

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 (SJPL) 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 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 time. In addition to library services, SJPL leads two Citywide initiatives: the Education and Digital Literacy Strategy and SJ Access, a digital equity initiative.

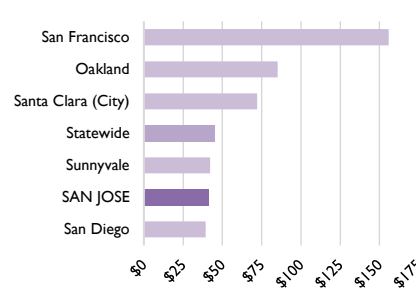
The City’s libraries were open for about 48,000 hours in 2021-22, up from 7,000 hours last year due to reopening its buildings for indoor services post-COVID. The 2021-22 Adopted Budget restored library hours to 47 hours per week for 13 branches serving underresourced neighborhoods. Mount Pleasant remained at 24 hours per week, and other branches continued to offer 43 hours of service per week. Dr. Martin Luther King Jr. Library operated for 73 hours per week, down from 77 hours pre-pandemic. In October 2022, the Library expanded service days to include Sundays at 16 branches. The Library also offers eResources so residents may borrow digital books and resources online at any time through the Library’s website at sjpl.org.

In 2021-22, the Library’s operating expenditures totaled \$49.7 million. This includes personal and non-personal expenditures. The Library was responsible for an additional \$4.3 million in Citywide expenses. Staffing totaled 365 full-time equivalent (FTE) authorized positions, with a total of 538 staff. Volunteers contributed about 22,000 hours to the Library in 2021-22, including math and coding tutoring, and reading to young children.

KEY FACTS (2021-22)

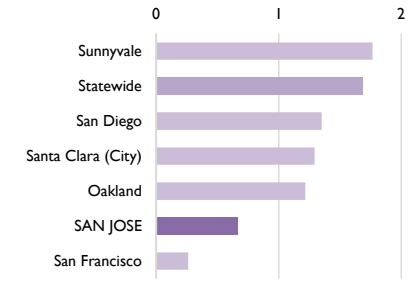
Libraries open	25
Total library materials	3,470,097
Number of eBooks/eMedia available to users	1,480,997
Number of items checked out (including eBooks)	6,904,760
Number of registered borrowers	698,130
Number of reference questions	293,364

Expenditures Per Capita (2020-21)



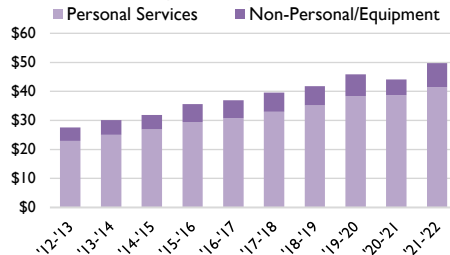
Source: California State Library, 2020-21 Summary Data (most recent available data)

Hours Open Per 100 City Residents (2020-21)

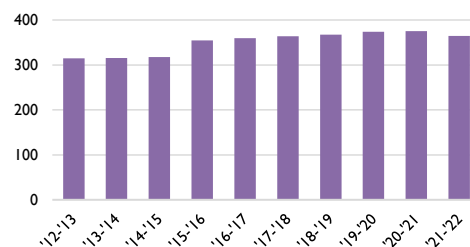


Source: California State Library, 2020-21 Summary Data (most recent available data)
Note: City residents refers to people in legal area. Open hours were impacted due to COVID-19 closures. In 2018-19, libraries were open 5.8 hours per 100 people in San

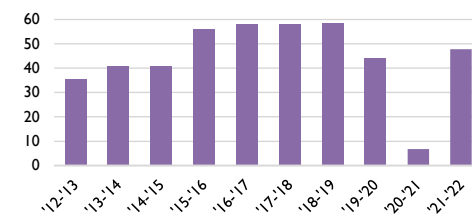
Library Operating Expenditures (millions)



Library Authorized Positions



Total Hours Open Annually (thousands)



Note: Open hours in 2020-21 were impacted due to COVID-19 library branch closures.

LIBRARY COLLECTION AND CIRCULATION

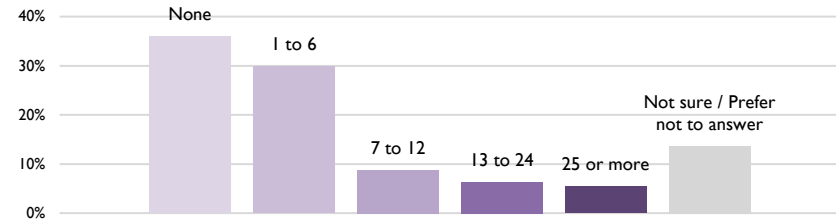
In 2021-22, the Library’s collection totaled over 3.4 million items, including nearly 1.7 million print materials (such as books and periodicals), and over 1.4 million eResources (eBooks, eMagazines, eMusic, eMovies, and online learning tools). The Library also provides access to subscription-based online 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 2020-21 materials per capita (excluding eBooks) was higher than the statewide mean. Overall, total circulation in 2021-22 (including eBooks) was 6.9 million, an increase from 3.8 million last year due to reopenings following COVID-19 closures. eResource circulation (eBooks and eMedia) totaled 1.4 million in 2021-22.

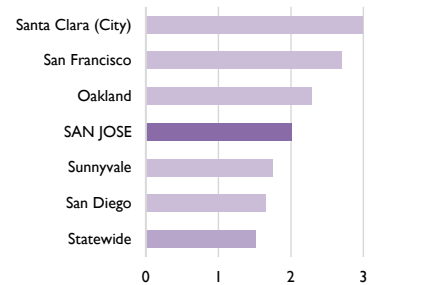
Fifty percent of respondents to the community survey indicated they, or someone in their household, used San José libraries at least once in the last 12 months. Library borrowers placed about 570,000 online holds to reserve materials in 2021-22, down from 1 million but returning to pre-pandemic levels. Library reports that patrons placed fewer holds with the reopening of Library branches and the discontinuation of the Express Pickup service offered during the pandemic.

About 11 percent of the Library’s collection comprises 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 94 non-English languages.

Community Survey 2022
Visited San José Library or used the City’s library services online

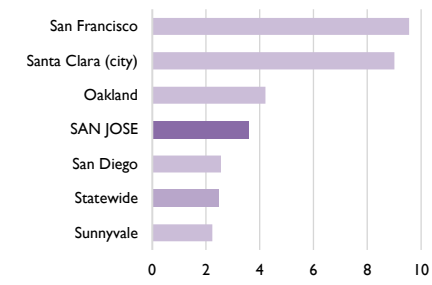


Materials Per Capita (2020-21)



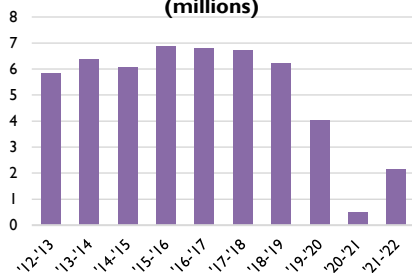
Source: [California State Library, 2020-21 Summary Data](#) (most recent available data)
Note: Refers to physical materials.

Circulation Per Capita (2020-21)

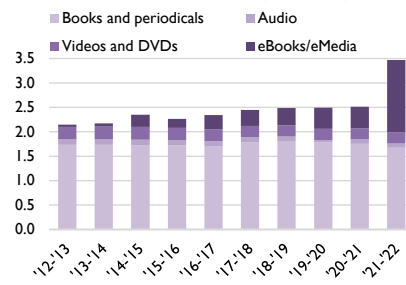


Source: [California State Library, 2020-21 Summary Data](#) (most recent available data)
Note: Includes eBooks. Circulation per capita may have been impacted by COVID-19 closures.

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

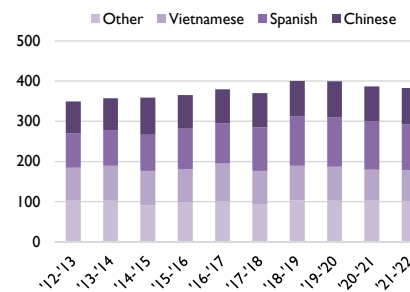


Total Collection (millions)

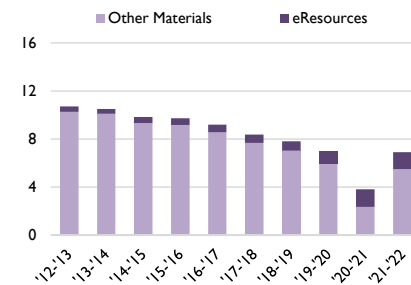


Note: In 2014-15 and 2021-22, the methodology to tabulate eBooks changed. Prior data may not be comparable.

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 2021-22, libraries offered about 10,000 programs, with total attendance over 259,000. SJPL Works, the Library's business and workforce development center, offered 450 business programs, with over 1,500 participants attending in-person and virtual sessions. In 2021-22, over 19,000 children and youth participated in a coding, computer science, or technology program at City libraries.

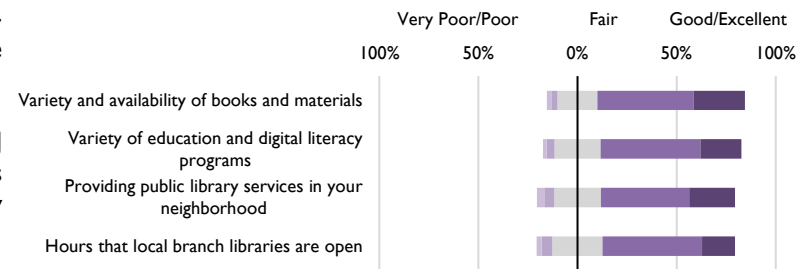
In 2021-22, the Library's Family, Friend, and Neighborhood Caregiver Support Program provided professional development support to 106 individuals caring for children. The Library also led the Resilience Corps Learning Pathway program, a job program where 61 young adults provided child learning opportunities through social-emotional learning, academics, and recreation for K-12 students in San José. The program is continuing into 2022-23.

The Library continues to lead the citywide Digital Equity City Roadmap item, SJ Access. In 2021-22, the Library provided 7,425 hotspots and 2,250 computing devices for checkout at 25 library locations. The SJ Access program also supports Community WiFi and digital literacy programming.

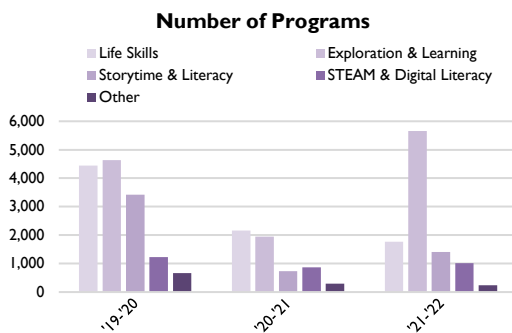


Source: San José Library Department.

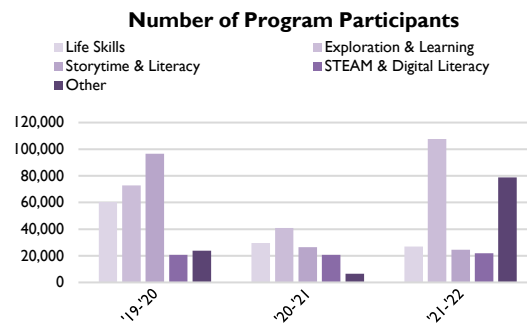
Community Survey 2022 Rating of Services



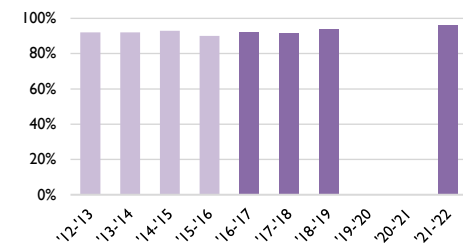
See CSA Dashboard chapter for additional measures related to Library activities.



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



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.

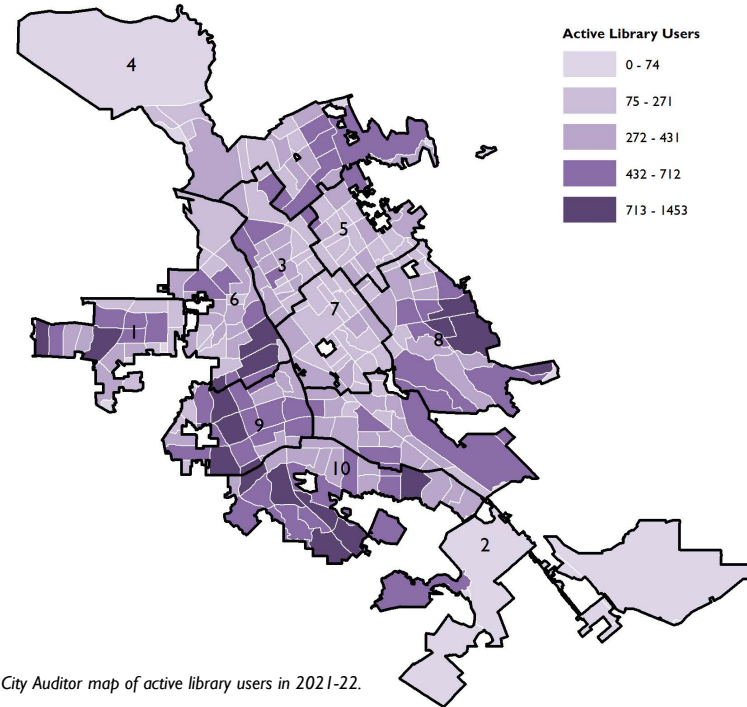
SAN JOSE BRANCH LIBRARY OPERATION

In 2021-22, City libraries had over 2 million visitors, an increase of over 1.6 million from last year, largely due to the reopening of City libraries in August 2021. Over 531,000 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 Library offers WiFi services that enable customers to use their own devices, and in 2021-22, about 2.6 million WiFi sessions were held via branch library WiFi. There were also over 156,000 computer sessions on library-owned computers.

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 available for checkout at all locations.

Active Library Card Users



Source: City Auditor map of active library users in 2021-22.

Branch Library Circulation (thousands)

