

The San José Public Library's mission is to enrich lives by fostering lifelong learning and by ensuring that every member of the community has access to a vast array of ideas and information.

# LIBRARY

The San José Public Library consists of 24 libraries, including the main Dr. Martin Luther King, Jr. Library downtown, and branches in neighborhoods across the City. The Library offers materials in various formats including books, CDs, DVDs, eBooks, online learning tools, and online database services. The Library also provides programs such as computer programming, English as a Second Language, summer learning, literacy assistance, and story times.

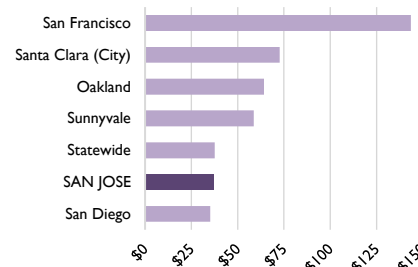
In 2017-18, the Library's operating expenditures totaled almost \$40 million. This includes personal and non-personal/equipment expenditures. The Library was responsible for an additional \$6.9 million in other and City-wide expenses. Staffing totaled 364 full-time equivalent (FTE) authorized positions. A total of almost 560 full and part-time staff fill these positions. This represents a slight increase in authorized FTE from a year ago. The City's libraries were open over 58,000 hours in 2017-18.

To increase library accessibility, the Library continued strategies to reduce the amount of money owed in library fines and fees. Programs included Volunteer Away Your Fines, Book Replacement, and Read Away Your Fines. Of San José respondents to the resident survey, 77 percent rated the quality of public library services as "excellent" or "good".

## KEY FACTS (2017-18)

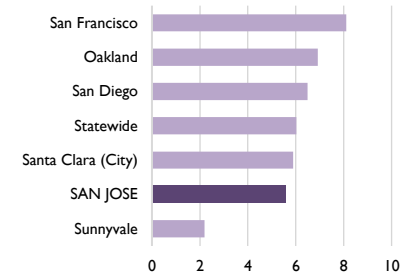
Libraries open	24
Weekly library visitors	129,156
Total library materials	2,450,363
Number of eBooks/eMedia	327,279
Number of items checked out (including eBooks)	8,372,753
Number of registered borrowers	503,887
Number of reference questions (estimated)	635,804

Expenditures Per Capita (2016-17)



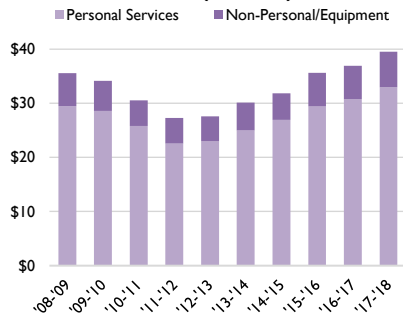
Source: [California State Library, 2016-2017 Summary Data](#)

Hours Open Per 100 People (2016-17)

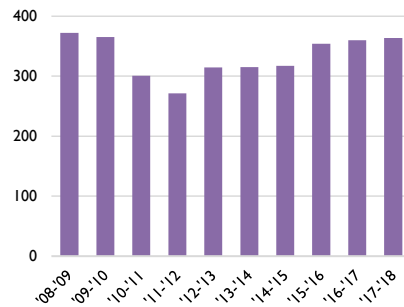


Source: [California State Library, 2016-2017 Summary Data](#)

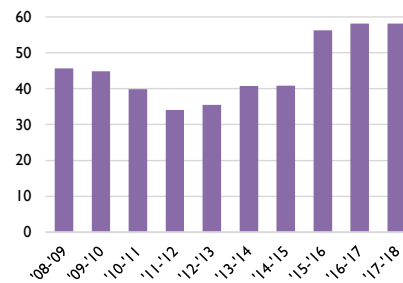
Library Operating Expenditures (millions)



Library Authorized Positions

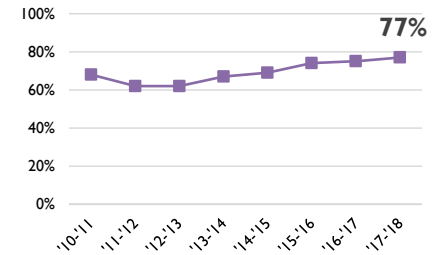


Total Hours Open Annually (thousands)



RESIDENT SURVEY

% of San José residents rating library services as "excellent" or "good"



**LIBRARY COLLECTION AND CIRCULATION**

In 2017-18, the Library’s collection totaled almost 2.5 million items, including close to 1.8 million print materials (such as books and periodicals), and 327,000 eResources (eBooks, eMagazines, eMusic, eMovies, and online learning tools). The Library also provides access to subscription-based online resources on a variety of topics, such as career development, technology training, consumer resources, language learning, and online high school classes.

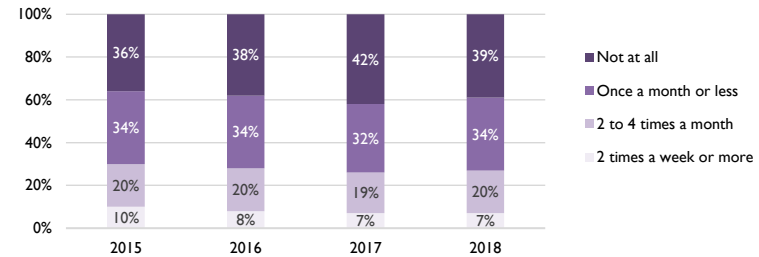
Approximately 15 percent of the Library’s collection includes materials in languages other than English (almost 370,000 items). The Library actively collects materials in 19 languages including: Spanish, Vietnamese, Chinese, Hindi, Persian, Tagalog, Russian, Korean, and Japanese. In total, the Library maintains materials in 93 languages.

Total circulation in 2017-18 (including eBooks) was 8.4 million. San José’s 2016-17 circulation per capita (excluding eBooks) was higher than the statewide mean.

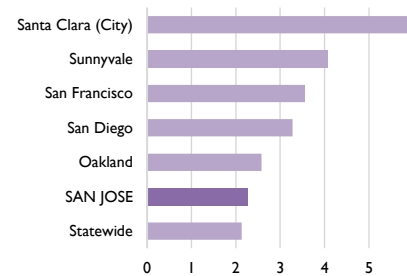
Sixty-one percent of respondents to the resident survey indicated they, or someone in their household, used San José libraries at least once in the last twelve months. Online holds to reserve materials continued to increase with library borrowers placing about 523,000 online holds to reserve materials in 2017-18.

**RESIDENT SURVEY**

In the last 12 months, about how many times have you or other household members used San José public libraries or their services?

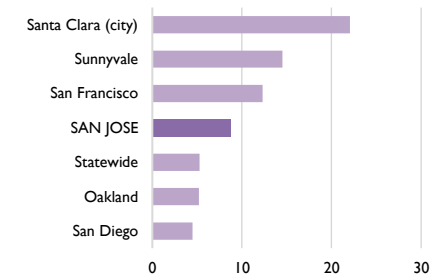


**Materials Per Capita (2016-17)**



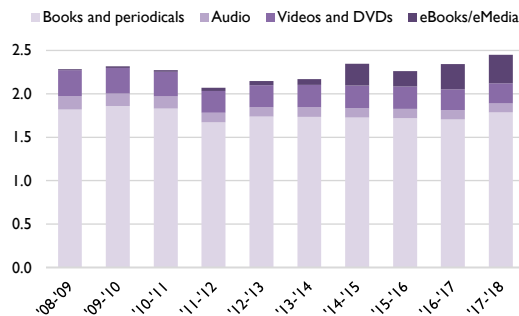
Source: [California State Library, 2016-2017 Summary Data](#)

**Circulation Per Capita (2016-17)**



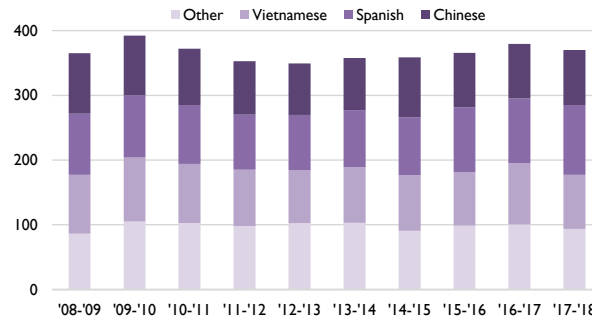
Source: [California State Library, 2016-2017 Summary Data \(does not include eBooks\)](#)

**Total Collection (millions)**

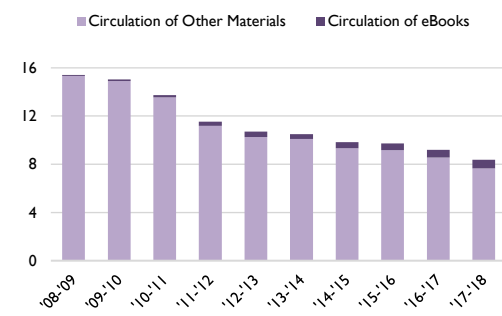


Note: In 2014-15, the methodology to tabulate eBooks changed. Prior data may not be comparable.

**Non-English Collection (thousands)**



**Total Circulation (millions)**



# LIBRARY

In 2017-18, City libraries had 6.7 million visitors. About 37 percent (2.5 million) of all visitors went to the main library (Dr. Martin Luther King Jr.). The City’s libraries promote reading and literacy and support school readiness. Programs include adult and family literacy programs, preschool and early education initiatives, story time programs, summer learning programs, digital literacy programs, and more. Additional information about Library programs can be found at [events.sjpl.org](http://events.sjpl.org).

In 2017-18 there were almost 1.1 million computer sessions on library-owned computers. The Library offers Wi-Fi services that enable customers to use their own devices, and in 2017-18, about 422,000 Wi-Fi sessions were held via the branch library Wi-Fi. At several branches, customers can also check out laptops and tablets for in-library use.

In 2017-18, libraries offered over 16,500 programs with attendance totaling more than 320,000. In 2017-18, participants in the summer learning program totaled 18,990. Beginning in 2016-17, SJPL Works, the Library’s business and workforce development center began holding programs. In 2017-18 SJPL Works offered 309 business programs, with over 2,200 participants attending sessions.

In November 2017, the City Council approved the Broadband and Digital Inclusion Strategy for which the Library leads the promotion of digital access and literacy. In 2017-18, the Library offered over 1,200 coding classes and STEM programs, and recorded attendance for more than 29,000 children and teens. Volunteers contributed over 92,000 hours to the Library in 2017-18. Among the services provided by volunteers were math and coding tutoring, and reading to young children.



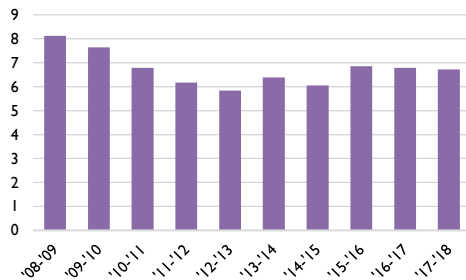
Source: San José Library Department



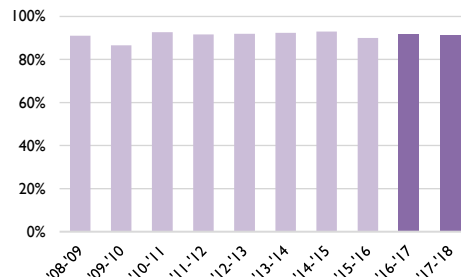
Source: San José Library Department

See CSA Dashboard chapter for additional measures related to Library activities.

**Number of Visitors to Main and Branch Libraries (millions)**

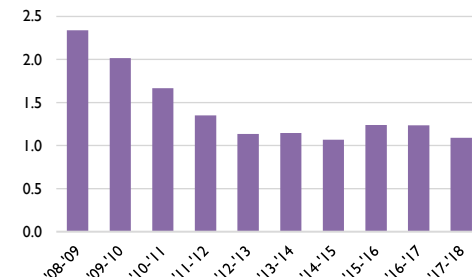


**Percent of Library Customers Rating Staff Assistance as Good or Excellent\***



Source: Library customer surveys.  
 Note: In 2016-17, the methodology to tabulate staff assistance changed. Prior data may not be comparable.

**Computer Sessions in Library (millions)**



Note: Does not include wireless connections or use of personal devices.

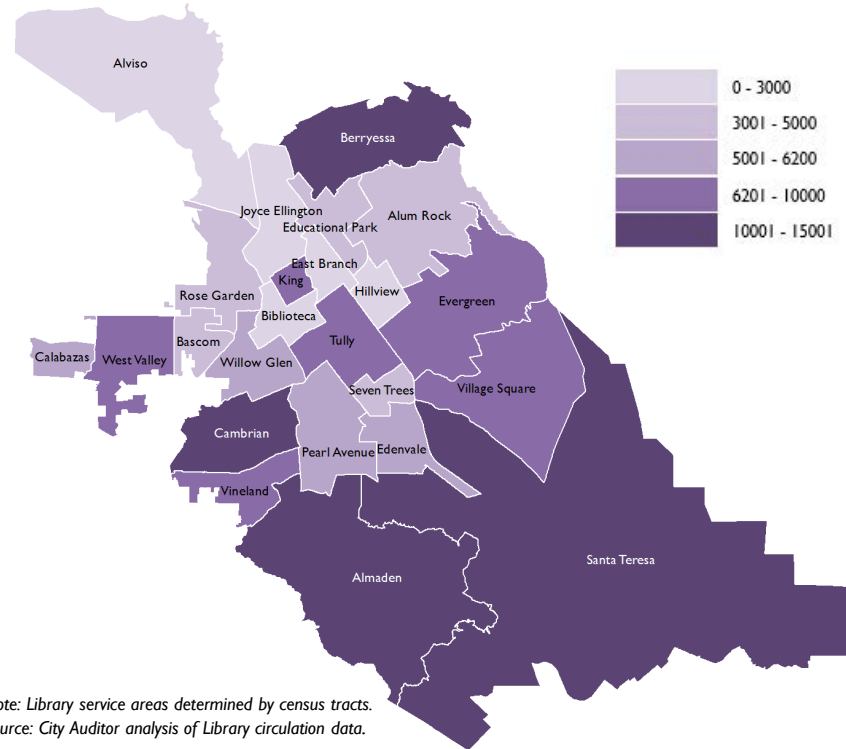
**SAN JOSE BRANCH LIBRARIES**

Circulation and the number of visitors in 2017-18 varied significantly across locations. High visitation branches include the main Library and West Valley. Other high circulation branches included Berryessa, Cambrian, Santa Teresa, Village Square and Almaden.

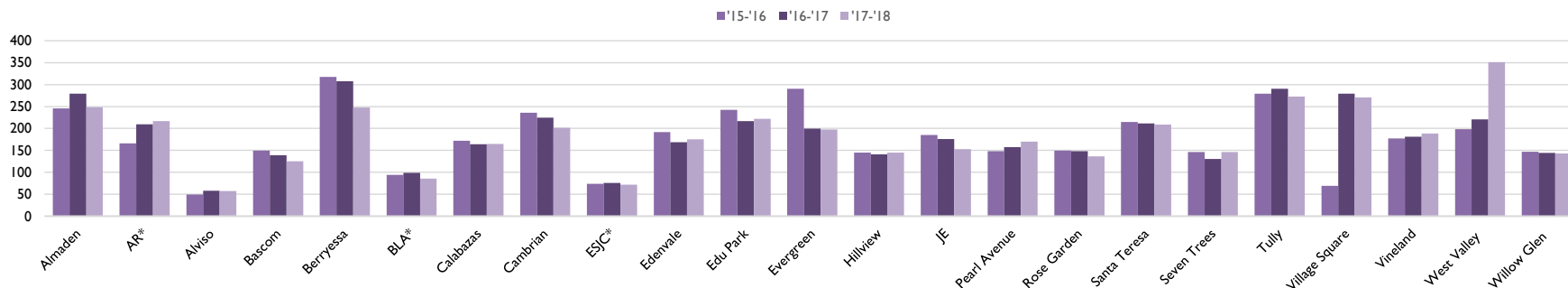
In 2017-18, the King Library was open 77 hours per week during the academic year. All branches continued to be open 47 hours per week. Sunday hours have not been offered at any branch since July 2010. Branch open hours decreased between 2010-11 and 2014-15 before being reinstated to 2009-10 levels in 2015-16.

The Library operates a Bridge Library Program to serve neighborhoods without ready access to branch libraries. In 2017-18, 2,001 children and adults attended programs presented by Library staff at the Bridge Libraries. The Library maintains Bridge Libraries at the Educare campus in the Santee neighborhood and César Chavez Elementary School in the Mayfair neighborhood. In 2017-18, three new sites were opened in the Evergreen, Northwood, and Midtown neighborhoods.

**Average Weekly Circulation by Branch Service Area, 2017-18**



**Branch Library Visitors (thousands)**



\* AR = Dr. Roberto Cruz Alum Rock; BLA = Biblioteca Latinoamericana; ESJC = East San José Carnegie; JE = Joyce Ellington; Dr. Martin Luther King, Jr. Library not listed. Note: The Village Square branch opened in April 2016. The Almaden, Berryessa, Cambrian, Dr. Martin Luther King, Jr., East San José Carnegie, Educational Park, Joyce Ellington, Santa Teresa, Tully, and Village Square branch numbers represent an average monthly gate count for FY 2017-18, 2016-17, and 2015-16.

