

## **LIBRARY**

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 across the City. The Library offers materials in various formats including books, CDs, DVDs, eBooks, and online database services. The Library also provides programs such as computer programming, ESL classes, summer reading, literacy assistance, and story times.

In 2015-16, the Library's operating budget totaled \$37 million. Staffing totaled 354 authorized positions, an 11 percent increase from a year ago, but 3 percent less than ten years ago.

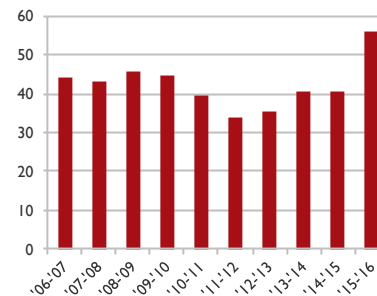
The City's libraries were open over 56,000 hours in 2015-16, up from about 41,000 in 2014-15 (additional information on the expansion of hours is discussed later in this chapter). This also represented the most hours the City's libraries have been open in any of the past ten years.

Of San José respondents to the resident survey, 74 percent rated the quality of public library services as good or excellent.

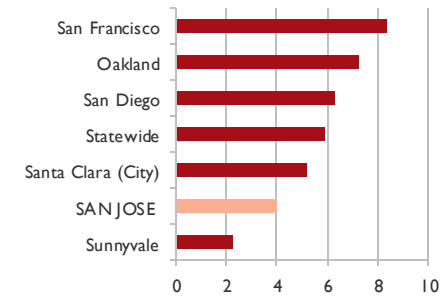
### KEY FACTS (2015-16)

Libraries open	24
Weekly library visitors	131,827
Total library materials	2,261,307
Number of eBooks/eMedia	177,570
Number of items checked out (including eBooks)	9,730,584
Number of registered borrowers	533,687
Number of reference questions	936,208

Total Hours Open Annually (thousands)

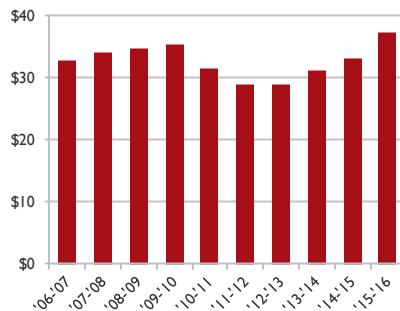


Hours Open Per 100 People (2014-15)

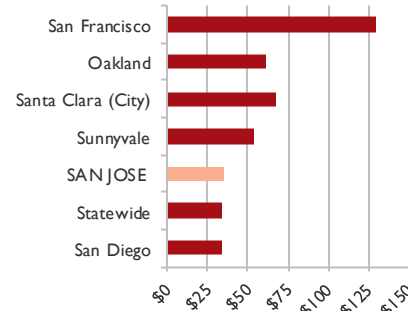


Source: [California State Library, 2014-2015 Summary Data](#)

Library Operating Budget (\$millions)

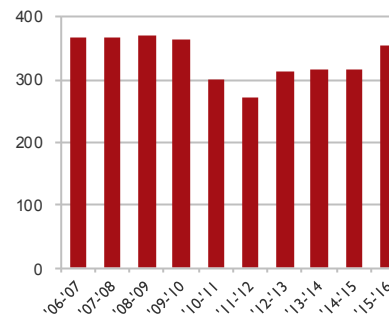


Expenditures Per Capita (2014-15)



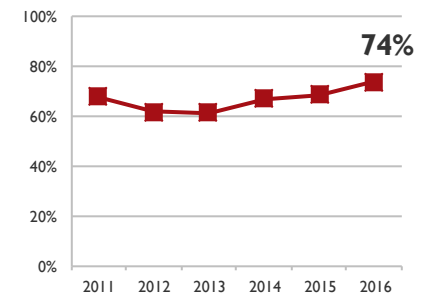
Source: [California State Library, 2014-2015 Summary Data](#)

Library Authorized Positions



### RESIDENT SURVEY

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



**LIBRARY COLLECTION AND CIRCULATION**

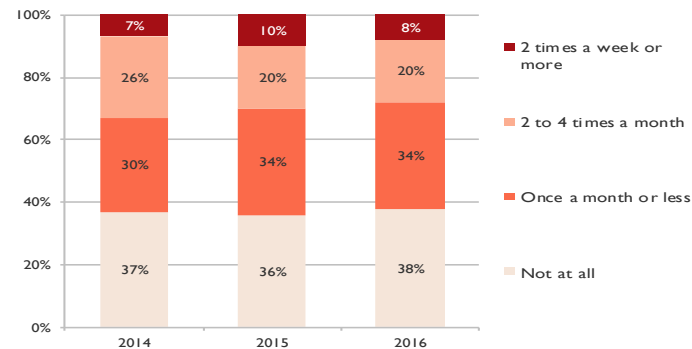
In 2015-16, the Library’s collection totaled 2.3 million items, an increase of 6 percent from ten years ago, while the number of print materials, such as books and periodicals, was 1.72 million items, roughly the same as the prior year. In 2015-16, the number of eResources (eBooks, eMagazines, eMusic, eMovies, and online learning tools) totaled more than 177,000. The Library also offers 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.

Total circulation in 2015-16 (including eBooks) was 9.7 million. Circulation has trended down since 2008-09, when it peaked at more than 15 million. San José’s 2014-15 circulation per capita (excluding eBooks) was lower than that of Santa Clara, Sunnyvale, and San Francisco, but higher than that of San Diego, Oakland, and the statewide mean.

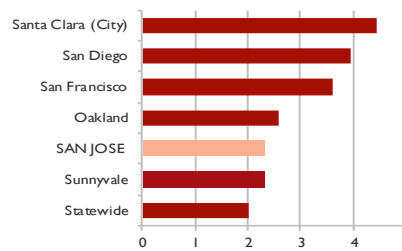
Sixty-two percent of respondents to the resident survey indicated they, or someone in their household, used San José libraries at least once in the last twelve months. Library borrowers placed about 458,000 online holds to reserve materials, a 17 percent increase from a year ago.

Approximately 16 percent of the Library’s collection includes materials in languages other than English (356,604 items). The Library purchases materials in multiple languages, including Spanish, Vietnamese, Chinese, Hindi, Persian, Tagalog, Russian, Korean, and Japanese.

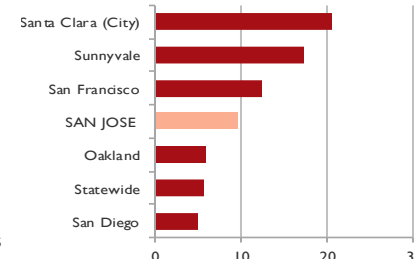
**RESIDENT SURVEY**  
In the last 12 months, about how many times have you or other household members used San Jose public libraries or their services?



Materials Per Capita (2014-15)



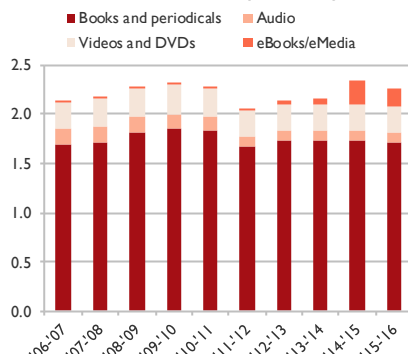
Circulation Per Capita (2014-15)



Source: [California State Library, 2014-2015 Summary Data](#)

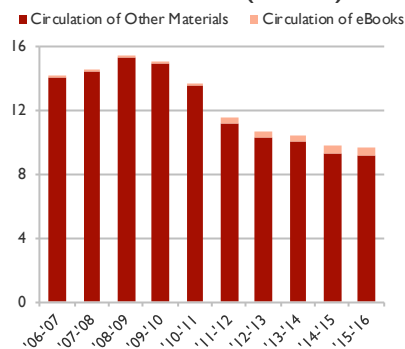
Source: [California State Library, 2014-2015 Summary Data](#) (does not include eBooks)

**Total Collection (millions)**

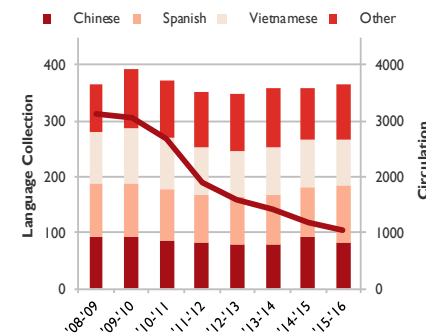


\*In 2014-15, the methodology to tabulate eBooks changed. Prior data may not be comparable.

**Total Circulation (millions)**



**Non-English Collection and Circulation (thousands)**



## LIBRARY

The City's libraries provide programs to promote reading and literacy, and support school readiness. Programs include adult and family literacy programs, preschool and early education initiatives, story time programs, summer reading programs, digital literacy programs, and more.

In 2015-16, libraries offered over 15,100 programs, with attendance totaling 303,160. In 2015-16, participants in the summer reading program totaled 25,876, a nearly 40 percent increase from a year ago.

Although the number of computer sessions on library-owned computers declined to about 1.2 million in 2015-16, the addition of Wi-Fi services in 2009-2010 enables customers to use their own devices. To meet this demand, the Library increased bandwidth from 20 mbps to 100 mbps in 2014-15.



Source: San José Library Department

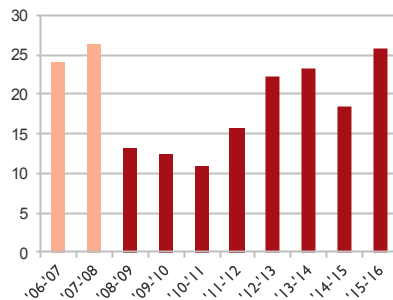


Source: San José Library Department

### Examples of Library Services

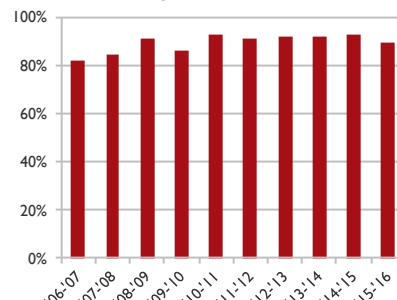
Homework help	College and career resources
Literacy and reading help	Citizenship and immigration resources
Adult learning	Arts and crafts
Story times	Book clubs
WiFi and computers	Volunteer opportunities

Participants in Summer Reading Program (thousands)\*



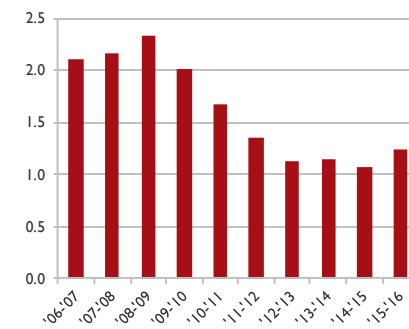
\*In 2008-09, the methodology for Summer Reading participation changed; data prior to that year may not be comparable.

Percent of Library Customers Rating Staff Assistance as Helpful, Prompt, and Courteous



Source: Library customer surveys

Computer Sessions in Library\*\* (millions)



\*\*Does not include wireless connections or use of personal devices.

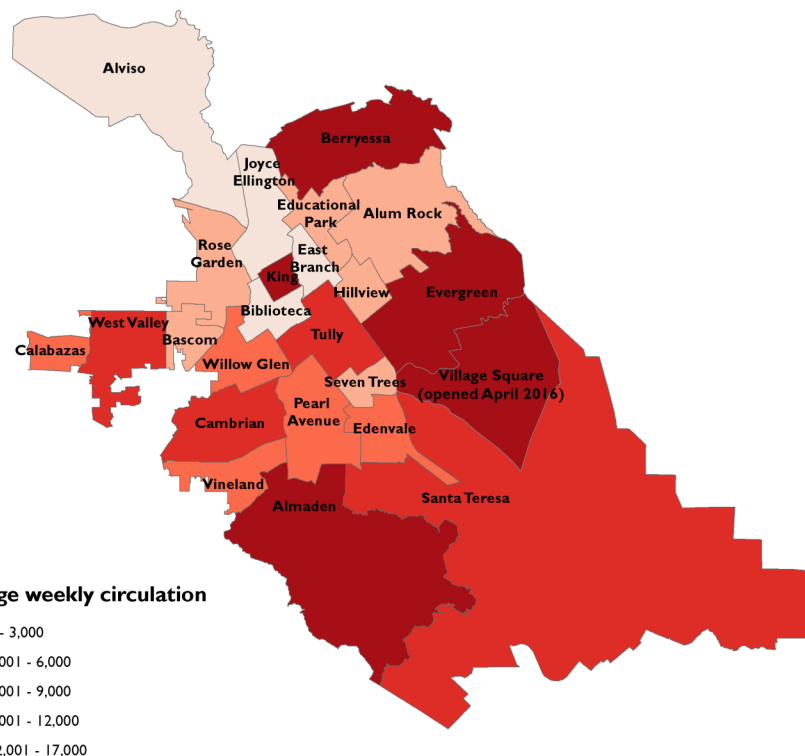
**SAN JOSE BRANCH LIBRARIES**

In November 2000, voters approved a Branch Library Bond Measure, dedicating \$212 million over ten years for the construction of 6 new and 14 expanded branch libraries in San José. The final project—the Village Square branch — opened in April, 2016.

In 2015-16, the main library (Dr. Martin Luther King, Jr.) was open 77 hours per week during the academic year (compared to 81 hours in 2009 -10). In 2015-16, branch hours were expanded back to 47 hours for all branches. 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 of 47 hours per week this past year.

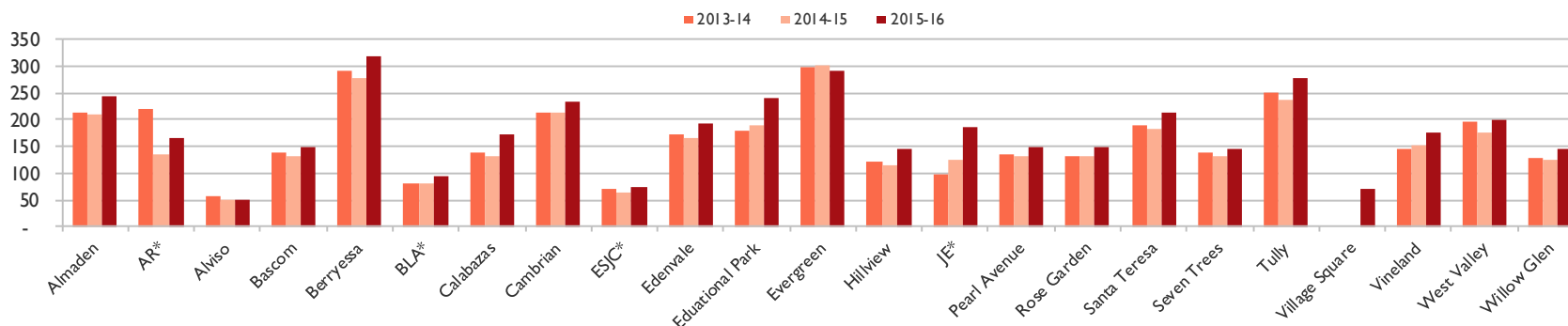
Circulation and the number of visitors in 2015-16 varied significantly across locations. In total, City libraries had 6.9 million visitors, a 13 percent increase from a year ago. About 40 percent (2.8 million) of all visitors went to the main library. Other high visitation branches include Berryessa, Evergreen, and Tully. Other high circulation branches included the main library, Almaden, Santa Teresa, and Cambrian.

**Average Weekly Circulation by Branch Service Area, 2015-16**



Note: Library service areas determined by census tracts.  
Source: City Auditor analysis of Library circulation data.

**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.

