Community responses to the 2019 Annual Customer Satisfaction Survey rated the Library’s overall services at 96.8% as either “excellent” or “good”.

The Student Success Initiative program was piloted in 2018. The Library issued 5,262 library cards to K-12 students attending City of San Mateo public schools during the 2018-19 school year.

An online reservation system to reserve high-use small conference rooms at the Main Library was launched, increasing community accessibility to rooms for individuals and small groups.

The planning phase to enhance the Children’s Library began in 2018, and completion of the project is scheduled for Fall 2019.

Former City Librarian Ben Ocón retired after 15 years with the City of San Mateo. Deputy City Librarian James Moore was officially appointed City Librarian in June 2019.

San Mateo Public Library Foundation awarded $300K in grants to the Library in support of various programs and services. This includes $80K raised by the 2019 Fund A Need campaign to support expansion of the Library’s Technology Lending Service.

Friends of the Library raised $80K through their book sales to support the development of the Library’s collections.

Official launch of the Library’s new all-electric outreach vehicle, “Mateo”, took place in 2019. The community ribbon-cutting event included guest speaker Mayor Diane Papan, a cake ceremony, a lion dance performance, and an Outreach Vehicle Nickname Contest.

San Mateo Main Library
55 West Third Avenue
San Mateo, CA 94402
650-522-7802

Hillsdale Branch Library
205 W. Hillsdale Blvd.
San Mateo, CA 94403
650-522-7880

Marina Branch Library
1530 Susan Court
San Mateo, CA 94403
650-522-7890

www.smplibrary.org
@smplibrary
@SanMateoPublicLibrary
www.smlibraryfoundation.org

Photo by Tom Jung, San Mateo Daily Journal
**Statistical Highlights for Fiscal Year 2018-19**

**USAGE**
- Population Served: 108,493 (San Mateo and Hillsborough)
- Number of Registered Card Users: 73,161
- Percentage of Library Population with Library Cards: 67%
- Percentage of Hillsborough residents served by the Library with Library Cards: 43%
- Total Circulation: 1,129,127
- Items Borrowed per User: 15.4
- Library Visitors: 764,469
- Visits per User: 10.4
- Visits per Capita: 7.0
- Internet & Database Sessions: 1,602,019
- Public Service Hours per Week:
  - Main Library: 62
  - Hillsdale Library: 40
  - Marina Library: 40

**FINANCIAL SUMMARY**
- **Revenues** from City General Fund & other sources: $7,995,184
- **Expenditures**: $7,995,184
  - Personnel: $5,111,957
  - Collections: $424,512
  - Operating Expenditures: $2,187,476
  - Capital Outlay: $271,239
  - Per Capita Expenditure: $73.80
  - Per Capita Expenditure for Collections: $3.92

**PERSONNEL**
- **Staff**: 107 (53.36 FTE)
- **Volunteers**: 354
- **Hours of volunteer service**: 18,212 hours (8.8 FTE)

**OTHER MEASUREMENTS**
- **Reference Questions Answered**: 44,520
- **Interlibrary Loans and Link+ Borrowed**: 84,895
  - Loaned: 117,411
- **Reserved Titles Filled**: 111,324
- **Programs Offered**: 1,345
- **Programs Attendance**: 36,881
- **Average audience size**: 27.4
- **Website visits**: 285,813
- **Community Meeting Room Uses**: 1,696
- **Passport Applications Accepted**: 2,783

**COLLECTION**
- **Total Volumes**: 255,826
- **Periodical Subscriptions**: 387
- **CDs/DVDs/mp3s**: 40,327
- **Database Subscriptions**: 26
- **eBooks & Audio Books**: 444,021
- **eMagazines**: 50
- **Other eMedia**: 288,734
- **Technology Lending Devices**: 124