



675K+

Library Members
*14% increase from 2019



908,792

eLearning Uses
of **32** Databases



8,187

Programs and Events
Attended by
135,437 Participants



4+ million

Physical & Digital
Circulation



#1

Provider of Free Public
Access to Wi-Fi, Hotspots
and Tech Devices



15,800

AT&T Wi-Fi Hotspots
Distributed to Students,
Families, and the Public



500+

Employees With
21% Bilingual Workforce



69,828

Student Library Cards
Issued Across **28** Local
Education Agencies

"It's a wonderful service since we can't go in the library. I use it once a month."

- Karen, SJPL Express Pickup User



TRANSFORMING LIBRARY SERVICES

When the library was compelled to close its physical locations due to the COVID-19 Pandemic, staff worked quickly to implement new ways for people to access library services and resources. An **eLibrary Card** was created to provide access to SJPL's extensive online collection of digital resources. Since its launch, a total of **15,108 eLibrary cards** were issued. SJPL's **Live Chat** service was expanded to 7-days per week and offered in English, Spanish, Vietnamese, and

Chinese, which attracted more than **18,000 live chat sessions**. Staff also expanded the library's digital collection, acquiring nearly **65,000 new digital titles** with an overall **1.2 million** eCheckouts, bringing SJPL's total circulation to **4+ million**. In June, SJPL launched **Express Pickup** to provide customers access to its physical collections in a safe and contactless way, which was utilized by **128,000+** customers. More than **8,000 programs** in various languages and topics for all ages were created, attracting **130,000+ participants**. A total of **1,675 volunteers** contributed **30,217 hours** of service at the library.

BRIDGING THE DIGITAL DIVIDE

The library led the **City of San José's SJ Access initiative**, designed to provide residents and students with free access to all things digital. Thanks to a **public-private partnership with AT&T**, along with the support of City and local education leaders, SJPL provided **12,800 free high-speed Wi-Fi hotspots** to K-12 students across **32 Local Education Agencies** by the start of the 2020/21 academic school-year. SJPL also made available **3,000 Wi-Fi hotspots** for the public to check out, as well as computing devices

for library members to participate in multilingual Digital Literacy courses. We began working with City partners to expand Wi-Fi networks to exterior spaces at nine library facilities, community centers, and parks. SJPL continued working with East Side Union High School District to provide digital access to **305,790 households** in the attendance areas of eight high schools. To reach communities that lack connectivity issues, the library launched its mobile **Maker[Space] Ship** on a **"Hotspot Tour"** and provided hotspots and library memberships to residents within their neighborhoods. The Hotspot Tour visited **13 locations** and distributed **166 hotspots**.



"We are a family of 6. We would have slow connection or get kicked off the Wi-Fi. Now with the hotspot from the library, the connection is much better. Thank you." - Jesse, SJ Access Hotspot User

INCREASING EQUITY, DIVERSITY & INCLUSION

To boost library services to underserved communities, SJPL established new internal staff teams and strengthened existing services dedicated to these efforts. In January, the **Disability Access Committee** was created to audit, review, and provide recommendations for advancing equitable access

to services, technology, and staff guidelines. A **Racial Equity Team** was also established in January, to deepen conversations and increase racial equity in library service delivery. In February, SJPL hired its first **Equity & Inclusion Services Manager** to oversee the library's efforts and provide leadership and support to internal teams. The library's **Family Learning Center** coordinators have developed a network of more than **20 trusted community-**

based organizations to provide free multicultural and inclusive programs and support services to all community members, especially immigrants, low-income households, older adults, and non-English speakers. In an effort to engage with non-English speakers, critical service information was translated into Spanish, Vietnamese, and Chinese. Staff also presented **370+ programs** in languages other than English, which attracted **3,400+ participants**.

KEEPING THE COMMUNITY INFORMED

Throughout the pandemic closure, the library's website, newsletter, and social media platforms became the primary point of communication for many residents. The SJPL homepage was modified to provide visitors quick access to popular services, which in 2020 attracted nearly **2-million** visits and **3.4+ million page views**. The library's social media connected **23,000+** followers with service updates, stories, and SJPL news. Lastly, the library utilized its **electronic newsletter** to connect with **106,000+ subscribers**. In an effort to reach customers who lack internet access, the library worked with **CivicCenter TV 26** to air weekly family programs and public service announcements (PSAs). PSAs were also aired on local television stations in English and Spanish to announce the SJ Access initiative.

HELPING THE CITY'S EMERGENCY EFFORTS

In March, when the COVID-19 Pandemic forced residents to shelter-in-place and City buildings to temporarily close, **223 library workers** were activated to support and lead parts of the City's

emergency response efforts, which contributed to **58,000 hours** of service. Staff assisted with the distribution of food, community and small business engagement, served on the re-opening task force, helped with public information and translations, supported the planning and documentation unit, led the City's digital inclusion

efforts, developed a comprehensive childcare plan for caregivers and service providers, established health and safety procedures, and activated Learning Pods at select library locations. Library staff also **donated a total of 2,100 3D printed face shields and sewn cloth face coverings** to medical workers and older adults.

SUPPORTING ACADEMIC EXCELLENCE

Through the City of **San José's Education and Digital Literacy Strategy**, SJPL partnered with **28 Local Education Agencies** to distribute the **Student Library Card** to nearly **70,000 K-12 students** to date. The **San José Educator**

Library Card was released in December, which provides extended checkout and renewal periods to educators, with no fines on overdue materials. In 2020, SJPL hosted **140+ virtual class visits** to promote online learning services and resources, such as Tutor.com, and informed students about the library's Virtual Homework Help program which helped **140 K-8th**

grade students. To engage students with hands-on learning activities, SJPL made **7,200 STEAM kits** available at all library locations. Over the summer, SJPL also distributed **5,004 healthy summer lunches** to local youth. Lastly, the library offered several seasonal reading and art programs, which collectively attracted **8,600+ participants** of all ages.

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