

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, 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 44,000 hours in 2019-20, down from 58,000 hours. This is due to the closure of all City libraries as a result of the pandemic.

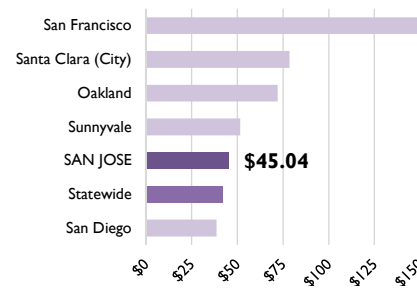
Library buildings have been closed for browsing and in-person programming since March 17, 2020 but eResources are available, allowing residents to borrow digital books and resources online through the Library's website. Beginning June 15, 2020, residents can also use Express Pickup to access physical materials (books, digital media, and electronic devices) from libraries during COVID-related closures. Residents can reserve materials online or call a participating library during business hours to place their requests ahead of time.

In 2019-20, the Library's operating expenditures totaled over \$45 million. This includes personal and non-personal/equipment expenditures. The Library was responsible for an additional \$10 million in other expenditures including nearly \$8 million in capital expenditures. Staffing totaled 373 full-time equivalent (FTE) authorized positions, with a total of 544 staff, a decrease from a year ago. Volunteers contributed over 60,100 hours to the Library in 2019-20, including math and coding tutoring, and reading to young children.

KEY FACTS (2019-20)

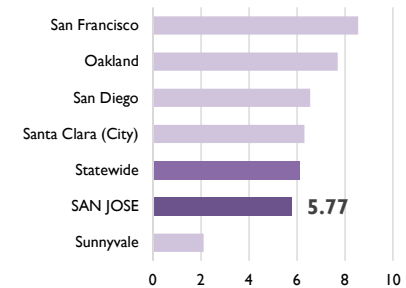
Libraries open	25
Total library materials	2,490,611
Number of eBooks/eMedia	428,083
Number of items checked out (including eBooks)	6,993,368
Number of registered borrowers	652,665
Number of reference questions (estimated)	309,044

Expenditures Per Capita (2018-19)



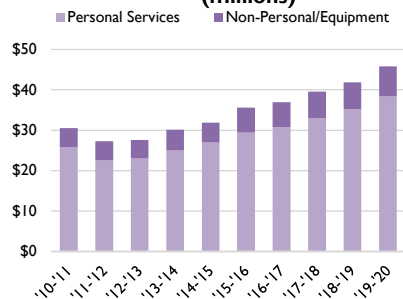
Source: California State Library, 2018-19 Summary Data

Hours Open Per 100 People (2018-19)

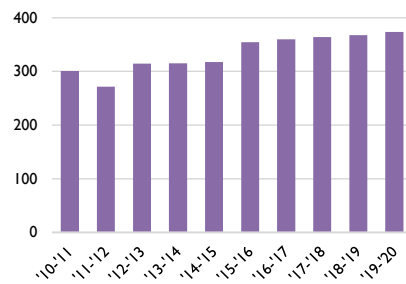


Source: California State Library, 2018-19 Summary Data

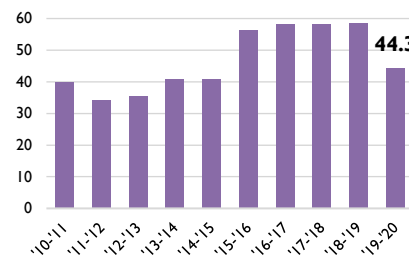
Library Operating Expenditures (millions)



Library Authorized Positions

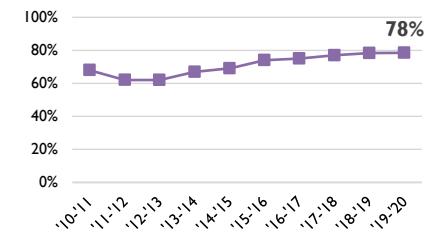


Total Hours Open Annually (thousands)



RESIDENT SURVEY

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



LIBRARY COLLECTION AND CIRCULATION

In 2019-20, the Library’s collection totaled almost 2.5 million items, including nearly 1.8 million print materials (such as books and periodicals), and over 428,000 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 2018-19 circulation per capita (excluding eBooks) was higher than the statewide mean. Total circulation in 2019-20 (including eBooks) was nearly 7 million, and eResource circulation continues to grow.

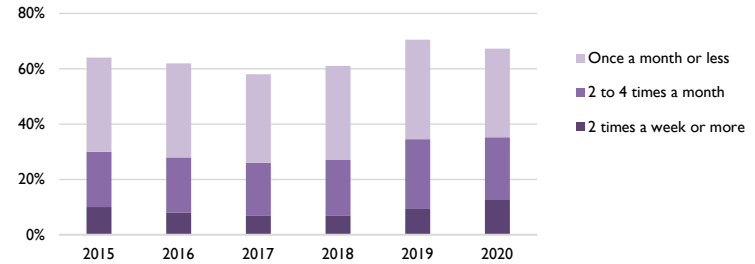
Sixty-seven percent of respondents to the resident survey indicated they, or someone in their household, used San José libraries at least once in the last 12 months. Online holds to reserve materials decreased from the previous year with library borrowers placing about 450,000 online holds to reserve materials in 2019-20.

Approximately 16 percent of the Library’s collection includes materials in languages other than English (nearly 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 90 languages.

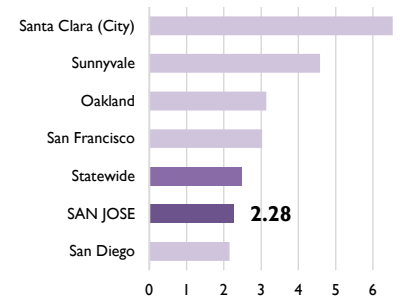
Of San José respondents to the resident survey, 78 percent rated the quality of public library services as "excellent" or "good."

RESIDENT SURVEY

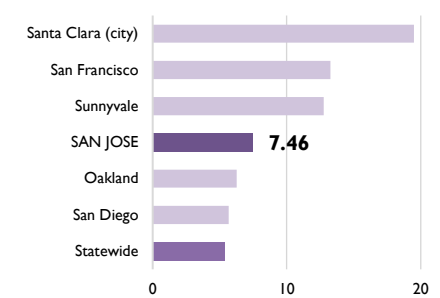
In the last 12 months, about how many times have you or other household members used San José public libraries or their services?



Materials Per Capita (2018-19)



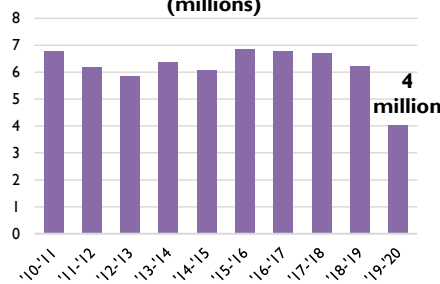
Circulation Per Capita (2018-19)



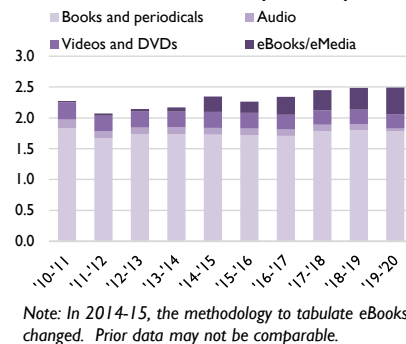
Source: California State Library, 2018-19 Summary Data

Source: California State Library, 2018-19 Summary Data (does not include eBooks)

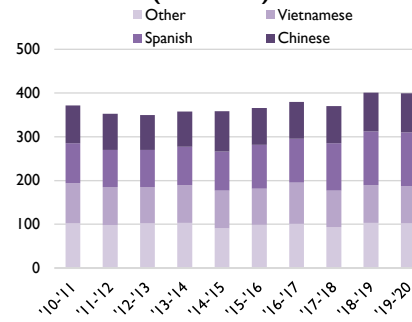
Number of Estimated Visitors to Main and Branch Libraries (millions)



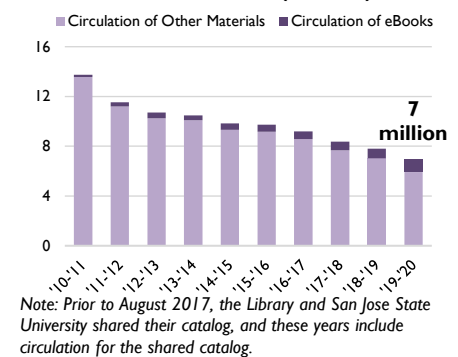
Total Collection (millions)



Non-English Collection (thousands)



Total Circulation (millions)



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.

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 April 2020, the Library was appointed to lead the EOC's Child Care and Digital Inclusion Branch. Through these efforts the Library, supported by staff from the Office of Civic Innovation, Public Works, IT, and the CMO, have provided 12,800 student households with hotspots, and are advancing the buildout of five public Wi-Fi networks in East San José. Additionally, the Branch supported connectivity solutions at R.O.C.K 'n' Learn sites, which provide students a safe space for distance learning, and expects to complete the installation of outdoor networks at nine libraries and eight community centers in December 2020.

In 2019-20, libraries offered over 14,000 programs with total attendance at just over 270,000. SJPL Works, the Library's business and workforce development center, offered 266 business programs, with over 3,500 participants attending in-person and virtual sessions.

In February 2018, the Library launched Coding5k, an initiative to teach coding and computer science to 5,000 unduplicated students each year. In 2019-20, more than 4,720 children and youth participated in a coding, computer science, or technology program at City libraries.

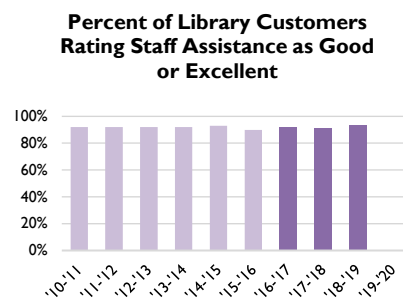
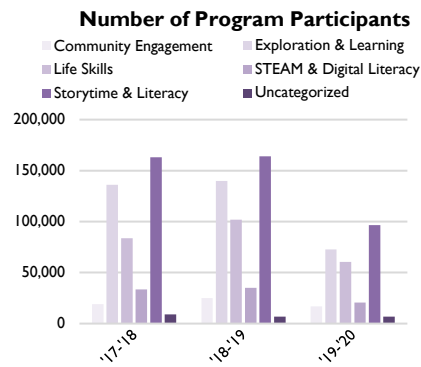
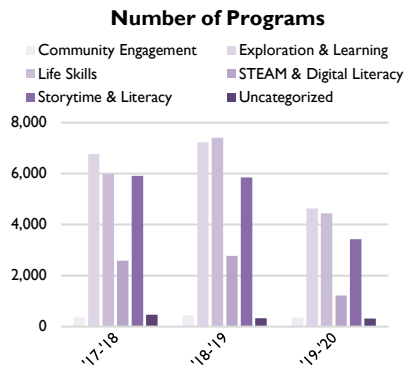
See CSA Dashboard chapter for additional measures related to Library activities.



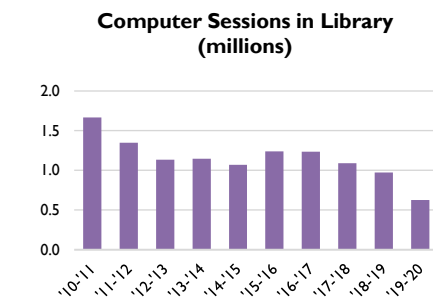
Source: San José Library Department



Source: San José Library Department



Source: Library customer surveys.
 Note: In 2016-17, the methodology to tabulate staff assistance changed. Prior data may not be comparable. This data was unavailable in FY 2019-20 due to COVID.



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

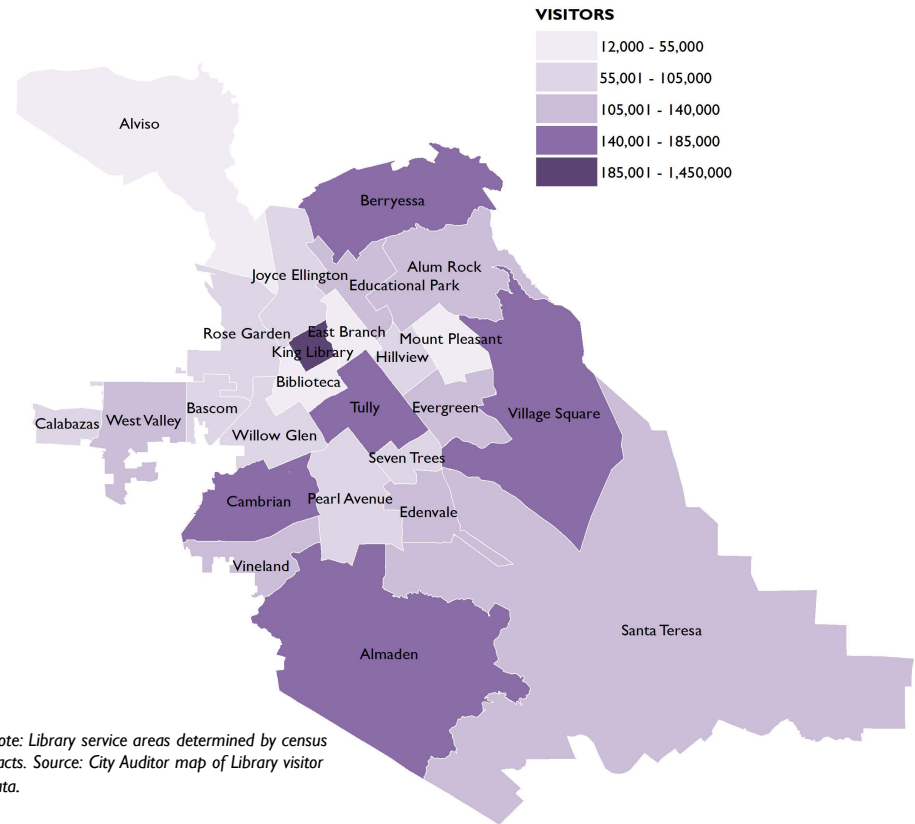
SAN JOSE BRANCH LIBRARY OPERATION

In 2019-20, City libraries had 4 million visitors, a decrease of over 2 million from last year, largely due to the COVID-related closure of all City libraries in March 2020. About 1.4 million visitors went to the Dr. Martin Luther King, Jr. main library. The Library also operates a Bridge Library Program to serve neighborhoods without ready access to branch libraries. Historically, circulation and the number of visitors vary significantly across locations.

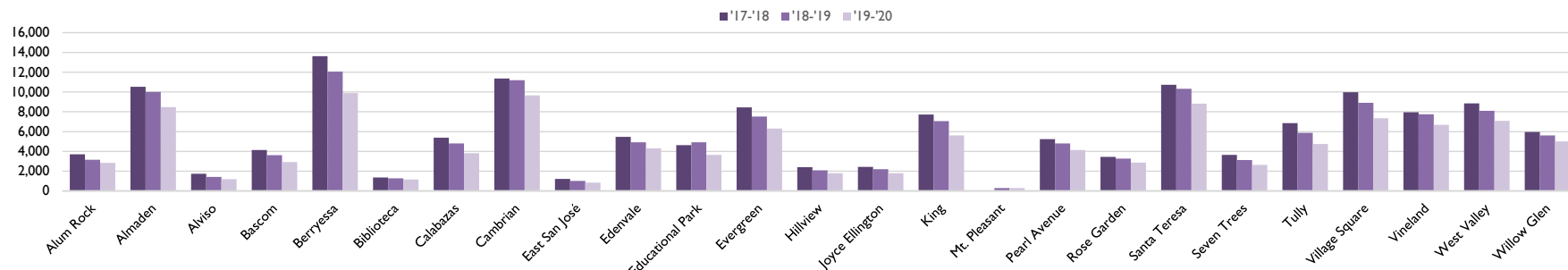
The number of computer sessions on library-owned computers amounted to over 625,000. The Library offers Wi-Fi services that enable customers to use their own devices, and in 2019-20, about 300,000 Wi-Fi sessions were held via branch library Wi-Fi (excludes Mt. Pleasant). Wi-Fi continues to be available in the areas around the libraries despite building closures.

At several branches, visitors can also check out laptops and tablets for in-library use. Since August 2020, laptops and hotspots have become available for at-home use. Hotspots are now available for checkout at all SJPL locations, except Mt. Pleasant. Reservations for devices can be made for pickup at any SJPL Express Pickup location, or from the Maker[Space]Ship.

Branch Library Visitors, 2019-20



Branch Library Circulation (thousands)



Note: Prior to August 2017, the Library and San José State University shared their catalog, and 2017-18 includes circulation for the shared catalog. Mt. Pleasant opened in April 2019.

