

# 2021 IMPACT REPORT

## At a Glance

**714,668** Total Library Members



**76,026**  
New Library Members



**97,376**  
Student Library Cards Issued



**333**  
Educator Cards Issued

**554**

Library Staff



**19.3%** Certified Bilingual Staff

**17** Languages Represented

**974,131**

Library Visitors



**5,342,136**

Physical & Digital Items Checked Out



**8,532**

Live Chat Sessions

**1,030**

Total Volunteers

**22,709**

Hours Volunteered

**6,503**

General Library Programs



**118,850**

Library Program Participants



Library-led Citywide Initiatives

**SJAccess**  
CITY OF SAN JOSE

Connecting people to the internet, tech devices, and digital literacy instruction.  
[sjpl.org/SJAccess](http://sjpl.org/SJAccess)

CITY OF SAN JOSE  
**EDUCATION AND DIGITAL LITERACY**  
SAN JOSE PUBLIC LIBRARY

Ensuring all San José students have equitable access to a community of learning.  
[sjpl.org/EDL](http://sjpl.org/EDL)

## Supporting Education



early education services  
SAN JOSE PUBLIC LIBRARY

**733**

Early Education Programs Offered

**30,676**

Program Participants



**141**

Virtual Class Visits

**4,250**

Students Attending Virtual Visits



**136**

Maker[Space]Ship Visits

**6,981**

STEAM Program Participants



SAN JOSE PUBLIC LIBRARY  
SJ ASPIRES

**1,194**

Participating High School Students

**\$369,550**

Amount of Money Awarded

careeronline  
HIGH SCHOOL

**23**

Graduates in 2021

**141**

Graduates to Date



SUMMER  
FOOD  
PROGRAM

**11,880**

Meals Distributed

**7**

Summer Food Sites at SJPL

## Enhancing Literacy



Summer  
LEARNING  
SAN JOSE PUBLIC LIBRARY

**7,524**

Program Participants

**38,280**

Book Giveaways



PARTNERS  
IN READING  
San José Public Library

**120**

Adult Learners

**49**

Goals Met by Adult Learners

Family  
Learning  
Centers

**1,022**

Programs Offered

**10,642**

Program Participants



**145,345**  
eLearning Users

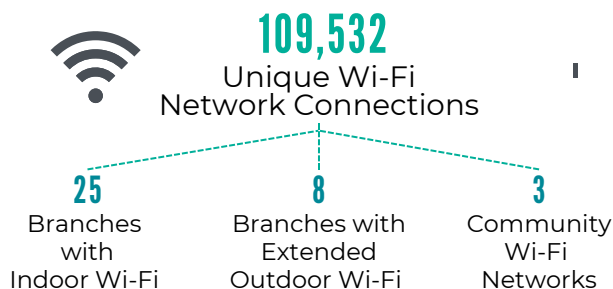
**35**

eLearning Services

## Connecting to All Things Digital



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



**5,482**  
Total  
Tech Devices



**18,961**  
Total  
Circulated

**4,096**

AT&T Wi-Fi Hotspots

**16,160**

**631**

AT&T Wi-Fi Hotspots  
with Web Filter

**949**

**635**

Chromebooks & Laptops

**1,488**

**120**

iPads

**346**

**3,600**

San José School Hotspots



**21**

Digital Literacy  
Classes Offered

Classes offered in  
English, Spanish, Vietnamese

**934**

Program Participants



**668**

Holiday Laptop  
Drive Donations

In partnership with



## Ensuring Opportunities for All



### Equity & Inclusion

Supports access to quality learning spaces, programs, and resources, and is committed to providing a welcoming and safe environment for all.

[sjpl.org/Equity](http://sjpl.org/Equity)

**1,148**  
Programs  
Offered  
**11,570**  
Total  
Participants



Provides resources for employment seekers, small business owners, and entrepreneurs.

[sjpl.org/SJPLWorks](http://sjpl.org/SJPLWorks)

**145**  
Business Programs  
**2,381**  
Total Participants  
**334**  
Career Programs  
**2,393**  
Total Participants



### Family, Friend & Neighbor (FFN) Caregiver Support Network

The FFN Caregiver Support Network provides home-based caregivers free resources, supplies, professional networks, and individualized support to empower them while caring for children.

[sjpl.org/FFN](http://sjpl.org/FFN)

**106**  
Program  
Participants  
**551**  
Children  
Supported

### NEW SERVICE! Library-by-Mail

Library-by-Mail gives SJPL members who have a temporary or permanent disability the ability to request library materials and have them mailed directly to their address.

[sjpl.org/LibraryByMail](http://sjpl.org/LibraryByMail)

## Boosting Awareness



**3,620,773**  
Web Page  
Views



**2,003,487**  
Website  
Visits



**25,320**  
Social Media  
Followers



**306,891**  
Social Media  
Reach