

**For Immediate Release**  
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## **San José Public Library Renews Online Tutoring Service for Another Year**

*Students can get free homework help from expert tutors via the Internet  
any day of the week*

**SAN JOSE, Calif.** — OK, so you waited until the last minute to prepare for that math exam on Monday and you realize there is something about XYZ that you just don't understand. Is a failing grade guaranteed? Not necessarily. San José Public Library renews its offering of *Live Homework Help*—the popular **one-on-one tutoring service** delivered via the library's website; this year with expanded coverage. Now students in grades as low as kindergarten on up through the second year of college can get immediate, free help in Math, Science, Social Science and English from qualified tutors.

That's not all that's new. In tough economic times, an error-free resume may be the tipping point for securing the job of one's choice. Adult learners who come to the library for assistance with GED studies, continuing education, re-training, or grammar and punctuation assistance for resume writing or work-related projects will also be able to utilize this service.

Students log on at San José Public Library's public access computers or remotely via the library's website—[www.SJLibrary.org/live\\_tutor.htm](http://www.SJLibrary.org/live_tutor.htm)—then click on *Live Homework Help* and connect within minutes to the Online Classroom. After entering their grade and subject, San Jose library card number and PIN (personal identification number), they are matched with a live tutor, certified to provide assistance in that area. Help from Spanish-speaking tutors has also expanded this year to include all hours that the service is available. *Live Homework Help* is accessible remotely via the Internet **from 2 p.m. – midnight daily**, except on New Year's Day, Easter, Independence Day, Thanksgiving and Christmas.

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*Live Homework Help* is easy to use. Once connected, students and tutors can review specific homework questions, as well as subject-specific concepts using features such as controlled chat, an interactive white board and shared Web browsing in the Online Classroom.

Tutors and students can type math equations using a special math tool, share educational Web sites and much more for a rewarding learning experience. All tutors are certified teachers, college professors, professional tutors or graduate school students from across the country. All tutors go through a comprehensive application process and have passed a background check for the safety of the students who use the service.

Students have been overwhelmingly enthusiastic in their endorsement of the service since it was first introduced system-wide in fall of 2005. Over 19,000 sessions were initiated by San José students during the most recently completed fiscal year (July 2007 – June 2008). “Awesome,” “very helpful,” “rockin’” and “excellent” are recurring descriptors used by students when evaluating their tutoring experience. Comments range from appreciation for a tutor’s patience to joy at finally mastering a problem. As one eleventh grader stated succinctly, “Thanks for the help! Now I get it.”

For more information on *Live Homework Help* or other homework resources available through San José Public Library, visit [www.SJLibrary.org](http://www.SJLibrary.org), contact your neighborhood San José library or call King Library Youth Services at (408) 808-2183. Those who need a San Jose library card may apply online at [www.sjlibrary.org/freecard.htm](http://www.sjlibrary.org/freecard.htm).

## **Background**

San José Public Library piloted on-site access at selected branches starting in March 2002. The upgrade to system-wide and remote access, effective September 1, 2005, was made possible through a grant from the California State Library, supported by the U.S. Institute of Museum and Library services under the Library Services and Technology Act (LSTA). *Live Homework Help* in San José is now funded in its entirety through the Library Parcel Tax for the current fiscal year ending June 30, 2009.

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