



SAN JOSÉ PUBLIC LIBRARY

Facilities and Customer Experience Plan Executive Brief

City Council

May 05, 2026

Jill Bourne, City Librarian, San José Public Library

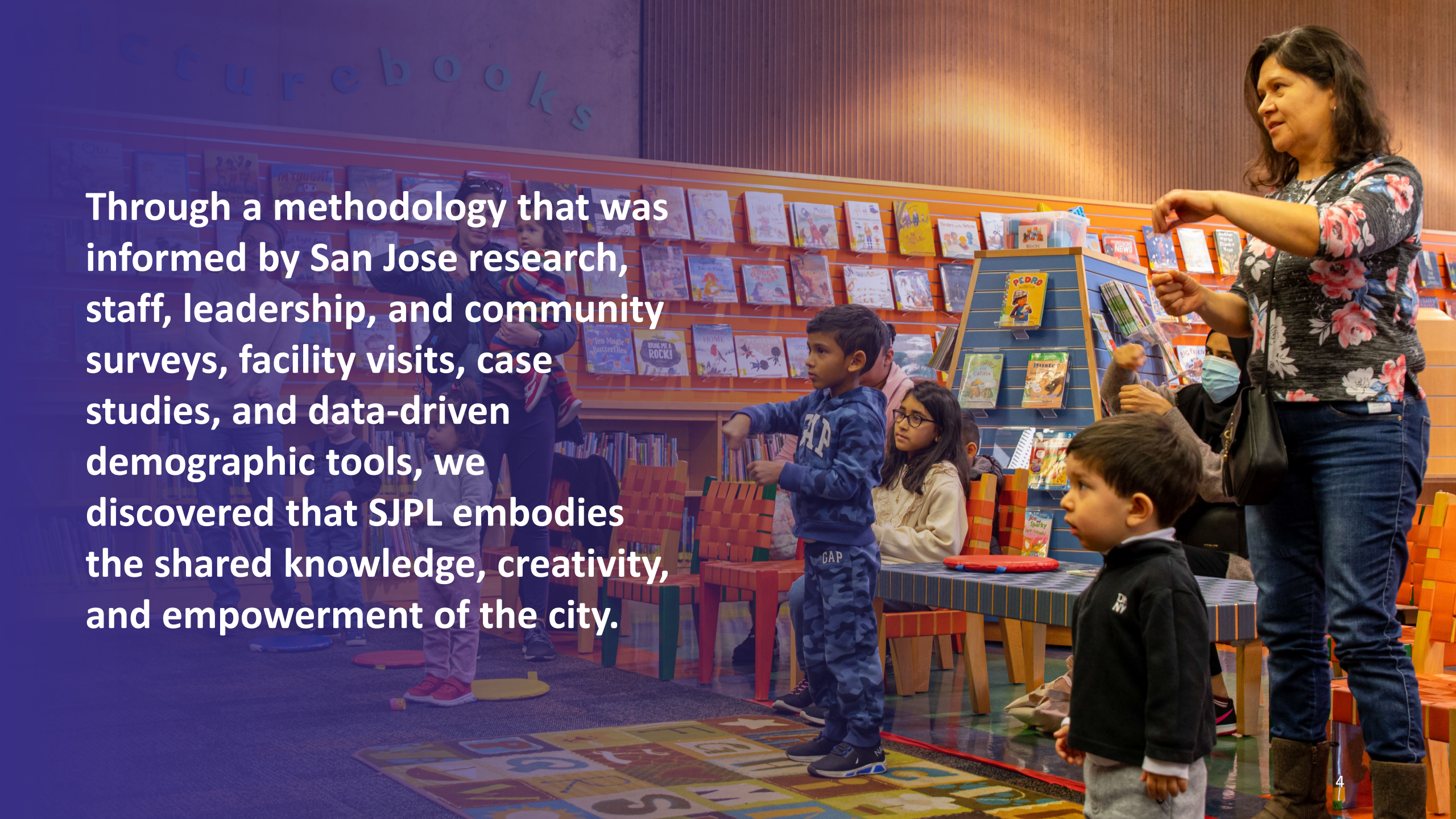
Margaret Sullivan, Library Expert, Margaret Sullivan Studio

For over a year, SJPL engaged in a community-driven approach to developing a plan to guide reinvestment across the library system.



This plan builds on a demonstration of stewardship and ongoing investment to better serve a diverse and dynamic city of more than one million residents.





Through a methodology that was informed by San Jose research, staff, leadership, and community surveys, facility visits, case studies, and data-driven demographic tools, we discovered that SJPL embodies the shared knowledge, creativity, and empowerment of the city.

The Plan & Executive Brief

We engaged in a Community and Data-Driven Approach to this Plan.

Libraries are trusted, loved, and heavily used. Facilities are undersized relative to demand.

2
8
3
0
SURVEY
RESPONSES

180

COMMUNITY
PARTNERS

representing thousands of
San José residents

9 FOCUS
GROUPS

6 1:1
STAKEHOLDER
CONVERSATIONS

3 LEADERSHIP
& STAFF
WORKSHOPS

1 COMMUNITY
PARTNER
BREAKFAST

1000+
VIVA CALLE COMMUNITY
MEMBERS ENGAGED

This gave us the opportunity to develop a Strategic, Equity-Driven Growth Framework.





The time is now to maximize the long-term value of public investment.

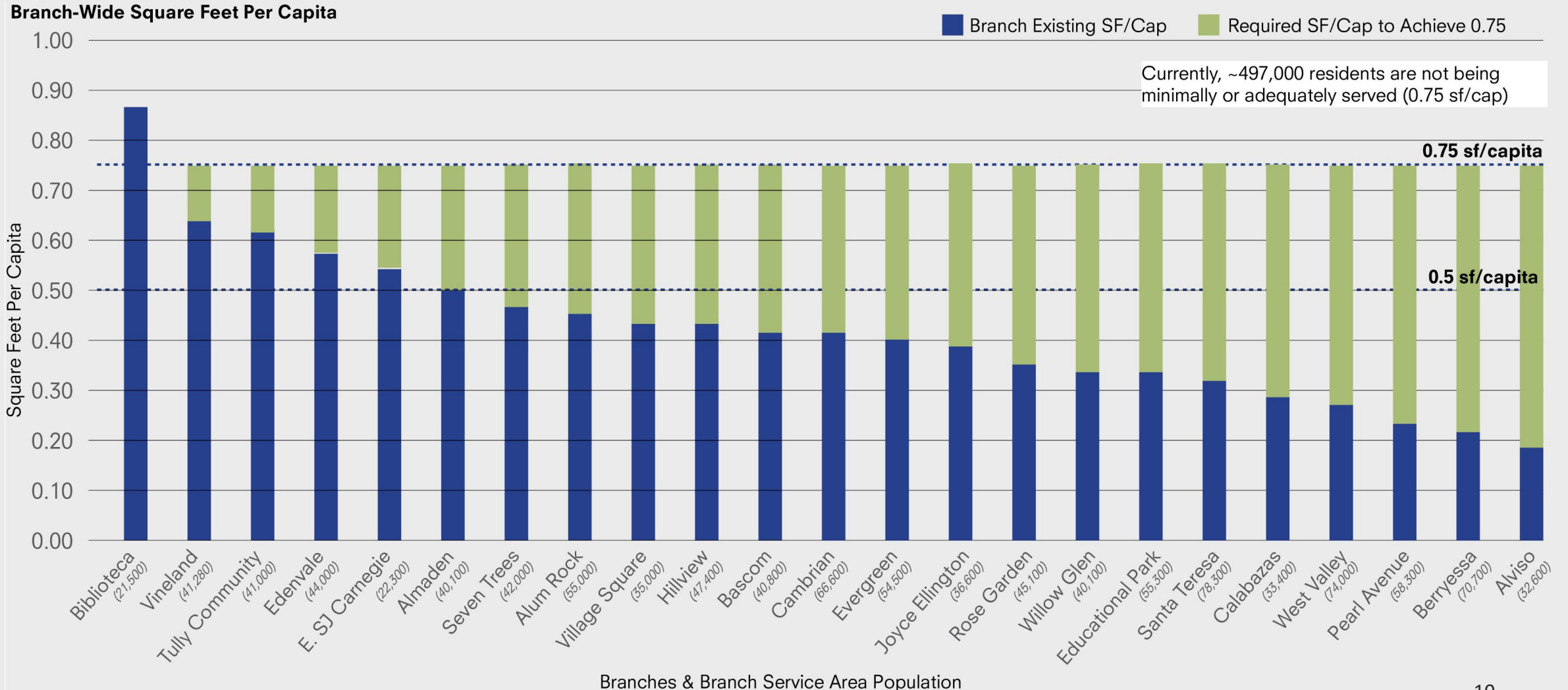
Every 30 years, facilities need substantial investment.

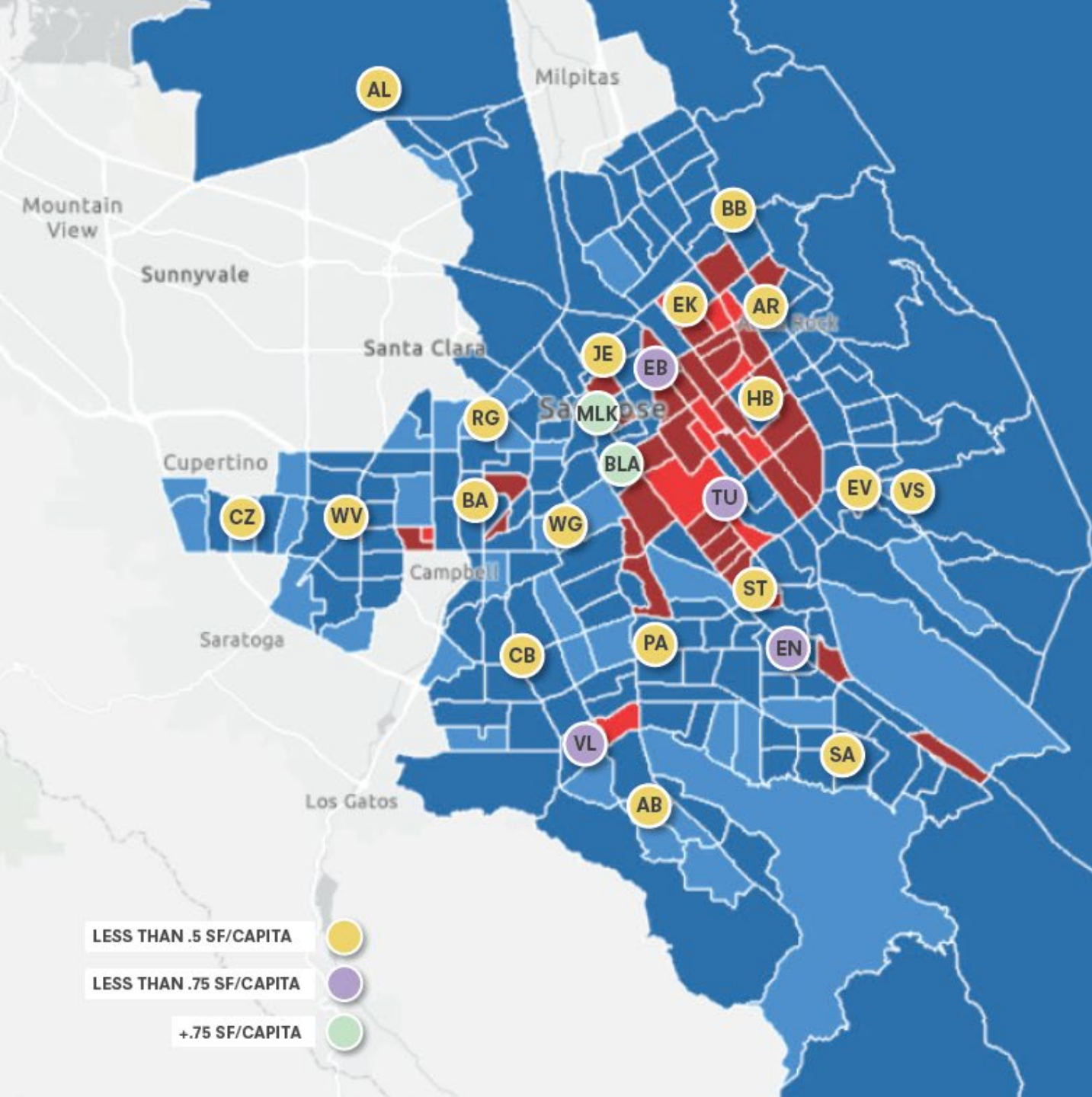
Branch	Year Built	Last Renovated	Years Since Intervention
Mt. Pleasant Neighborhood Library	1998	2019	7
Village Square Library	2016	-	10
Bascom Library	2013	-	13
Educational Park Library	1976	2013	13
Seven Trees Library	1967	2013	13
Santa Teresa Library	1984	2010	16
East San José Carnegie Library	1911	2009	17
Joyce Ellington Library	1975	2008	18
Pearl Avenue Library	1971	2008	18
Willow Glen Library	1937	2008	18
Calabazas Library	1966	2007	19
Edenvale Library	2007	-	19
Hillview Library	1965	2007	19
Almaden Library	1971	2006	20
Cambrian Library	1961	2006	20
Evergreen Library	1976	2006	20
Rose Garden Library	1960	2006	20
Berryessa Library	1968	2005	21
Dr. Roberto Cruz Alum Rock Library	2005	-	21
Tully Community Library	2005	-	21
Vineland Library	2004	-	22
West Valley Library	1964	2003	23
Alviso Library	1934	1999	27
Biblioteca Latinoamericana Library*	1978	1999	27

■ Good Condition
 ■ Plan Updates Soon
 ■ Needs Intervention
 ■ Act Now

*Biblioteca design update underway

Clear evidence for facility growth to meet and exceed industry standards. Nearly 500,000 residents are not adequately served with library services. Within this plan, 400,000 square feet would be intentionally added.





Equity analysis helps to reveal where library deserts exist and give us a better understanding of complex needs such as library access and resident mobility.

This plan:

- 1) Establishes a **long-term strategy to bring the branch system into alignment** with industry best practices for square footage per population served
- 2) Uses service area populations for each branch community to **guide the equitable distribution of library space**
- 3) **Anticipates hyper-local population growth and demographic shifts** over the next 20 years

In order to:

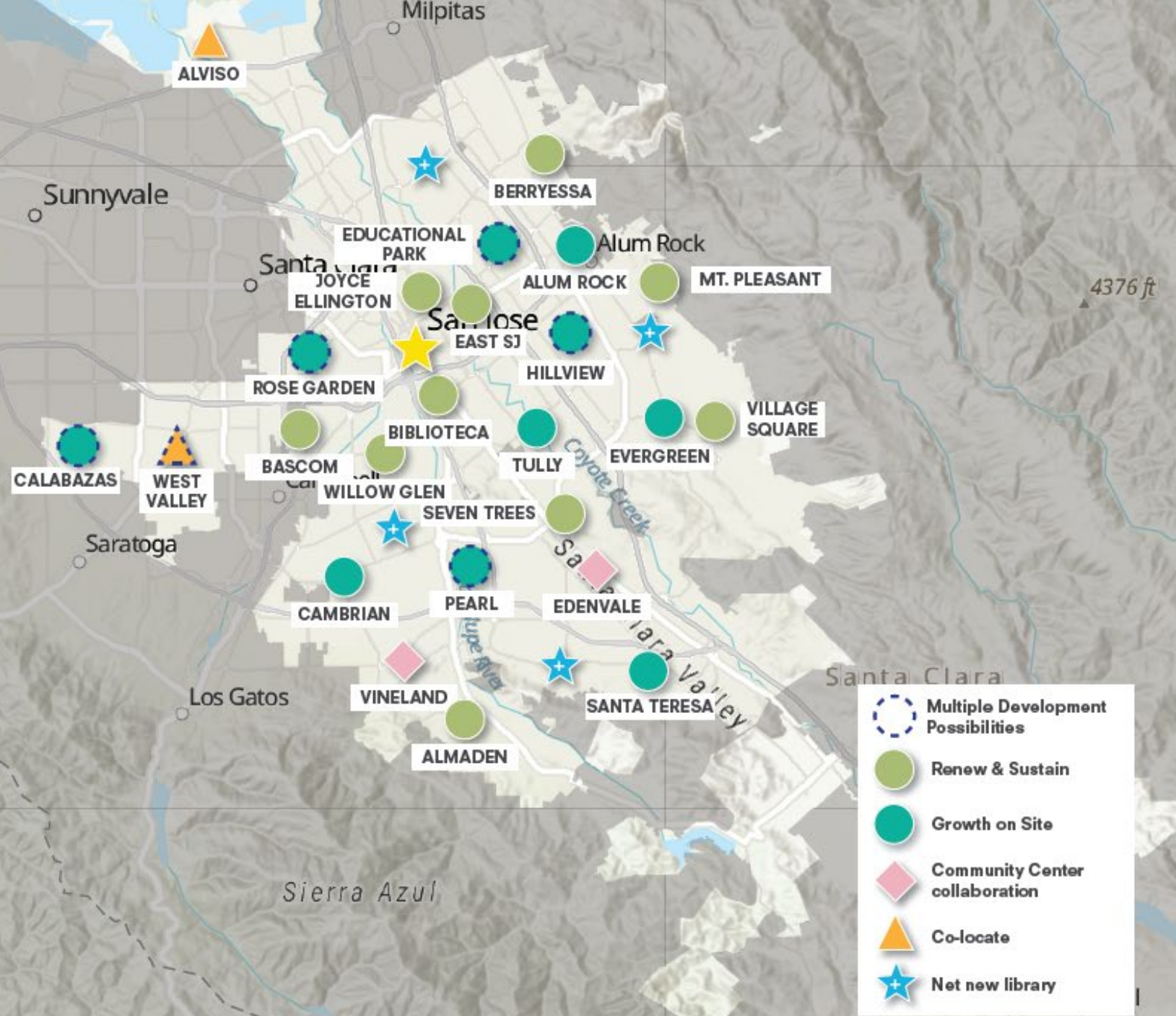
Create a measured, **needs-based expansion strategy** designed to align the library system with projected service demand, best-practice standards, and operational excellence.

Create a clear target for **right-sizing the system while preserving flexibility** to respond to future growth and evolving community needs.

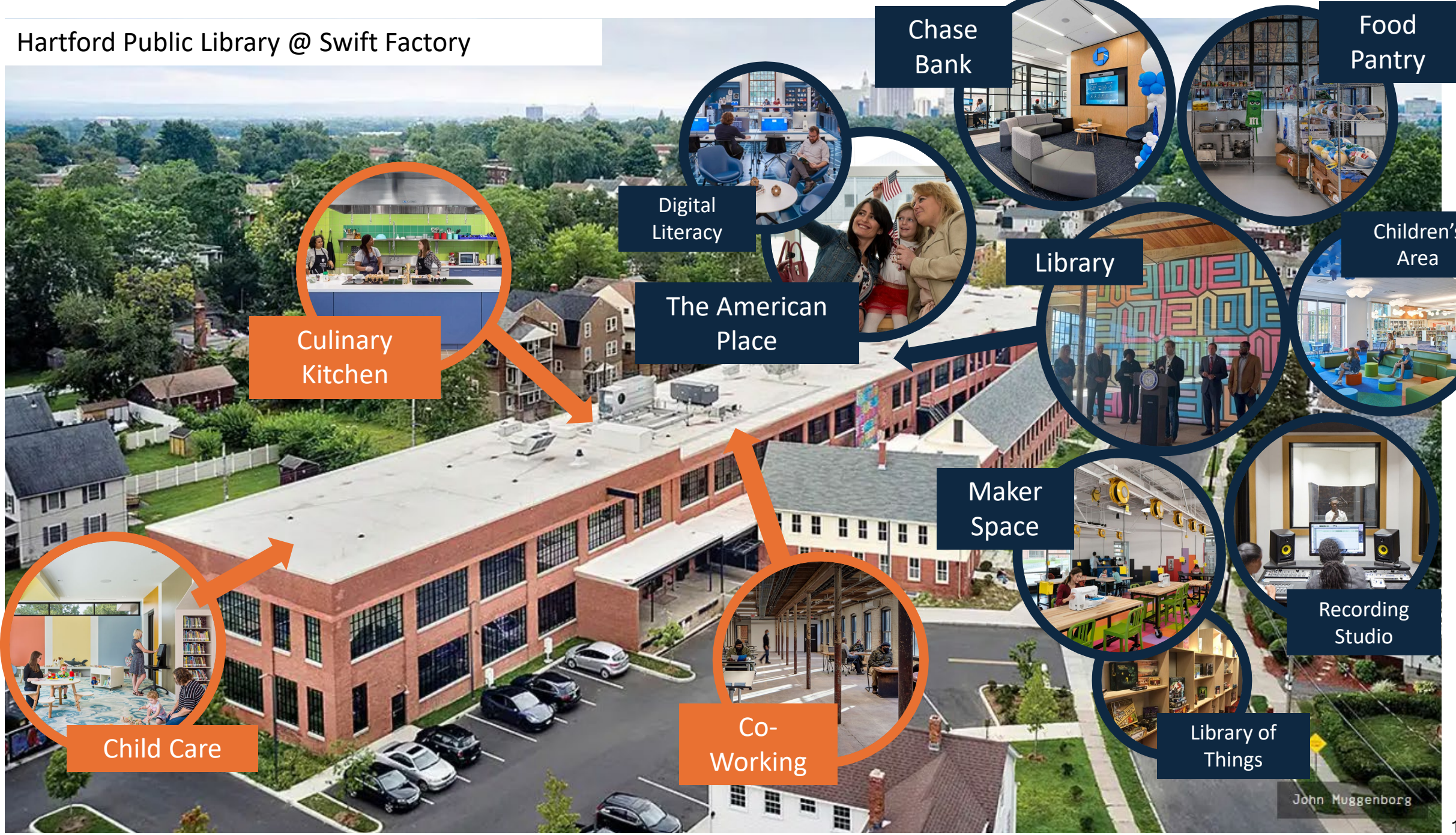


An Aspirational 20-Year Vision

Over the next 20 years,
SJPL is poised to grow
the city's social,
educational, civic, and
cultural assets.



Hartford Public Library @ Swift Factory



Culinary Kitchen



Digital Literacy



Chase Bank



Food Pantry



The American Place



Library



Children's Area



Child Care



Co-Working



Maker Space



Recording Studio



Library of Things

John Muggenborg

Phasing Strategy: PHASE 1

	Existing SF	New SF	Renew & Sustain*	Growth on Site	Co-Locate/ Build New
ALVISO	6,050	24,350	\$4.84M		\$21.96M
WEST VALLEY	21,000	55,500	\$16.8M		\$41.4M
VINELAND	26,000	41,000	\$20.8M	\$32.8M	
TULLY COMMUNITY	25,500	31,000	\$20.4M	\$27M	
ALUM ROCK	26,000	41,000	\$20.8M	\$38.8M	
BERRYESSA	15,000	23,000	\$12M	\$18.4M	
ROSE GARDEN	18,500	34,000	\$14.8M	\$33.4M	
District 4 New Library	0	25,000			\$35M



Phasing Strategy: PHASE 2

	Existing SF	New SF	Renew & Sustain*	Growth on Site	Co-Locate/ Build New
EVERGREEN	21,500	41,500	\$17.2M	\$41.2M	
CAMBRIAN	27,000	50,000	\$21.6M	\$49.2M	
ALMADEN	20,000	20,000	\$16M	\$16M	
HILLVIEW	21,000	35,500	\$16.8M	\$34.2M	
EDENVALE	25,000	25,000	\$20M		
CALABAZAS	10,400	25,400	\$8.32M	\$26.32M	
WILLOW GLEN	13,500	13,500	\$10.8M		
District 8 New Library	0	25,000			\$35M



Phasing Strategy: PHASE 3

	Existing SF	New SF	Renew & Sustain*	Growth on Site	Co-Locate/ Build New
PEARL AVENUE	14,000	44,000	\$11.2M		\$52.8M
JOYCE ELLINGTON	14,500	27,500	\$11.6M		
EAST SJ CARNEGIE	12,000	12,000	\$9.6M		
SANTA TERESA	25,000	39,500	\$20M		\$37.4M
SEVEN TREES	20,000	20,000	\$16M		
District 6 New Library	0	25,000			\$35M



Phasing Strategy: PHASE 4

	Existing SF	New SF	Renew & Sustain*	Growth on Site	Co-Locate/ Build New
EDUCATIONAL PARK	18,000	41,500	\$14.4M	\$42.6M	
BASCOM	18,000	18,000	\$14.4M		
VILLAGE SQUARE	16,000	16,000	\$12.8M		
BIBLIOTECA**	18,350	18,350	\$14.68M		
District 10 New Library	0	25,000			\$35M
District 5 New Library	0	25,000			\$35M



What This Work Can Accomplish

Position SJPL as essential civic infrastructure advancing equity, education, and digital access across the City.

Implement a phased, sustainable investment strategy that strengthens system performance over the next 20 years.

Deliver flexible spaces that support learning, cultural expression, workforce development, and community connection.



Thank you!
Questions or comments?