



“ Amazing and wonderful... The library department made a good investment getting the databases for our customers and staff.

Zobeyda Moreno  
San Jose Public Library

San Jose Public Library, a large urban public library system serving over one million residents, needed a scalable, cost-effective way to support digital literacy for patrons while reducing the burden on frontline staff.

**ORGANIZATION**

San Jose Public Library (SJPL), serving over 1 million residents.

**PROBLEM**

Patrons needed help with computer skills, but staff didn't have the time to provide one-on-one tutoring for everyone.

**SOLUTION**

CustomGuide Interactive Training (Unlimited User License).

**RESULTS**

1M+ patrons supported  
24/7 self-paced access  
Reduced one-on-one tech help  
No staffing increase

Library staff often face a difficult gap: patrons regularly ask for help with basic computer skills and software, but librarians cannot abandon the desk to teach a full class.

As one staff member explained, “Everyone that comes into the library these days wants resources on how to work a computer.” Without a scalable option, staff time was stretched thin and patrons often left frustrated when extended one-on-one help wasn't available.

**THE INTERACTIVE SOLUTION**

San Jose Public Library implemented CustomGuide to give patrons a truly self-paced way to learn. Instead of watching passive videos, patrons actively click, practice, and interact with real software through guided simulations.

Staff described the tools as “super user friendly,” particularly effective for patrons who were not confident with computers, allowing users to learn independently without constant staff assistance.

**STAFF TRAINING**

In addition to patron learning, San Jose Public Library used CustomGuide to support ongoing staff training during software migrations and system updates. Built-in assessments enabled staff to verify proficiency, identify skill gaps, and focus refresher training only where needed, keeping teams confident and current without requiring formal classroom sessions.