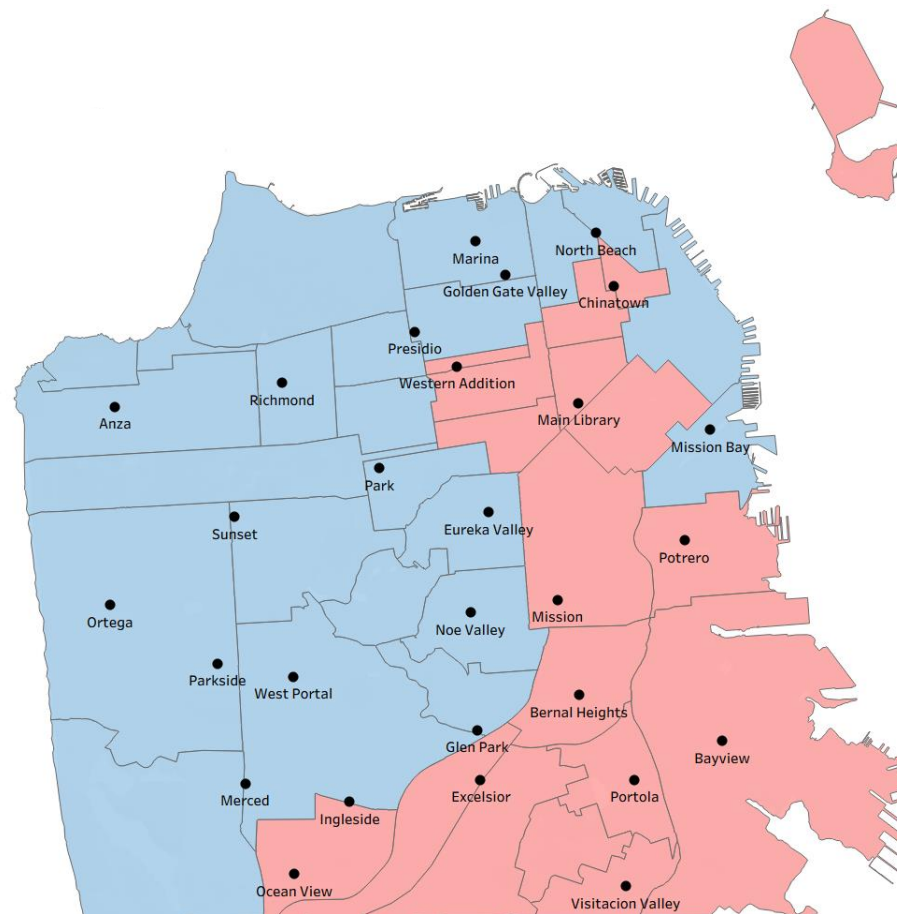
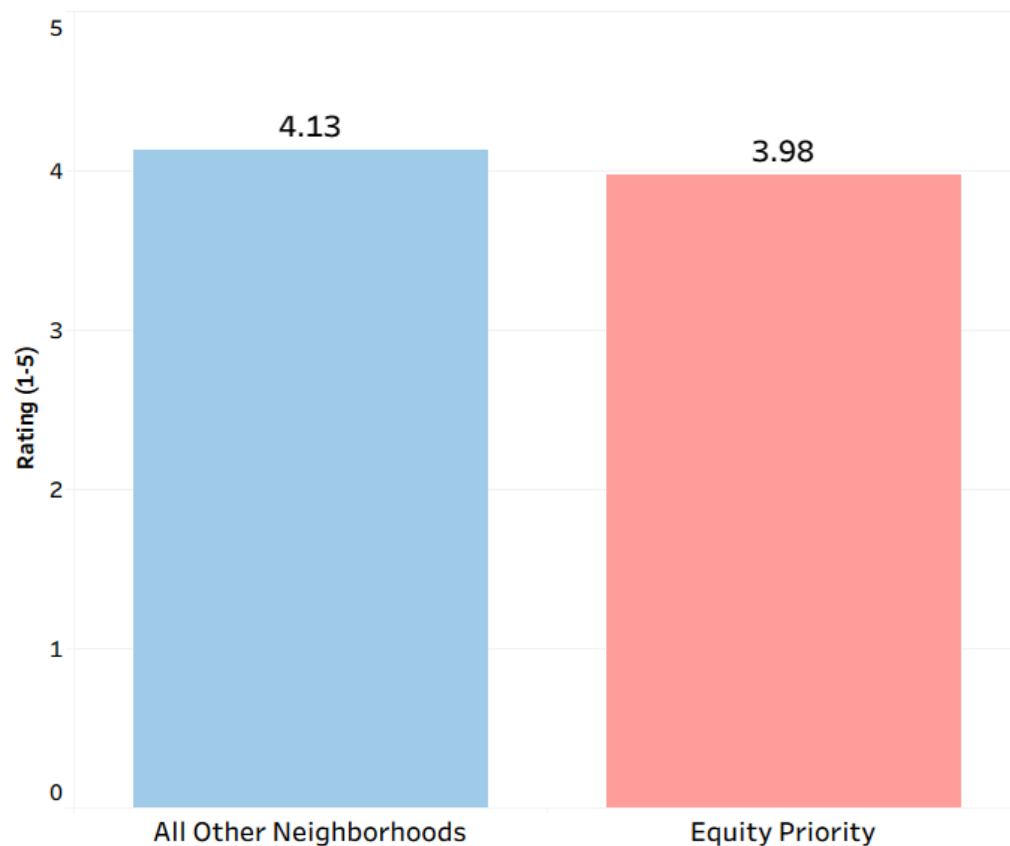
When the same non-users grade both, the Library scores **0.41 points higher** than city government.



High Ratings Across Education/Income Groups

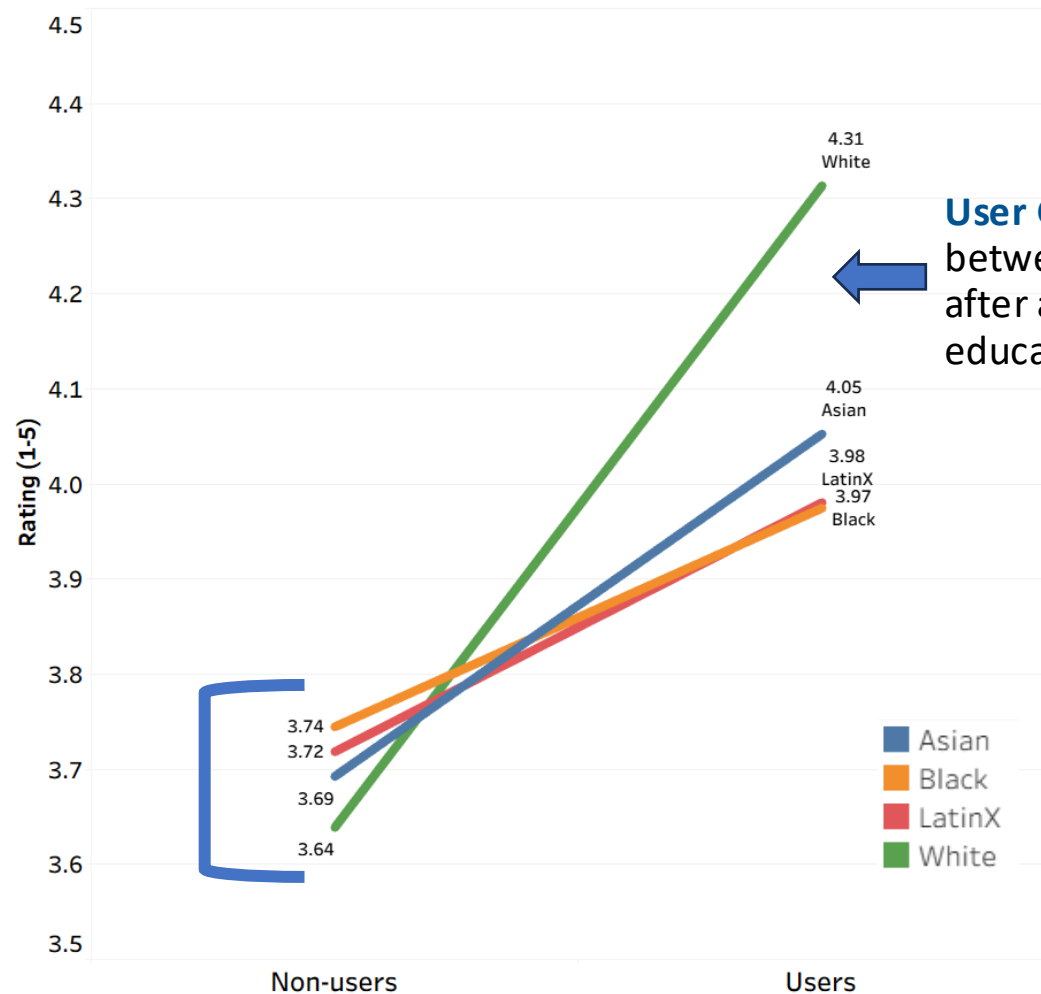


Ratings are Slightly Lower in Equity Zones



Opportunity: Ratings Differ by Race/Ethnicity

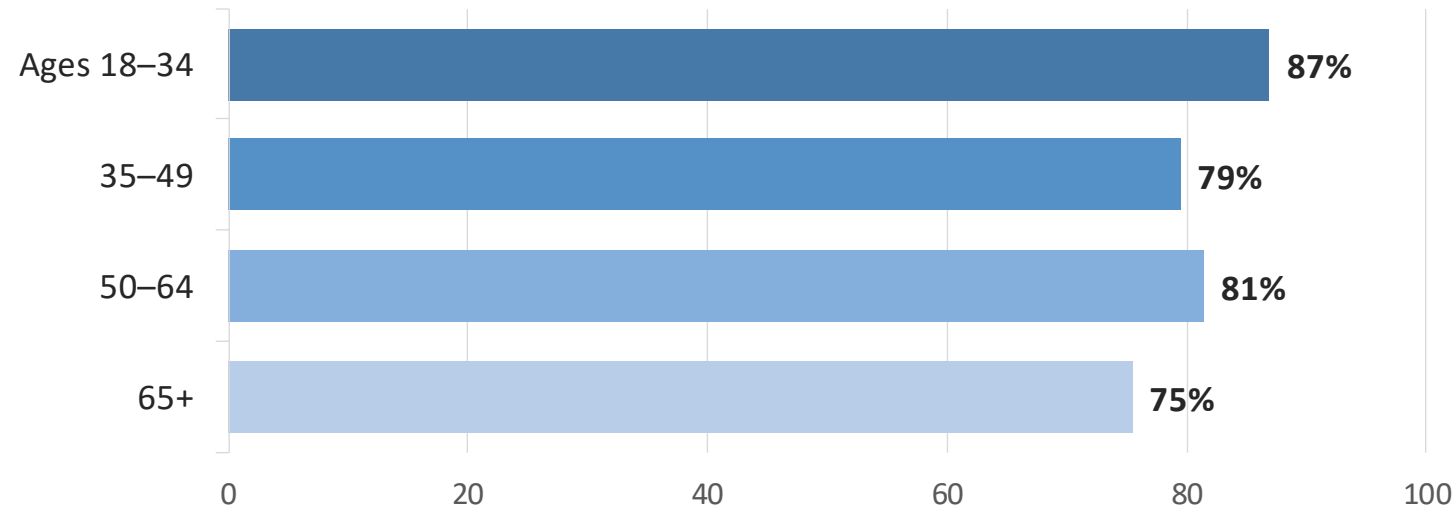
Similar Ratings Among Non-Users: Every non-user group grades the library about the same



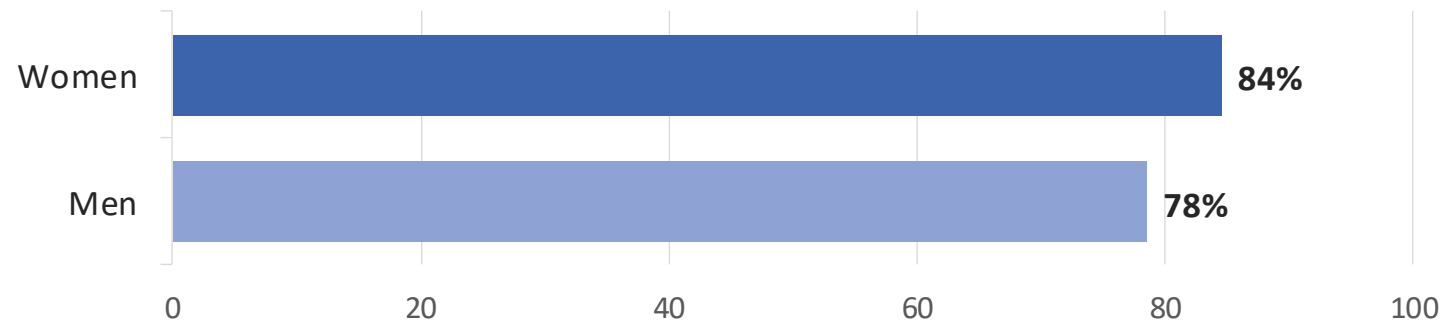
User Gap: There is a difference between white and non-white users after accounting for income, education, age and gender

Over 8 in 10 Adult Residents Used the Library

Used the Library in the past year, by age



and gender

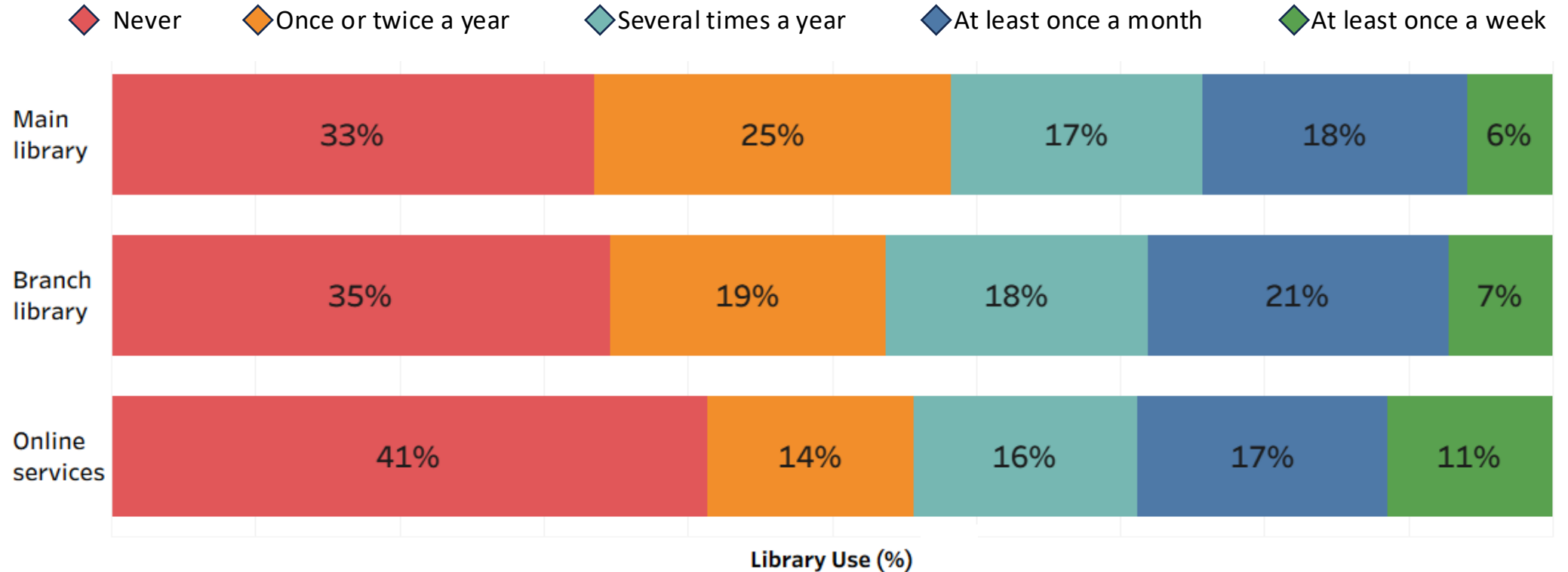


81.5%

used a branch, the Main library
or online resources



Online Services Lead in Weekly Use; Main and Branches Lead in Reach



Reach. About 2/3 of adult residents used the main (67%) or branches (65%) in the past year. 59% used online resources

Weekly use. 11% of adult residents use online services at least once a week, compared with 7% for branches and 6% for the Main library

Next Steps: Informing Our Work

Examine ratings differences through patron satisfaction feedback and targeted follow-up

Use findings to inform ongoing Vision 2030 equity and patron retention/churn work

Further investigate barriers among residents reporting lower use



Thank you!

