LIBRARY AND EDUCATION COMMISSION

August 18, 2021
7:00 PM to 9:00 PM
I. CALL TO ORDER & ORDERS OF THE DAY
II. CONSENT CALENDAR

APPROVAL OF 8/18/21 AGENDA
DISCUSSION/ACTION ITEMS:

A. COLLEGE & CAREER READINESS
B. COVID-19 SERVICE IMPACTS & OVERVIEW

APPROVE MINUTES OF JUNE 16\(^{\text{TH}}\) 2021 MEETING
III. PUBLIC RECORD
IV. OPEN FORUM
(2 MINUTES OF SPEAKING TIME IS AVAILABLE)
V. DISCUSSION/ACTION ITEMS

COLLEGE & CAREER READINESS
+
COVID-19 SERVICE IMPACT & OVERVIEW
A) COLLEGE & CAREER READINESS
• SJ Aspires
• Career Online High School
• SJPL Works
• San Jose Works
• Other College and Career programs and initiatives
• College and Career Readiness Logic Model
COLLEGE AND CAREER READINESS PROGRAM UPDATES
Pilot Program Overview

166 students
910 awards
$54,550 scholar dollars

Pilot Results
- $28,850 in distributed financial support
- 65 students attending post-secondary institution

Where Are They Now?
- 34 attending Community Colleges
- 12 attending UCs
- 14 attending CSUs
- 5 attending other 4-Year Colleges / Universities
Program Highlights

• Launched the SJ Aspires Community
• Hosted the Meet the Students event
• Held virtual classroom presentations and online workshops
• Opened Scholar Dollar Savings Accounts for all current students
• Established a Student Committee to provide program guidance
• Created summer programs for returning students
2020-2021 SJ Aspires Students

<table>
<thead>
<tr>
<th>School</th>
<th>Cohort</th>
<th>#</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overfelt High School</td>
<td>Class of 2021</td>
<td>50</td>
</tr>
<tr>
<td>Overfelt High School</td>
<td>Class of 2024</td>
<td>388</td>
</tr>
<tr>
<td>San José High School</td>
<td>Class of 2023</td>
<td>236</td>
</tr>
<tr>
<td>Opportunity Youth Academy</td>
<td>Class of 2021</td>
<td>12</td>
</tr>
</tbody>
</table>

Of students who reported demographic data to schools or SJ Aspires:

- 46% of students identify as female and 54% identify as male
- 92% of students identified as BIPOC
Fiscal Year 2021 - 2022

- Welcome a FT Clerk to the staff team
- Continue to serve returning students
  - 388 Overfelt High School (Class of 2024)
  - 236 San José High School (Class of 2023)
- Add approximately 530 additional 9th and 10th grade students
  - ~190 San José High School (Class of 2024)
  - ~190 San José High School (Class of 2025)
  - 150 Overfelt High School (Class of 2025)
- Develop new opportunities and experiences for students by partnering with program sponsors
- Launch Phase II of the SJ Aspires Community, including a mobile app
- Create a Community of Practice for SJ Aspires students and advisors
## Career Online High School

### Qualification & Requirements
- Must be 18 or older; live in San José
- Complete self-assessment
- Pass prerequisite class
- Pass interview
- Complete cohort orientation
- Pass 30-day probation on receipt of scholarship
- Complete program within 18 months

### History & Statistics (through FY 20-21)
- Program launched February 1, 2016
- 1074 assessments and follow-up calls
- 263 interviews
- 19 cohorts
- **120 Graduates**
- 6 graduation ceremonies
- 4 COHS graduates enrolled in Working Scholars (2 on track to graduate in next year)
Fiscal Year 2020-2021

- 778 programs (56% business, 44% career)
- 32 partnerships
- 3,552 program participants
- 125 received direct career or business reference help
- 100 one-on-one career or business consultations
- 92% gained knowledge to help with business/career goals

Goals for FY 2021-2022

- Evaluate current programming models, innovate and adapt to eliminate barriers to service both virtually and in-person
- Continue collaboration with SJPL's Family Literacy Coordinators to reach San Jose's most vulnerable customers
- Expand outreach capacity through partnership with the AmeriCorps VISTA program to promote career services at branches with known greater need.
SJPL WORKS: WORK2FUTURE VIRTUAL PARTNERSHIP

- Part of the California State Library's Workforce Partnership Initiative
- $16,500 grant
  - Purchased 20 Chromebooks and Wi-Fi hotspots for customer use
  - Subscription to Brainfuse's VetNow and JobNow online employment and career development databases
  - Training for SJPL staff on common business and career development resources
- SJPL Works partnered with work2future
  - 8 programs, 72 participants
PILOT: RESILIENCE CORPS

• Pilot jobs program for 50 young adults that focuses on critical areas of community resilience, specifically accelerating K-12 learning recovery from the COVID-19 pandemic.

• Program designed to address economic and workforce development needs among university students, with a secondary goal designed to accelerate learning growth for K-12 students in San José.

• Expanded learning program partners include:
• **Spring 2021 Survey**
  - 1,000 teens
  - All 10 Districts
  - 35 zip codes in SJ

• **Teen Programming**
  - AAPI Mental Health (County of Santa Clara Behavioral Health Services Department, LGBTQ Speaker series (LGBTQ Youth Space), Zoom Theater production, LGBTQ Theater virtual access (Pear Theater)

• **Virtual Volunteer**
  - Teens Reach
  - Monthly avg: 200 teens 379 hours per month
  - Book reviewing, short story writing, civic engagement curriculum
<table>
<thead>
<tr>
<th>Time Period</th>
<th>Learning Objectives</th>
<th>Student Participation</th>
<th>Participation Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Summer 2020</td>
<td>Focus on civic issues and library resources</td>
<td>12</td>
<td>20 hours/week (8 weeks)</td>
</tr>
<tr>
<td>Fall 2020</td>
<td>Focus on first job skills and professionalism</td>
<td>12</td>
<td>20 hours/week (8 weeks)</td>
</tr>
<tr>
<td>Spring 2021</td>
<td>Focus on media and marketing</td>
<td>3</td>
<td>20 hours/week (4 weeks)</td>
</tr>
<tr>
<td>Summer 2021</td>
<td>Focus on social emotional and real-world skills</td>
<td>20</td>
<td>10 hours/week (8 weeks)</td>
</tr>
</tbody>
</table>
COLLEGE AND CAREER READINESS LOGIC MODEL
OVERVIEW

• At the November 12, 2020, meeting of the NSE Committee, staff presented an overview of College and Career Readiness (CCR) programs and a proposed draft of CCR Quality Standards for all City-sponsored programs.

• NSE Committee provided feedback and requested a CCR logic model for City programs.

• The Neighborhood Services City Service Area team coordinated:
  – CCR Logic Model across City departments
  – Map of departmental programs
<table>
<thead>
<tr>
<th>Quality Standard</th>
<th>Focus Area</th>
</tr>
</thead>
<tbody>
<tr>
<td>Technology and Access</td>
<td>Program provides or coordinates access to well-maintained computing devices and the internet</td>
</tr>
<tr>
<td>Privacy and Security</td>
<td>Program adheres the City of San Jose's Privacy Principles and promotes online security</td>
</tr>
<tr>
<td>Safe and Supportive Learning Environments</td>
<td>Program ensures participants can learn in a safe and supportive online or in-person environment</td>
</tr>
<tr>
<td>Skill Building and Learning</td>
<td>Program stays current on skills needed and solicits feedback from participants</td>
</tr>
<tr>
<td>Curriculum and Teaching Practices</td>
<td>Program uses outcomes-based curriculum that is adaptive to the needs of the participants</td>
</tr>
<tr>
<td>Staffing</td>
<td>Program staff are appropriately trained, evaluated, and provided with opportunities for growth</td>
</tr>
<tr>
<td>Program Leadership and Management</td>
<td>Program methods and goals and continuously evaluated and modified</td>
</tr>
<tr>
<td>Equity, Diversity, and Inclusion</td>
<td>Program uses data to modify outreach strategies and ensure that all community members are aware of and can participate in programming</td>
</tr>
</tbody>
</table>
PROBLEM STATEMENT

The City of San José offers a wide spectrum of college and career-readiness programs for youth (ages 14 to 18) and young adults (ages 18 to 29). However, there is a lack of coordination and awareness between City programs. This limits opportunities that may be available to youth and young adults and encourages them to disconnect from City programs when their interests change rather than being introduced to opportunities offered by other City departments.
### LOGIC MODEL: EQUITY IN ACTION

<table>
<thead>
<tr>
<th>Inputs</th>
<th>Activities*</th>
<th>Outputs</th>
<th>Outcomes†</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Case managers and other staff</td>
<td>- Mentor under-resourced and/or students from communities of color</td>
<td>- Continuously improve college and career readiness programs</td>
<td>- College</td>
</tr>
<tr>
<td>- City of San José Departments</td>
<td>- Partner with non-profits and educational entities</td>
<td>- Ensure diverse range of work experience opportunities</td>
<td>- Enrollment in pathways best-suited for desired career</td>
</tr>
<tr>
<td>- Designated community spaces</td>
<td>- Provide college and career readiness programs</td>
<td>- Ensure programs promote access to living-wage careers</td>
<td>- Employment in career-related apprenticeship or internship</td>
</tr>
<tr>
<td>- Funding</td>
<td>- Provide financial support for post-secondary education</td>
<td>- Provide positive experiences to program participants and partners</td>
<td>- Increased enrollment in post-secondary education</td>
</tr>
<tr>
<td>- Programs</td>
<td>- Provide work opportunities that pay a living wage</td>
<td>- Support transition from apprenticeship or internship to entry-level career position</td>
<td>- Knowledge about financial aspects of post-secondary education</td>
</tr>
<tr>
<td>- Non-profit partners</td>
<td>- Support youth and young adults throughout the job search process</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Secondary educational partners</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Post-secondary educational partners</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Workforce development</td>
<td></td>
<td></td>
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</tr>
</tbody>
</table>

*All programs are designed and evaluated to reach and provide high-quality opportunities to under-resourced communities

†Each individual program or department will develop their own program-specific performance metrics and outcomes

**College**
- Enrollment in pathways best-suited for desired career
- Employment in career-related apprenticeship or internship
- Increased enrollment in post-secondary education
- Knowledge about financial aspects of post-secondary education

**Career**
- Advanced occupational skills training and resources for career transitions or skills gaps
- Apprenticeships, internships, and other work experience opportunities within the City of San Jose and partner organizations
- Knowledge about policies and regulations critical to career success
- Obtainment of a living-wage career
- Clear pathway to a City-career
Develop an integrated system of approach with goal of connecting programs, which includes:

- Prioritizing equity of access and inclusion in under-resourced communities
- Journey mapping of College and Career Readiness programs
- Establishment of performance goals and metrics for each program
- Identification of staffing and data to support connecting the City's different College programs
- Development of a Community of Practice to inform understanding around opportunities, best practices and alignment with the Quality Standards.
Reimagining the City as a Classroom
B) COVID-19 SERVICE IMPACT & OVERVIEW
<table>
<thead>
<tr>
<th>Access and Keeping Connected</th>
<th>Communication and Coordination</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Digital Inclusion Branch</td>
<td>- Translation services</td>
</tr>
<tr>
<td>- School Liaisons</td>
<td>- Public Relations</td>
</tr>
<tr>
<td>- Childcare and Learning Pod Referrals</td>
<td>- Planning and documentation</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Basic Needs</th>
<th>Vaccination Support</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Food Distribution</td>
<td>- Employee Health and Safety Protocols</td>
</tr>
<tr>
<td>- Cooling, Warming and Clean Air Centers</td>
<td>- Vaccination phone banking</td>
</tr>
<tr>
<td>- Homeless and Displaced Outreach</td>
<td>- Vaccination Popup at Tully and Biblioteca</td>
</tr>
</tbody>
</table>
8/16 – ALL Libraries open!

**Branches**
- Monday – Friday: 1pm – 6pm
- Saturday: 10am – 6pm

**King**
- Monday: 1pm – 6pm
- Tuesday – Saturday: 10am – 6pm

**Mt. Pleasant**
- Monday – Thursday: 2pm – 6pm
- Friday: 9am – 1pm
- Saturday: 10am – 2pm

**RefChat**
- Monday: 11am – 6pm
- Tuesday – Thursday: 10am – 6pm
- Friday: noon – 6pm
- Saturday: 10am – 6pm
- Sunday: 1pm – 5pm

8/2 Express Pick Up complete

**EXPRESS PICK-UP**
- 217,245 patrons
- 850,416 checkouts
- +55K individual appointments
- +32K RefChat/mail interactions and 11,886 staff hours
- +11.5K phone calls
## Express – In Library Usage

<table>
<thead>
<tr>
<th></th>
<th>5/16 – 5/22/21 Express</th>
<th>8/8-8/14/21 In Library</th>
<th>Percentage Change</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Items</strong></td>
<td>19730</td>
<td>52,970</td>
<td><strong>168.47%</strong></td>
</tr>
<tr>
<td><strong>Patrons</strong></td>
<td>4902</td>
<td>9151</td>
<td><strong>86.68%</strong></td>
</tr>
<tr>
<td>Category</td>
<td>FY 19-20</td>
<td>FY 20-21</td>
<td>Increase</td>
</tr>
<tr>
<td>----------------------------------</td>
<td>----------</td>
<td>----------</td>
<td>----------</td>
</tr>
<tr>
<td><strong>E-material Purchases</strong></td>
<td>39,057</td>
<td>74,122</td>
<td>89.8%</td>
</tr>
<tr>
<td><strong>Overdrive</strong></td>
<td></td>
<td></td>
<td>56.2%</td>
</tr>
<tr>
<td>FY 20-21:</td>
<td>1,238,334</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>E-magazine Checkouts</strong></td>
<td></td>
<td></td>
<td>537.5%</td>
</tr>
<tr>
<td>Increase:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>All E-Checkouts</strong></td>
<td></td>
<td>1,422,147</td>
<td>38.6%</td>
</tr>
<tr>
<td>Increase:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Active E-card Users</strong></td>
<td></td>
<td></td>
<td>75%</td>
</tr>
</tbody>
</table>

San José Public Library
EQUITY AND INCLUSION SERVICES

Racial Equity Team
- Staff-wide learning sessions
- Security Training
- Affinity Groups Pilot
- Creating an anti-racist library training

Disability Access Committee
- Library-by-Mail
- Sjpl.org/accessibility
- Survey

Programming Reach
- Survey for key demographics

Digital Inclusion
- Needs Surveys
- Multi-lingual digital literacy
- Multi-lingual outreach

Quality Standards
- Ad Hoc Committee

San José Public Library
Summer Learning Challenge: June 1 – July 31
• Reading program for all ages with reading goals and activities www.sjpl.org/summer
• Free book prize for all under 18 years. +13,000 books to students and schools/organizations serving youth
• Partnerships with PRNS Camp San Jose: 600 students

Work2Future/TeenHQ Virtual Employment
• Spring 2021: Focus on media and marketing, 3 students, 20 hours/week (4 weeks)
• Summer 2021: Focus on social-emotional and real-world skills, 20 students, 10 hours/week (8 weeks)
SJPL HIGHLIGHTS

• Virtual Silicon Valley Reads
• Short Edition
• Publishing of *The Bright Side* - PAR Learner stories
• Career Online High School welcomes 11 more graduates
• Family Learning Centers' Speaker Series (Black History, Women's History, AAPI Heritage)
• SJPL Works' women back-to-work series
• Virtual Volunteer Opportunities: 1,100 volunteers with 31,100 hours

RESOURCE-SHARING

• Back2Cool August series featuring guest speakers and Library resources for elementary schools, middle schools, high schools and Individualized Education Plans
• COVID-19 Rent Relief
• COVID-19 vaccine Q&A with public health officer (English and Spanish)
• Electricity Bill assistance programs and resources hosted with San Jose Clean Energy
STUDENTS & FAMILIES

- Summer Lunches at 7 Libraries = 11,880
- 816 youth in Camp SJ Strong 2020/2021 and ROCK n Learn at Libraries
- FFN Workforce Development Program

- Virtual programs and classes
  - Librarian class visits and virtual outreach
  - Virtual Coding5K camps
  - Story times

<table>
<thead>
<tr>
<th>Age Group</th>
<th>Programs</th>
<th>Attendance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adults</td>
<td>3,333</td>
<td>32,265</td>
</tr>
<tr>
<td>Teens</td>
<td>767</td>
<td>8,882</td>
</tr>
<tr>
<td>Children &amp; Families</td>
<td>3,233</td>
<td>88,236</td>
</tr>
<tr>
<td>Total</td>
<td>7,333</td>
<td>129,322</td>
</tr>
</tbody>
</table>
### SCHOOL PARTNERSHIPS AND STUDENT SUPPORT

| **Student Library Cards** | • 81,189 active cards  
• 14 current local education agencies  
• CUHSD, Evergreen School District, and Berryessa School District will be joining the program in Fall 2021 adding 25,736 active cards with a total of 106,925 |
|---------------------------|------------------------------------------------------------------------------------------------|
| **Educator Library Cards** | • Available to Preschool and K-12 educators (public, private, charter) within San Jose  
• Extended 6 week checkout, 6 week auto-renewal  
• No late fees  
• 205 cards have been issued |
| **Student Hotspots** | • 6,000 hotspots distributed for Fall 2021  
• 25 local education agencies |
| **Virtual Homework Club 2021** | • Tuesday - Thursday 4pm – 6pm  
• 113 sessions since August 31, 2020 (226 hrs)  
• 1,862 students (206 unduplicated)  
• 2,291 volunteers (209 unduplicated)  
• Average daily attendance = 17 |
## DIGITAL INCLUSION

<table>
<thead>
<tr>
<th>Access/Infrastructure</th>
<th>Affordability</th>
<th>Adoption</th>
</tr>
</thead>
<tbody>
<tr>
<td>Continued, targeted support for hotspots distributed through LEAs</td>
<td>Access East Side 6 attendance areas operational (257.5k); 2 in design (53.5k) + Sustainability plan for networks</td>
<td>Expand awareness and access to Emergency Broadband Benefit programs</td>
</tr>
<tr>
<td>Expanded hotspot + computer access through SJPL</td>
<td></td>
<td>Distribute devices from laptop drive and consider future drives</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Curate and expand on availability of digital literacy programming</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Implementation of digital literacy quality standards</td>
</tr>
<tr>
<td></td>
<td></td>
<td>San José Digital Inclusion Fund Round 3 Programming</td>
</tr>
</tbody>
</table>

Adjust and adapt to new/changing Federal and State resources and programs
• 3,000 unfiltered AT&T Wi-Fi hotspots available for public checkout
  – 90-day checkout with a 30-day renewal
  – 100% checked out system-wide as of 8/18
  – 9,889 total check outs since launch in September 2020
  – Growing to 4,200 devices in mid-Fall!

• 175 filtered AT&T Wi-Fi hotspots for Youth available for public checkout
  – Public checkout began 8/16
  – 25% checked out as of 8/18
  – Growing by +4,500 devices in mid-Fall!

• 753 Computing devices (iPad, laptops) available for public checkout
  – 90-day checkout with a 30-day renewal
  – 848 total check outs since launch
  – Growing by +1,500 Chromebooks in mid-Fall!

• In-person Tech Support at BLA (outdoor) - August 2021
  – Zoom set-up and basic troubleshooting
  – Affordable Internet
  – Emergency Broadband Benefit
YOUTH HOTSPOTS JOIN CIRCULATION + EXPANDED GENERAL HOTSPOT COLLECTION

• Hotspots previously deployed at school districts but no longer needed will join circulation through SJPL; currently available at 11 branches
• Plan to purchase additional 4,500 Youth hotspots and connected Chromebooks in the coming months via the Emergency Connectivity Fund
• Planning to expand general hotspot collection from 3,000 >> 4,200 by mid-Fall

DIGITAL INCLUSION FUND GRANT

• August 31 will see the end of the Year I grant cycle
• More digital literacy classes and services will be available in Year II of the grant, including a new class on information storage and organization to deepen existing skills.

CPUC GRANT IN SEVEN TREES/TULLY NEIGHBORHOODS

• A lottery style laptop giveaway will also be available to participants who complete 100% of the digital literacy course in certain high-needs ZIP Codes near ST/TU.
Youth and Family
• Graphic Novel Making Contest
• Apple Coding 5K Bootcamp for SJ Aspires students during Fall Break (October)
• Virtual Homework club will continue this Fall, beginning mid-September
• Halloween Week Book Giveaway

Digital Literacy
• SJ Access Community Conversations
• Digital Literacy Classes

Weekly SJPL Works Programs
• Resume & Cover Letter Workshop
• Resume Review
• Interview & Networking Skills
• Virtual Mock Interview
• *Virtual* Job Search For Beginners Part 1. 求職基礎班 (in Chinese)
• *Virtual* Navigating Online Job Boards (in partnership with work2future)
**Service Resumption**
- Filling vacancies
- Service hours expansion
- Community room usage and indoor programming
- Community feedback on reduced hours at:
  - Almaden, Berryessa, Calabazas, Cambrian, King, Pearl, Rose Garden, Santa Teresa, Village Square, Vineland, Willow Glen

**Service Enhancements**
- Lockers
- Open+ @ Village Square Pilot
- Mobile App
- Wireless printing
THANK YOU
VI. COUNCIL LIAISON’S ANNOUNCEMENTS
VII. CHAIR’S ANNOUNCEMENTS
VIII. LIBRARY DIRECTOR’S ANNOUNCEMENTS
IX. COMMENTS AND ANNOUNCEMENTS

X. INFORMATION AND UPCOMING OPPORTUNITIES FOR COMMISSION PARTICIPATION
XI. ITEM FOR FUTURE COMMISSION MEETING AGENDAS

XII. MEETING SCHEDULE
XIII. ADJOURNMENT