

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. In addition to library services, SJPL leads two citywide initiatives - the Education and Digital Literacy Strategy and SJ Access (a digital equity initiative). The Library offers materials in various formats and languages 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 for about 7,000 hours in 2020-21, down from 44,000 hours due to pandemic-related closures of all City libraries.

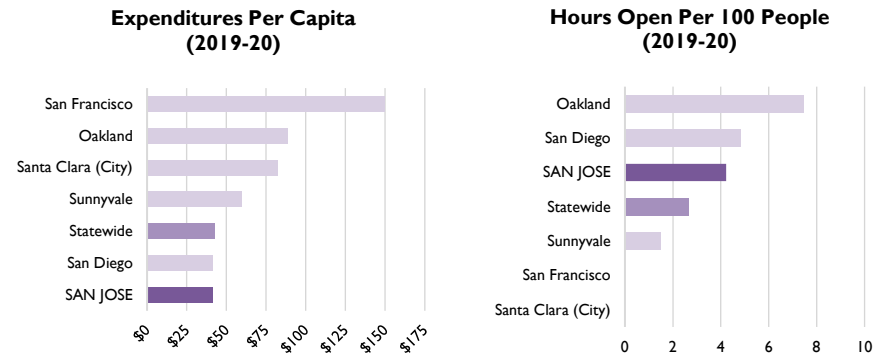
Due to COVID-19, all library buildings were closed for browsing and in-person programming from March 2020 to May 2021. During that time, Express Pickup was available to access physical materials, and eResources were available to allow residents to borrow digital books and resources online through the Library's website at sjpl.org. Since August 2021, all library buildings have reopened with a phased approach to resume indoor services.

In 2020-21, the Library's operating expenditures totaled over \$44.1 million. This includes personal and non-personal/equipment expenditures. The Library was responsible for an additional \$5.7 million in Citywide expenses. Staffing totaled 375 full-time equivalent (FTE) authorized positions, with a total of 511 staff, a decrease from a year ago. Volunteers contributed over 25,000 hours to the Library in 2020-21, including math and coding tutoring, and reading to young children.

KEY FACTS (2020-21)

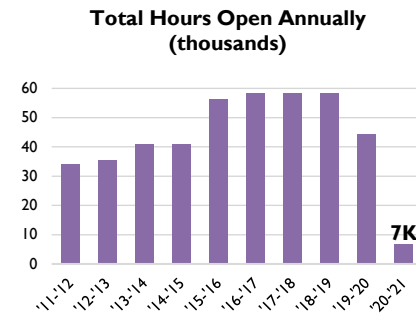
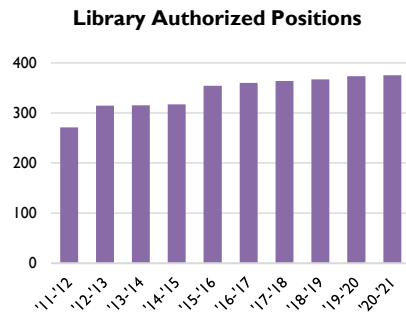
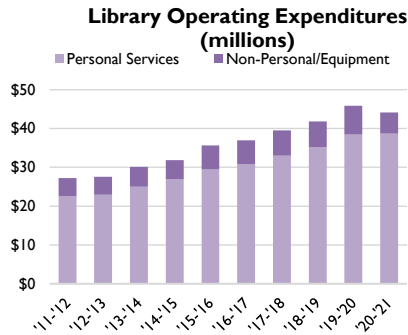
Libraries open*	25
Total library materials	2,513,530
Number of eBooks/eMedia	443,888
Number of items checked out (including eBooks)	3,829,904
Number of registered borrowers	689,498
Number of reference questions (estimated)	89,021

* Due to COVID-19, libraries were closed from March 2020 to May 2021, however, eResources and Express Pickup were available during that time.



Source: California State Library, 2019-20 Summary Data (most recent available State data)

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Note: Open hours data for San Francisco and Santa Clara City was unavailable.



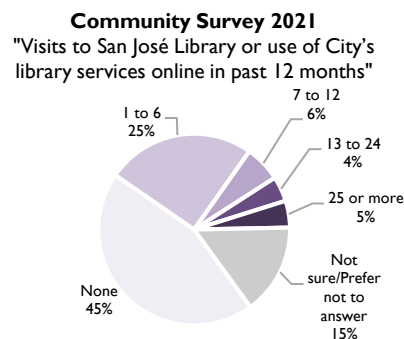
LIBRARY COLLECTION AND CIRCULATION

In 2020-21, the Library’s collection totaled over 2.5 million items, including nearly 1.8 million print materials (such as books and periodicals), and over 444,000 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.

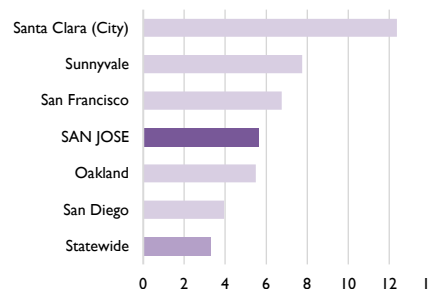
The latest available comparison data shows that San José’s 2019-20 circulation per capita (excluding eBooks) was higher than the statewide mean. Overall, total circulation in 2020-21 (including eBooks) was nearly 3.8 million, a decline from 7 million last year due to COVID-19. However, eResource circulation continues to grow totaling 1.5 million.

Forty percent of respondents to the community 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 increased from the previous year with library borrowers placing nearly 1 million online holds to reserve materials in 2020-21, up from 450,000. This increase in holds resulted from the Library making Express Pickup available to serve the public during the pandemic.

About 15 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 91 non-English languages.

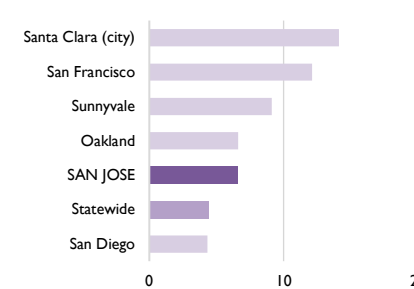


Materials Per Capita (2019-20)



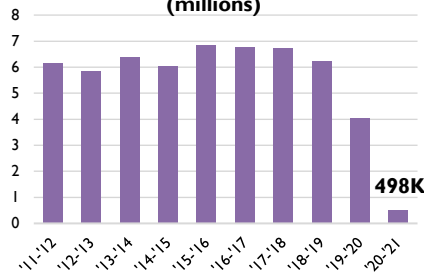
Source: California State Library, 2019-20 Summary Data (most recent available State data)

Circulation Per Capita (2019-20)

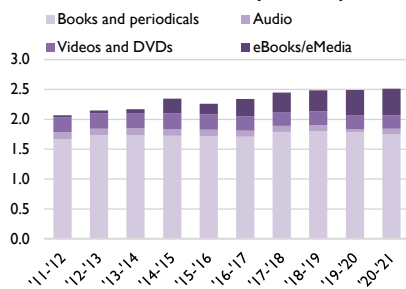


Source: California State Library, 2019-20 Summary Data (does not include eBooks). Most recent available State data.

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

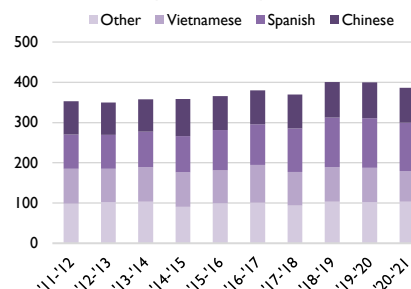


Total Collection (millions)

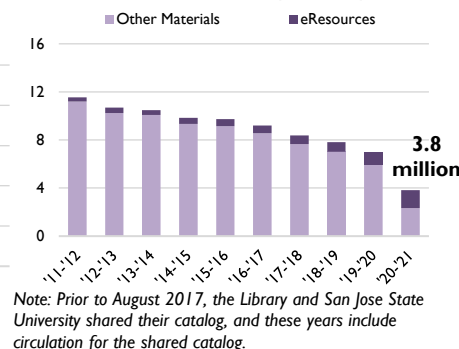


Note: In 2014-15, the methodology to tabulate eBooks changed. Prior data may not be comparable.

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, supports school readiness, and leads the City's Education and Digital Literacy Initiative, which was adopted in 2018. 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 April 2020, the Library was appointed to lead the City Emergency Operations Center's Child Care and Digital Inclusion Branch. As of September 2021, the Library reports the City had distributed 12,800 hotspot devices to student households and provided nearly 4,000 hotspots or computers for checkout at 24 Library branches through the SJ Access initiative. To expand access to high-quality connectivity, new outdoor WiFi networks were constructed near three high schools in east San José (James Lick, Yerba Buena, and Overfelt), with additional locations planned to be operational by 2023. Outdoor WiFi service was also installed at nine libraries and eight parks. In addition, the Library created a Digital Inclusion Priority Index, to determine service locations with the greatest need for resources.

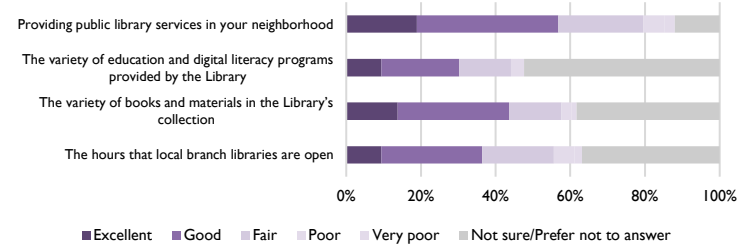
In 2020-21, libraries offered about 6,000 programs with total attendance at just over 124,000. In addition, SJPL Works, the Library's business and workforce development center, offered 778 business programs, with over 3,200 participants attending in-person and virtual sessions. In 2020-21, nearly 4,000 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.

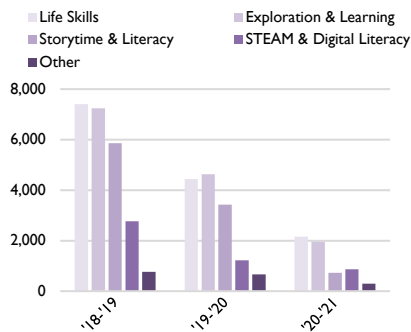


Source: San José Library Department, photo of Express Pickup.

Community Survey 2021 Ratings of Services

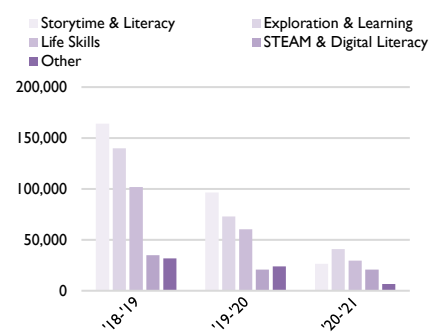


Number of Programs

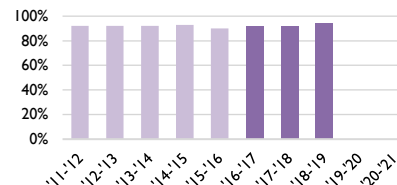


Note: Due to COVID-19, the number of programs offered were limited.

Number of Program Participants

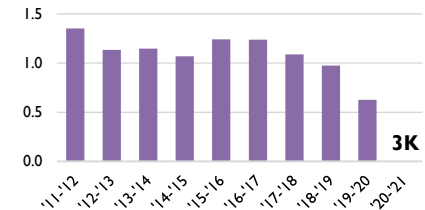


Percent of Library Customers Rating Staff Assistance as Good or Excellent



Source: Library customer surveys.
Note: Due to COVID-19, Library did not conduct surveys in 2019-20 and 2020-21. 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. Due to COVID-19, Library buildings were closed from March 2020 to May 2021 however, computer sessions were available as branches opened. In 2020-21, there were nearly 3,000 sessions.

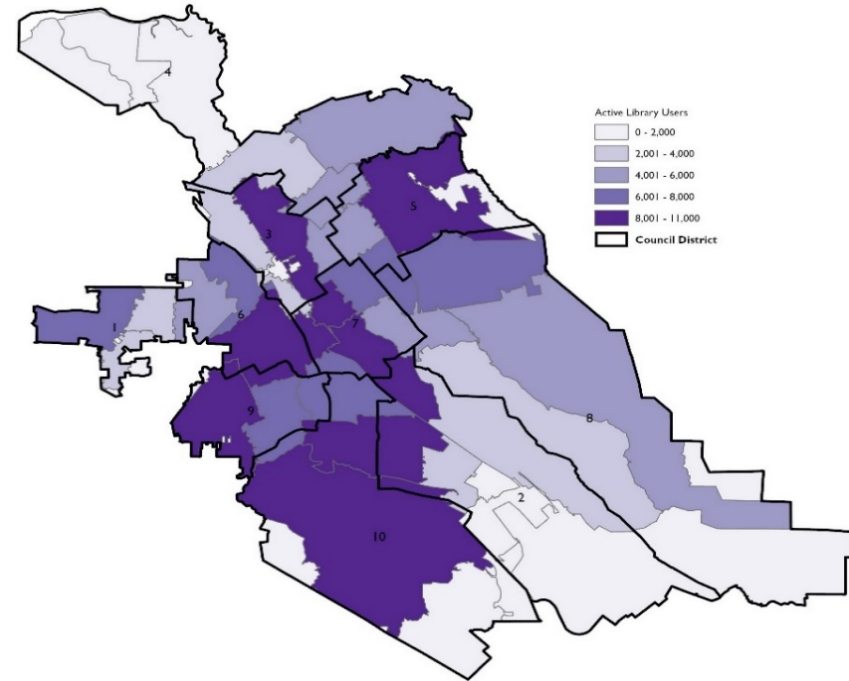
SAN JOSE BRANCH LIBRARY OPERATION

In 2020-21, City libraries had over 498,000 visitors, a decrease of over 3.5 million from last year, largely due to the COVID-related closure of all City libraries in March 2020. About 18,000 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 Library offers Wi-Fi services that enable customers to use their own devices, and in 2020-21, about 80,000 Wi-Fi sessions were held via branch library Wi-Fi (excludes Mt. Pleasant). There were also nearly 3,000 computer sessions on library-owned computers.

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. Reservations for devices can be made for pickup at any SJPL Express Pickup location, or from the Maker[Space]Ship.

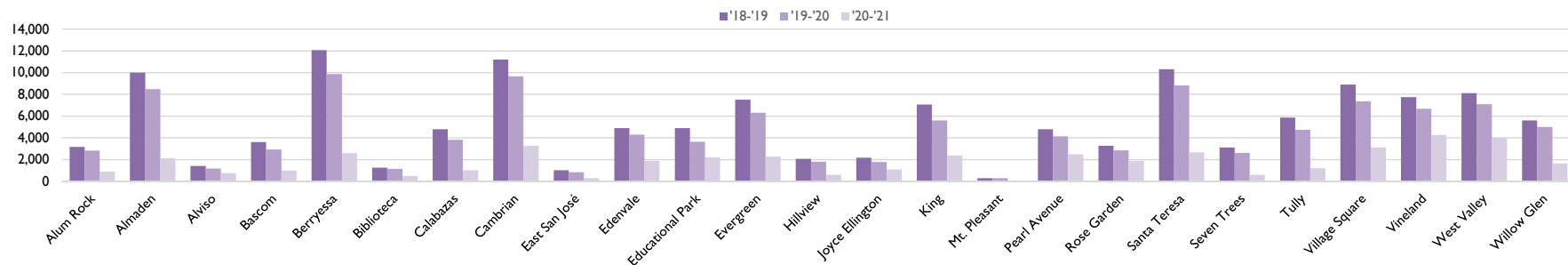
Active Library Card Users



Source: City Auditor map of active library users data 2019-2021.

Note: Due to COVID-19, Library defines active library users as those who have used their library card within the last two years. This captures customers who used their library card pre-pandemic as well as during the pandemic. Generally, active library user data is based on the past year.

Branch Library Circulation (thousands)



Note: Mt. Pleasant opened in April 2019.

