

COMMUNITY SURVEY

Libraries can play a crucial role in the City's post-pandemic recovery



In March 2021, Friends of the San Francisco Public Library conducted Community Needs Survey with two goals: 1) to assess the impact of the COVID-19 pandemic on San Franciscans; and 2) to understand how the library can meet residents' needs as the city moves towards post-pandemic recovery. The findings now inform how Friends invests in Library resources for programming and infrastructure needs.

HOW MUCH SAN FRANCISCANS VALUE AND UTILIZE THE LIBRARY

95% believe that our libraries are an **essential service.**

88% believe our library has a crucial role to play in the city's **recovery from the pandemic.**



LIBRARY USE GROWING



4 OUT OF 5

residents surveyed plan to **use the library as much or more** once they are re-opened.

HOW THE COVID-19 PANDEMIC IMPACTED SAN FRANCISCANS

JOBS AND ECONOMIC SECURITY

46% of residents living in the southern part of the city report more difficulties finding good jobs during the pandemic than they did before.



ISOLATION

43% of all respondents reported **feeling lonely and isolated.**



RESOURCE INEQUITY

Those earning **LESS THAN \$100K** reported difficulty finding a job, being unable to get support services, and lacking reliable access to technology such as free Wi-Fi and computers.



LATINX RESPONDENTS

Latinx residents reported more challenges finding jobs and accessing supportive services.



Having trouble finding a job:

30%

LATINX

19%

ALL OTHER RESPONDENTS

31%

LATINX

17%

ALL OTHER RESPONDENTS

Being unable to access support for families, such as unemployment benefits, healthcare, and rental assistance:

HOW THE LIBRARY CAN MEET THE POST-COVID NEEDS OF SAN FRANCISCO

LIFE-LONG SKILLS DEVELOPMENT

57% of all respondents indicated they were somewhat likely or very likely to **use classes with experts** on topics like managing finances, starting a small business, and personal enrichment.



REACHING ISOLATED RESIDENTS



55% of Latinx respondents were **not familiar** with what the San Francisco Public Library has to offer.

EDUCATION

81%



of all respondents believe **expanding reading programs, tutoring, and college preparation classes** is very or extremely important.



TECHNOLOGY AND CONNECTIVITY

75% of San Franciscans with incomes of \$50,000 or less believe expanding the Library's WIFI signal outside the buildings and providing comfortable spaces to access it is very or extremely important.



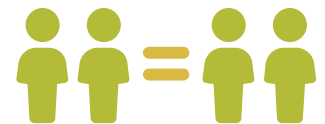
CULTURALLY RESPONSIVE

75%



of Chinese-speaking respondents believe ensuring library services and events are **culturally sensitive and available in many languages** is very or extremely important.

PROMOTING EQUITY



84% of all respondents agree that **the library promotes equality of opportunity** by providing all materials and services for free throughout the city and promotes democracy through equal access to information.



READ THE FULL FINDINGS OF OUR COMMUNITY NEEDS SURVEY ON OUR WEBSITE:

[FRIENDS.ORG/COMMUNITYNEEDSSURVEY](https://www.friends.org/communityneedssurvey)