

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 25 libraries, including the main Dr. Martin Luther King, Jr. Library downtown, Mt. Pleasant which opened in April 2019, 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, citizenship classes, summer learning, literacy assistance, and story times. The City's libraries were open over 58,000 hours in 2018-19.

In 2018-19, the Library's operating expenditures totaled almost \$42 million. This includes personal and non-personal/equipment expenditures. The Library was responsible for an additional \$12 million in other expenditures including \$9.9 million in capital expenditures. Staffing totaled 367 full-time equivalent (FTE) authorized positions, with a total of almost 580 staff. This represents a slight increase from a year ago.

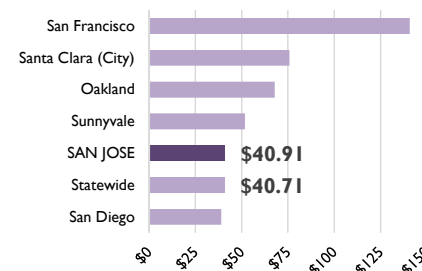
In an ongoing effort to increase library accessibility, the Library continued strategies to reduce amounts owed in library fines and fees. In 2018-19, the Library instituted the Fines Free for Youth program, which eliminated late fees on children's materials. Programs such as Read Away Your Fines and Volunteer Away Your Fines removed \$91,845 in fines and fees, which allowed 4,258 customers to regain library access.

Of San José respondents to the resident survey, 78 percent rated the quality of public library services as "excellent" or "good."

## KEY FACTS (2018-19)

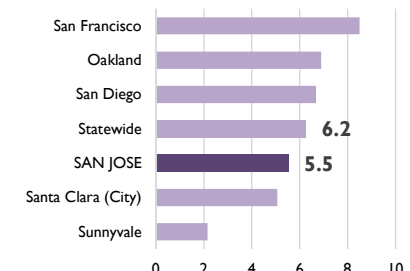
Libraries open	25
Total library materials	2,487,069
Number of eBooks/eMedia	352,543
Number of items checked out (including eBooks)	7,815,344
Number of registered borrowers	553,065
Number of reference questions (estimated)	526,365

Expenditures Per Capita (2017-18)



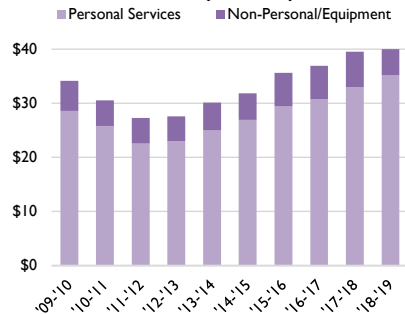
Source: California State Library, 2017-18 Summary Data

Hours Open Per 100 People (2017-18)

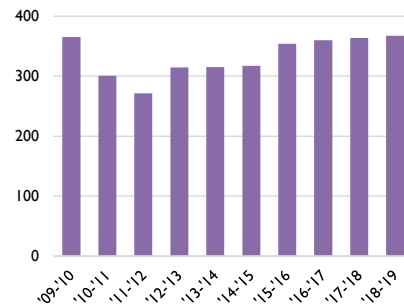


Source: California State Library, 2017-18 Summary Data

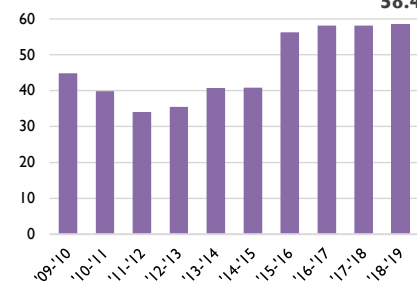
Library Operating Expenditures (millions)



Library Authorized Positions

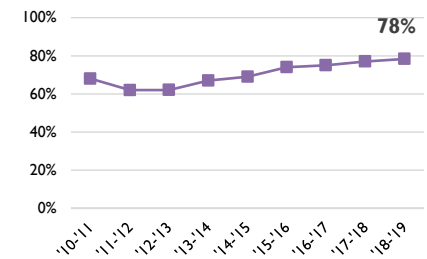


Total Hours Open Annually (thousands)



RESIDENT SURVEY

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



**LIBRARY COLLECTION AND CIRCULATION**

In 2018-19, the Library’s collection totaled almost 2.5 million items, including over 1.8 million print materials (such as books and periodicals), and over 352,000 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.

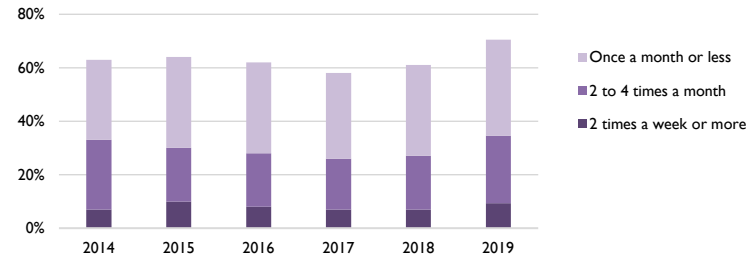
San José’s 2017-18 circulation per capita (excluding eBooks) was higher than the statewide mean. Total circulation in 2018-19 (including eBooks) and eResource circulation continues to grow.

Seventy-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 12 months. Online holds to reserve materials decreased slightly from the previous year with library borrowers placing about 519,000 online holds to reserve materials in 2018-19.

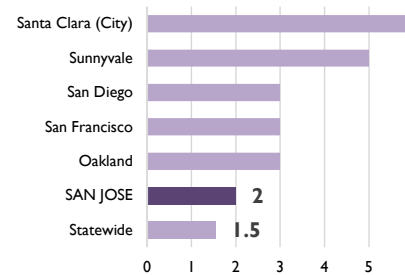
Approximately 16 percent of the Library’s collection includes materials in languages other than English (over 400,000 items). The Library actively collects materials in 19 languages, including Spanish, Vietnamese, Chinese, Hindi, Persian, Tagalog, Russian, Korean, and Japanese. In total, the Library maintains materials in 95 languages.

**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?

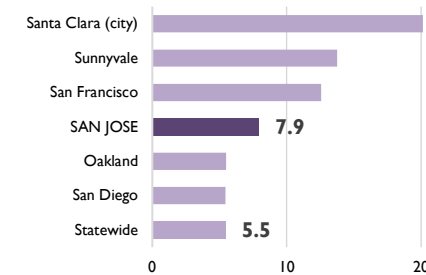


**Materials Per Capita (2017-18)**



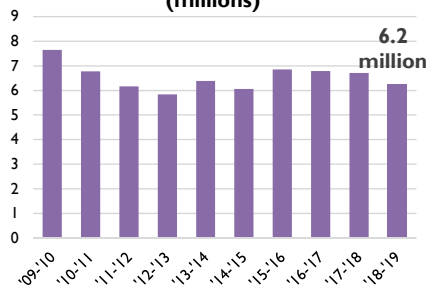
Source: California State Library, 2017-18 Summary Data

**Circulation Per Capita (2017-18)**

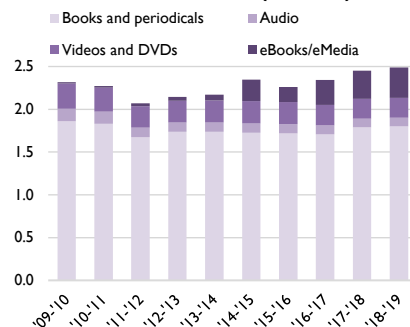


Source: California State Library, 2017-18 Summary Data (does not include eBooks)

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

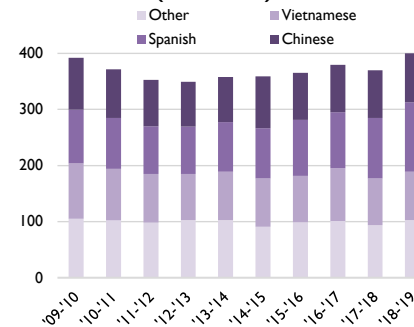


**Total Collection (millions)**

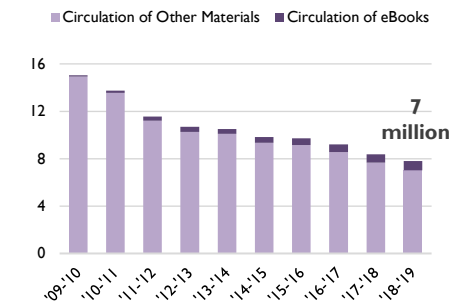


Note: In 2014-15, the methodology to tabulate eBooks changed. Prior data may not be comparable.

**Non-English Collection (thousands)**



**Total Circulation (millions)**



Note: Prior to August 2017, the Library and San Jose State University shared their catalog, and these years include circulation for the shared catalog.

# LIBRARY

The Library promotes reading and literacy, and supports school readiness. Programs include preschool and early education initiatives, story time, summer learning, digital literacy, adult and family literacy programs, and more. More information about Library programs can be found at [sjpl.org/events](http://sjpl.org/events).

In May 2018, the City Council formally adopted the Education and Digital Literacy Strategy, which codifies the Library's role in leading the City's Education and Digital Literacy Initiative.

In 2018-19, libraries offered over 24,000 programs with total attendance growing to more than 472,600. SJPL Works, the Library's business and workforce development center, began holding programs in 2016-17. In 2018-19, SJPL Works offered 275 business programs, with over 2,400 participants attending sessions.

Programming and program attendance has continued to grow. Over the last two years, the number of programs and program attendance has grown in the Life Skills, Storytime & Literacy program, and STEAM & Digital Literacy areas. In February 2018, the Library launched Coding5k, an initiative to teach coding and computer science to 5,000 unduplicated students each year through 2020. In 2018-19, more than 6,400 children and youth participated in a coding, computer science, or technology program at City libraries.

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

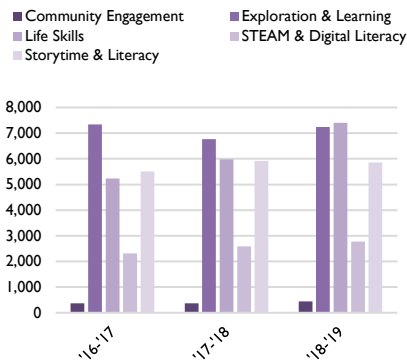


Source: San José Library Department

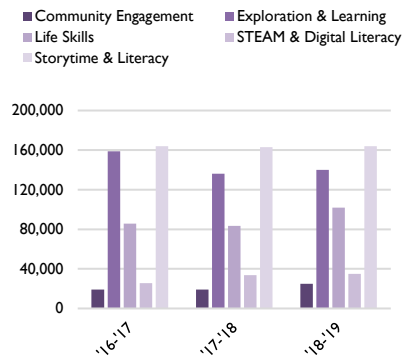


Source: San José Library Department

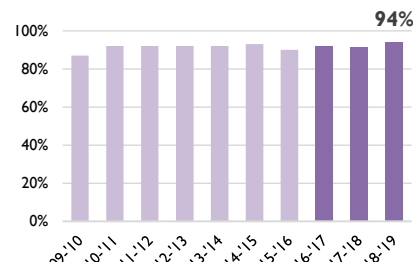
**Number of Programs**



**Number of Program Participants**

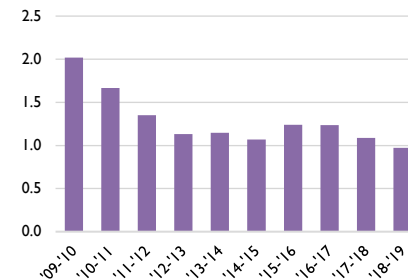


**Percent of Library Customers Rating Staff Assistance as Good or Excellent**



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.

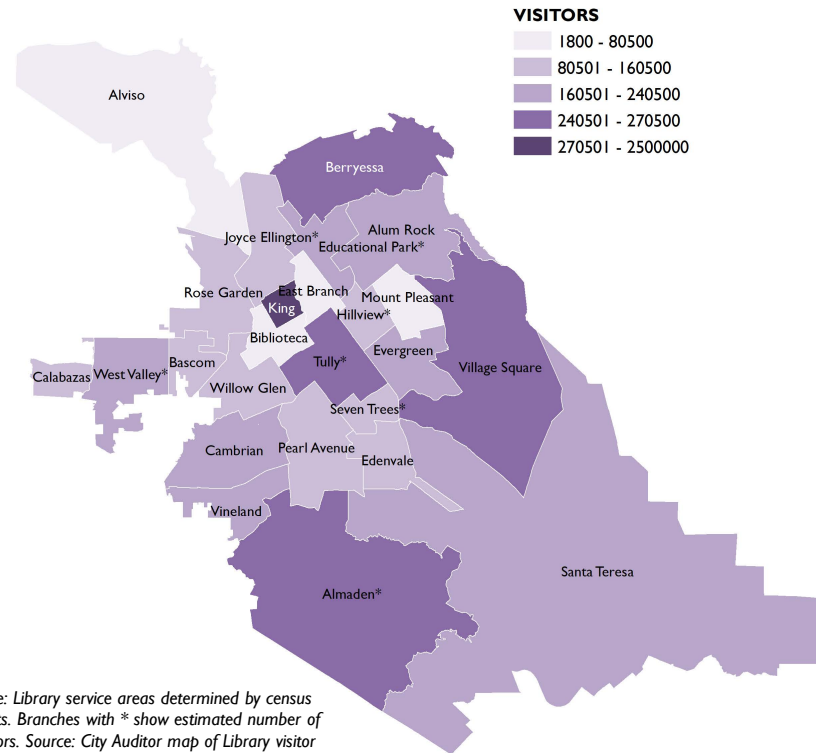
**SAN JOSE BRANCH LIBRARY OPERATION**

In 2018-19, City libraries had an estimated 6.2 million visitors. About 2.3 million visitors went to the Dr. Martin Luther King, Jr. main library. Historically, circulation and the number of visitors vary significantly across locations. According to the Library, visitation tracking infrastructure was unavailable at some branches during a portion of 2018-19. The data presented for these branches are estimates.

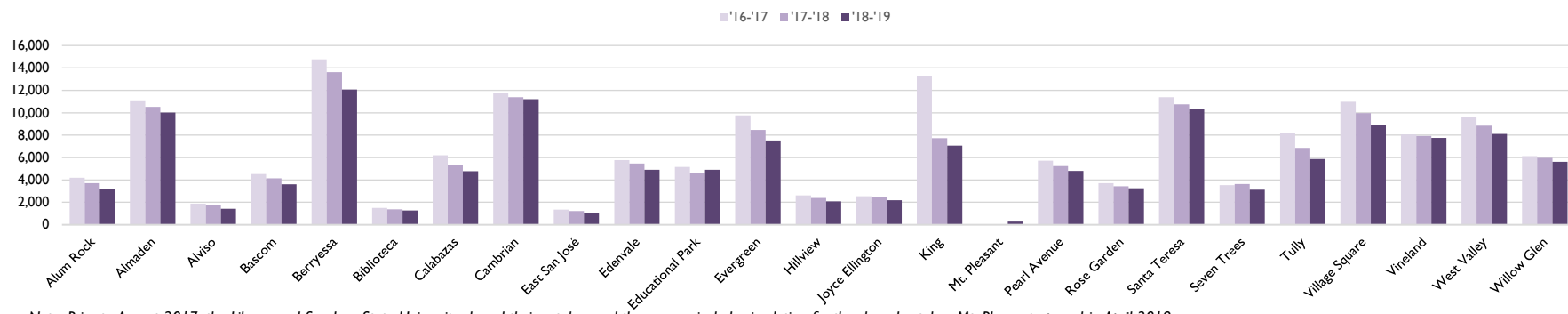
In 2015, the Library began operating a Bridge Library Program to serve neighborhoods without ready access to branch libraries. In 2018-19 seven bridge libraries operated in conjunction with an existing nonprofit or Family Resource Center (FRC). These sites provided 5,363 children and adults with programming presented by Library staff. The Library maintains bridge libraries at the African American Community Services Agency, César Chávez Elementary FRC, Cureton Elementary FRC, Educare FRC, Evergreen FRC, Roots Community Health Clinic, and the Sherman Oaks Elementary FRC.

Volunteers contributed over 96,500 hours to the Library in 2018-19, including math and coding tutoring, and reading to young children. The number of computer sessions on library-owned computers amounted to over 970,000. The Library offers Wi-Fi services that enable customers to use their own devices, and in 2018-19, about 430,000 Wi-Fi sessions were held via branch library Wi-Fi, a 2 percent increase over the previous year. At several branches, visitors can also check out laptops and tablets for in-library use.

**Branch Library Visitors, 2018-19**



**Branch Library Circulation (thousands)**



*Note: Prior to August 2017, the Library and San Jose State University shared their catalog, and these years include circulation for the shared catalog. Mt. Pleasant opened in April 2019.*

